

**Park Place at Bay Meadows
Electronic Tenant® Portal**

Created on January 22, 2025

Building Amenities: On-Site Amenities

There are a number of amenities for office tenants at the Park Place at Bay Meadows project:

- Chipotle
- Crunch Fitness
- Habit Burger
- Massage Envy
- Mendocino Farms
- Park Place Dental
- Peet's Coffee & Tea
- Salon Kavi
- Shiki Sushi
- T-Mobile
- Whole Foods
- Winking Bee
- Z-Ultimate

Building Operations: Accounting

Payment – Rent and tenant charges are due and payable on the first day of each month. Statements are sent as a courtesy at the end of the month preceding the due date. All checks should be made payable to: Park Place Holdco LLC.

Bill Backs – Tenant service requests involving a charge will be billed back to the tenant. A copy of the tenant service request and invoices will be sent out directly to the tenant. Also, the charge will appear on your monthly rent statement.

Billing Address – The billing address should be established prior to move-in. CBRE's accounting office can send your monthly statement to another address if desired.

Billing Questions – If a billing question or issue arises please contact the Building Management Office at (650) 525-9107.

Building Operations: Building Management

Park Place at Bay Meadows is managed by a professional management team from CBRE. The Management Team has been chosen for its expertise in managing commercial office properties. It is our objective to provide you with the highest quality service available and to ensure your comfortable and continued tenancy at Park Place at Bay Meadows.

The Building Management Office is located on-site in Suite 50 of the 1100 Park Place building. It is open from 7:30 a.m. - 4:00 p.m. Monday - Friday excluding holidays. To contact the Management Office, please call (650) 525-9107. During after hours, this line will be answered by our answering service. If necessary, the service can contact Management Personnel or Site Security. In an emergency situation, always call 911 first. Through the Management Office, assistance is available to tenants for numerous services including but not limited to: temperature control, service and maintenance, security, janitorial and property admittance.

Building Management:

1100 Park Place, Suite 50
San Mateo, CA 94403
Tel: (650) 525-9107

The Management Team of Park Place at Bay Meadows is comprised of the following individuals:

Yvette Montoya
Senior Real Estate Manager
Yvette.Montoya@cbre.com
(650) 525-9107

Kimberly Umali
Assistant Real Estate Manager
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Journeyman Building Engineer
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(650) 222-4001

David Cacacho
Security Supervisor
Doveenic.Cacacho@aus.com
(650) 222-5570

Building Operations: Building Hours & Holidays

Normal hours of building entry for Park Place at Bay Meadows are 8:00 a.m. to 6:00 p.m., Monday through Friday. Access to the Building at other times requires a valid access card. Park Place at Bay Meadows will be officially closed on the following holidays and other holidays may be determined from time to time:

New Year's Day	Thanksgiving Day
Martin Luther King, Jr. Day	Day after Thanksgiving Day
President's Day	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Building Management Office at (650) 525-9107, at least 24 hours in advance. Given that the building staff and contractors also observe these holidays, you will be charged for any building services. We will be glad to provide you with an estimate for any of the above services.

Building Operations: Leasing

Mike Conroy and James Chung of The Econic Company are responsible for the retail leasing at Park Place. Bob Garner and Josh Rowell of Newmark, Knight, Frank are responsible for the office leasing. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	Email
Executive Director	Bob Garner	(650) 358- 5266	bgarner@ngkf.com
Executive VP	Josh Rowell	(650) 358- 5261	jrowell@ngkf.com
Director	Mike Conroy	(408) 458- 0629	mconroy@theeconiccompany.com
Founder & Principal	James Chung	(415) 699- 6540	jchung@theeconiccompany.com

Building Security: Overview

Security personnel are on duty 24-hours a day, 7 days a week. Through the use of remote cameras and/or direct inspections, the security staff monitors the garage and exterior grounds. Security staff members are in radio contact and are trained in emergency response.

We offer the following recommendations for your security:

- Keys for your entrance doors and cabinets should be kept in secured areas.
- Do not prop open any entry doors by extending the deadbolt latch. Not only is this against fire code, but it is also a security breach.
- Lock all doors when leaving the premises at lunch or at the end of the business day.
- When an employee leaves your employment, consideration should be given to changing the lock cylinders. Contact the Building Management Office to arrange change; tenants will be billed for the expense of the locksmith.
- Employees should be cautioned about leaving articles of value, such as purses, etc. in any unattended area.
- Notify the Building Management Office any time an employee is terminated or resigns, so that their card key can be terminated.
- Notify the Building Management Office of anyone loitering or soliciting on the premises. Park Place at Bay Meadows is a non-solicitation building; therefore, we will escort all known solicitors out of the building upon request.

Building Security: Building Access

Normal operating hours for the buildings are as follows:

Monday	7:45
– Friday	am –
	6:00
	pm
Saturday	Closed
& Sunday	Closed
Observed	Closed
Holidays	Closed

For off-business hours, individuals must use access cards to gain access to the building.

Building Security: After Hours Access

Access cards are issued to each tenant and are required for building access after hours, during weekends and holidays. Access cards are issued and/or activated through the Building Management Office. There is a \$5.00 non-refundable charge for new cards unless otherwise specified in your lease.

- Access cards are needed to enter the building from 6:01 p.m. to 7:44 a.m. Monday through Friday, and all day on Saturdays, Sundays and holidays. The access card readers for the entries are located outside the lobby doors. "Waive" your access card in front of the reader, and when the light changes from red to green, the doors have unlocked.
- The access cards are an integral component of building security, and as such, tenants are cautioned against sharing access cards with colleagues. All tenants are encouraged to notify the Building Management Office immediately upon a termination of an employee, or a lost/stolen card, so that we can maintain security by deleting the affected card from the system.

For security and liability reasons, security personnel may not assist individuals attempting to gain entry to the building after hours.

Building Security: Deliveries

Small routine deliveries may be made during your normal business hours. Large freight deliveries and deliveries requiring extended use of the elevators need to be scheduled with the Management Office in advance. A minimum of forty-eight hours advance notice is needed on all extended deliveries. Availability is subject to prior scheduling. Additionally, all surfaces including floors and elevators must have adequate protection.

Tenants involved in moving equipment or large deliveries must provide a [certificate of insurance](#) and ensure it is current.

Building Security: General Office Security

All emergency situations should first be reported to 911, then to our on site security or management staff.

Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call the Management immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

Building Security: Key and Lock Policy

All keys in the building are included in a Building Master Key system. This key system is necessary so that the building staff and emergency personnel, such as the Fire Department, have access to all areas in the event of any emergency. For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite. If additional locksmith services for your suite are necessary, this service must be coordinated through the Building Management Office, and will be charged back to the Tenant.

Any tenant who engages lock services without permission and coordination from the Building Management Office will be charged locksmith fees to retrofit the lock to the building master key system.

Building Security: Lost and Found

Reports of lost property should be made to the Management Office. Property that is found may be handled in a similar manner. Lost and found property is under the custody of the Management Office until it is returned to its rightful owner or disposed of as provided by law.

Building Security: Solicitation

Park Place at Bay Meadows has a policy prohibiting door-to-door solicitation. Anyone who enters for this purpose will be asked to leave the premises. If you do become aware of solicitors, please notify the Management Office.

Building Security: Thefts

Any property which is determined to have been stolen should be reported to local authorities. In addition, please advise the Building Management Office.

Building Services: Building Signage and Directory

All Tenants are provided with building standard door and directory signage upon lease execution. If a change is requested, Building Management will obtain a quote for the approved change and forward for tenant approval.

Building Services: Janitorial & Engineering Services

The janitorial service is provided by Metro Services. The building is serviced nightly Monday through Friday.

Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management office at (650) 525-9107. Special cleaning request (eg., carpet shampoo cleaning, refrigerator cleaning) can be made through the Building Management Office. The tenant is required to sign an estimate before the request is scheduled.

If a small cleaning problem should arise during working hours, please contact the Building Management.

If you have any questions or comments regarding the cleaning services, please notify the Building Management's Office.

Window Cleaning

The interior and exterior windows are cleaned once a year.

Engineering Services

Engineering's primary responsibility is to maintain building operating systems. If you have an emergency such as water or leak, DO NOT use the Work Order System. Call the Building Management Office for immediate response. For routine maintenance items such as temperature adjusts or light bulb changes, please use our [online service request system](#).

If the request is for a special service, a tenant request estimate will be filled out explaining the nature of the work involved by an outside contractor. The tenant will be required to sign the estimate to authorize work to be initiated prior to commencement of project.

Each tenant is required to designate one point of contact and one backup person for efficient communications with the Building Management Office. All service requests should come from the contact or backup person. It is recommended that the current Suite Warden and Alternate assume this position.

Building Services: Elevators

1100 Park Place:

Park Place at Bay Meadows is equipped with three public elevators. The elevators operate 24 hours a day, seven days a week. There is no freight elevator. Arrangements to protect the interior of the passenger elevators must be made in advance of your planned activity.

Passenger Elevators

- The three public elevators located at 1100 Park Place operate without restriction 24 hours a day.
- Service keys for the elevators can be signed out by contacting the Management Office.

1200 Park Place:

1200 Park Place at Bay Meadows is equipped with two public elevators. The elevators operate 24 hours a day, seven days a week. There is no freight elevator. Arrangements to protect the interior of the passenger elevators must be made in advance of your planned activity.

Passenger Elevators

- The two public elevators located at 1200 Park Place operate without restriction 24 hours a day.
- Service keys for the elevators can be signed out by contacting the Management Office.

Building 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.

[Moving Data Form](#)

[Moving Rules](#)

[Overnight Parking Request Form](#)

[Tenant Information Form](#)

Building Services: HVAC

Should your area become unreasonably hot or cold, please contact the Management Office and we will have our engineer investigate the problem.

In order to help conserve energy and deflect some of the solar load, at certain times of the year it may be necessary to ask tenants to close window blinds. Additionally, as part of the building closing procedure, all lighting, coffee pots and related equipment will be turned off at the end of each day. Portable space heaters pose a major workplace fire safety hazard and are not allowed in the buildings.

The standard hours of operation of the heating and air conditioning systems are 7:00 a.m.-6:00 p.m. Monday through Friday. Please complete a service request through the Service Request System should you need after-hours HVAC services.

Building Services: Mail Service

1100 Park Place: **1200 Park Place:**

The building address is:

The building address is:

1100 Park Place (Tenant suite number) San Mateo, CA 94403

1200 Park Place (Tenant suite number) San Mateo, CA 94403

There are 16 mail boxes located in the garage basement for the delivery of all regular sized mail.

There are 14 mail boxes on the first floor lobby of the building for the delivery of all regular sized mail.

They are located across from the lobby restrooms on the wall. All large pieces or packages must be delivered directly to each tenant's suite.

Tenants can arrange to obtain a key through the Management Office.

Management Office Address:

1100 Park Place, Suite 50
San Mateo, CA 94403
Tel: (650) 525-9107

Note: There is a replacement cost of \$8.00 for all lost mailbox keys.

Building Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

1. Simply click on the link below,
2. Enter your username and password
3. Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

Step One- Confirm or complete all contact information.

Step Two- Choose the nature or type of request being submitted.

Step Three- If applicable, provide details of the contractor to be used.

Step Four - Review all information thoroughly. Click submit.

You will receive confirmation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

Building Services: Trash and Recycling

Recyclable materials generated at Park Place at Bay Meadows include cardboard, mixed paper, glass and aluminum.

Mixed Paper

Each tenant employee is given a cardboard box for use under their desks. If you require additional boxes or barrels, please contact the Management Office at 650 525-9107.

Cardboard

Any cardboard items that tenants may have should be marked "trash" and broken down so the janitorial crew can bail.

Glass & Aluminum

All glass and aluminum products should be placed in the recycle barrels designated in the kitchen areas. Janitors remove all recycle products at least weekly.

Hazardous Waste

Tenants must comply with regulations mandating waste disposal and removal practices. Disposal of hazardous waste must follow strict federal, state and local guidelines. We have provided tenants with containers for disposal of dry cell batteries, which are picked up every Friday. Please call the Building Management Office for information on disposing other types of hazardous materials. Park Place at Bay Meadows also has a composting program that can assist you in disposing of hazardous waste materials.

Composting

Any discarded food or paper hand towels that you may have should be placed in the composting bin which should be located in the kitchen area of your suite. We also compost restroom hand towels. There are separate containers for waste.

Emergency Procedures: Overview

Introduction from Building Management:

The total square footage of the buildings is 250,137 ft. The design and construction is steel and concrete, which reduces hazards in the event of fire, earthquake, or explosion. The buildings were constructed in full compliance with the building and fire codes of the time. The City of San Mateo Fire Department supervises all actions in the event of a fire or emergency.

Disabled Personnel

Please notify the Management Office of any disabled employees. This information will assist life safety personnel and the Fire Department in the event of a building emergency.

Purpose

As required by Title 19, California Code of Regulations; California Fire Code; California Health and Safety Code; and the San Mateo Fire Code, an emergency plan shall be prepared, implemented, maintained and annually reviewed for this building. This plan is a legal document.

Implementation

In the event a fire is detected in the building or a fire alarm activates, or as any other emergency warrants, this emergency plan shall be implemented.

[Please click here for the 1100 Emergency Plan](#)
[Please click here for the 1200 Emergency Plan](#)

Emergency Procedures: Biological Or Chemical Attack

Listen to your radio for instructions from authorities such as whether to remain where you are and seal the premises or to evacuate immediately.

In-Place Sheltering

1. Close and lock windows and doors.
2. Seek shelter in an internal room, preferably one without windows. Be sure to take a battery-operated radio with you.
3. Seal the room with duct tape and plastic sheeting. Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide build-up for up to five hours.
4. Turn off ventilation systems.
5. Fill any large containers for additional water supply.
6. Remain in protected areas where toxic vapors are reduced or eliminated.

Emergency Procedures: Bomb Threat

Upon Receiving a Bomb Threat

Try to retrieve the following information from the caller:

1. What time will the bomb go off?
2. Where is the bomb?
3. What type of bomb is it?
4. Why was the bomb planted?
5. Did the caller plant the bomb?
6. What is the caller's name?

Note the Following:

1. Time of call.
2. Gender of the caller.
3. Accent, speech patterns.
4. Background noises.
5. Emotion.

Upon Hanging up With the Caller:

1. Leave the phone off the hook. Do not use it to make any phone calls. You may be able to dial * 69 and trace the call back.
2. Call 911.
3. Call building management or security, then call your supervisor.

Emergency Procedures: Civil Disturbance

1. Do not go through a violent crowd to leave or enter a building.
2. Call 911 and inform the emergency operator of the situation.
3. Answer any questions asked by the operator.
4. Inform building management or security of the situation.
5. Stay away from any unruly crowd.
6. Remain within the building. Do nothing to antagonize the demonstrators.
7. Close all blinds or drapes in exterior rooms and then avoid window areas. Lock all doors.
8. Report to the core area of the building.
9. Avoid unnecessary phone conversations.
10. Secure valuable materials in a safe place or at least out of sight.
11. If a demonstrator enters the premises, keep calm, be courteous and avoid an incident. Avoid actions, arguments, or verbal responses that may provoke the demonstrator. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous. Do not try to reason with them. Call Police to have the individual removed if you can do so without incident.

Emergency Procedures: Earthquake

All building elevators are equipped with seismic devices that respond to vibration. In the event of an earthquake, elevators will proceed to the next floor in the direction of travel and stop. The doors will open and remain as such until the elevators have been safety checked and the seismic switch has been reset. Only then will the elevators be allowed to be returned to service.

Before

Earthquake bracing:

- a. Secure larger shelves or furniture to wall or floor.
- b. Laminate glass that can shatter.
- c. Lower heavy objects or displays which could fall and injure or block exit ways.
- d. Keep drawers and cabinets latched.
- Secure TV's, computers, monitors, and other expensive electronics to their bases.

In the event of an earthquake, the building will not provide emergency supplies for you. Basic emergency supplies to have on hand include:

- A portable radio with spare batteries.
- A good flashlight and spare batteries.
- A First Aid Kit and First Aid manual.
- Water and food for at least three (3) days.
- Manual can opener.
- Rescue tools.
- Extra clothing.
- Whistle.
- Heavy-duty shoes and gloves.
- Prescribed medicines and extra eyewear.
- Large and small plastic bags, duct-tape, and scissors.
- Cash. (ATMs and credit cards may not work.)

Communications

- Have on hand emergency phone lists with numbers for work, school, play and day care.
- Establish a long-distance message check-in phone number.
- Keep a cell phone for emergency use.
- Familiarization Exercises
- Know safe, take-cover locations.

During

1. Remain calm.
2. Stay inside; take cover in a safe location.
3. Get under the table, desk, or brace yourself in the entrance doorway.
4. Calm others.
5. Stay away from windows to keep from being injured by debris or broken glass.

After a Devastating or Damaging Earthquake

1. Be prepared for aftershocks.
2. Check immediate location. (Are you safe?)
3. Check for injuries of others; apply first aid as needed.
4. Be sure to assist visitors since they will be unfamiliar with any emergency procedures and the layout of the building.
5. Wear shoes at all times; watch for broken glass.
6. Extinguish any fires. Do not light matches or smoke.
7. Turn off gas if you:
 - Smell gas;
 - See a broken pipe; or

- Are ordered to do so.
8. Turn off water or electricity if it is causing a hazard or a pipe is broken.
 9. Be prepared to go without emergency services; help yourself and others.
 10. Check and make sure that all telephone receivers are on their phone cradles.
 11. Use telephone only for dire emergencies.
 12. Listen for news or instructions over radio or television.

Anticipate what you will need before an earthquake occurs. Try to be as self-reliant as possible after an earthquake occurs. Should it be necessary to turn off the electricity, natural gas, water, etc., the building management will do so.

For more "Survival" information, please refer to the "Survival Guide" located in the front of the white pages of your telephone book.

If you hear the fire alarm in your building after an earthquake, assume that the earthquake has caused a fire. **LEAVE THE BUILDING IMMEDIATELY BY THE STAIRS. DO NOT USE THE ELEVATOR.**

Emergency Procedures: Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

Emergency Phone List

Fire-Police-Medical-Ambulance	911
Police Non-Emergency Number	650-522-7700
Fire Department Non-Emergency	650-522-7940
Fire Safety Director	650-525-9107
Management Office	650-525-9107
24-Hour Security Emergency	650-525-9107

For problems related to plumbing, heating, lighting, electrical, windows, locks, vandalism, or janitorial services, dial the number listed above for Management Office.

Procedure for Reporting an Emergency

In the event of an emergency, contact the local authorities by dialing 911 immediately. Next, notify 24-Hour Security for the building. Emergency phone numbers can be found above.

Procedure for Notifying Occupants of an Emergency

In the event of a fire, fire alarms can be activated manually at a pull station or will be activated by the smoke detectors. The alarm sound is a loud buzzer, accompanied visually by a flashing white strobe light. The alarm and light will only be activated on the floor(s) involved. Upon hearing the alarm, or if occupants are otherwise notified to evacuate the building, immediately go to the nearest stairwell exit, proceed to the street level, and exit the building.

Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Employee Duties, Assignments and Training

All employees shall be assigned duties in emergencies and receive training that will include familiarization with duties, evacuation routes and assistance procedures, areas of refuge, and exterior assembly areas. Employees shall also be familiar with the location and use of fire extinguishers, and with fire alarm signals when they are provided. Training for employees will occur as part of new employee orientation, and at least annually thereafter.

The Emergency Floor Warden System will be used in the event of an emergency at the building. All non-emergency and emergency duties for the positions of Fire Safety Director/Incident Commander, Assembly Area Coordinator, Floor Warden, Elevator Monitor, Searcher, Exit/Stair Monitor, and Evacuation Assistance Aide can be found in the checklists in the forms section.

Fire Safety Director/Incident Commander

In an emergency, the Fire Safety Director will assume the role of Incident Commander. The Incident Commander will organize and manage an emergency situation, ensuring that all necessary emergency duties are performed.

Assembly Area Coordinator

The Assembly Area Coordinator will check off building employees, using the headcount list provided, as they flow through the Assembly Area.

Floor Warden

The Floor Warden will ensure that the positions of Elevator Monitor, Searcher, Exit/Stair Monitor, and Evacuation Assistance Aide are designated and that those designees are in place and performing their duties. Should any of those positions be vacant, the Floor Warden will assume those duties.

Elevator Monitor

The Elevator Monitor will direct all building occupants away from the elevators and toward the exit stairwells for evacuation.

Searcher

The Searcher will search the premises and direct any remaining occupants to the exit stairwells for evacuation.

Exit/Stair Monitor

The Exit/Stair Monitor will be stationed at the exit stairwells and will direct occupants down the stairwells for evacuation.

Evacuation Assistance Aide

The Evacuation Assistance Aide will assist employees and visitors in evacuation. All evacuees will be directed to the designated Assembly Area. Those in need of extra aid will be directed to an area of refuge, and their location will be reported to the Floor Warden, Fire Safety Director, or a Fire Department Officer.

Emergency Procedures: Evacuation

Procedure for Evacuating Occupants

There are two exit stairwells in the building. Occupants will proceed to the nearest stairwell and descend to the ground level. An Exit/Stair Monitor will be stationed at stairwell entrances and will direct all occupants toward the building exits. In the event of an emergency, **DO NOT USE THE ELEVATORS**. An Elevator Monitor will be stationed at the elevators to direct occupants toward the stairwells.

After exiting the building, evacuees should proceed to the designated Assembly Areas. Evacuees should avoid remaining in front of the building if possible, as the Fire Department and other responding agencies will be occupying that area in an emergency.

Exiting Procedures

When you hear a fire alarm in the building, do not panic. If you are in a closed, internal room, go to the door and lightly touch it. If the door is not hot, gently open it. Be ready to close the door quickly if need be. If the area beyond the door is clear of smoke and fire, go out the door, close it behind you, and proceed to the nearest stairwell exit, knocking on any other doors or alerting other occupants as you go.

When descending the stairs, stay to your right and out of the way of ascending fire personnel. Keep calm, exit in an orderly fashion, and follow all directions. Feel doors for heat with the back of your hand before opening, and crawl low in smoke- or heat-filled areas.

Should your door be hot when you touch it, do not open it. Go to the telephone and call the Fire Department (911), give them your name, building address, and location within the building, and tell them you cannot get out of the room. Prepare to defend in place.

Persons in Need of Evacuation Assistance

Anyone in need of evacuation assistance should proceed to the nearest stairwell, which is equipped with fire-rated doors, and wait for aid from the Evacuation Assistance Aide, the Fire Safety Director, or a member of the Fire Department.

Measures to Defend in Place

1. Seal doors or transoms with wet towels.
2. Call 911 to report location and condition.
3. Open window(s) for fresh air if possible. Do not break windows unless you are in absolute danger of smoke inhalation.
4. Hang a bright object from window.
5. Breathe through a wet towel and stay low.

Emergency Procedures: Explosion

1. If objects are falling around you, get under a sturdy table or desk for cover.
2. Follow your building's evacuation plan and go to the designated Assembly Area for headcount, injury assessment and further instruction.
3. Do not use elevators.
4. Do not stop to retrieve personal possessions or make phone calls.

If Trapped in Debris

1. Use a flashlight. Do not light any matches.
2. Cover your mouth with a handkerchief or clothing.
3. Stay in your area so you don't kick up dust.
4. Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available.
5. Shout only as a last resort; shouting can cause inhalation of dangerous amounts of dust.
6. Be patient. Rescue could take several hours.

After

1. Wait for emergency personnel to arrive.
2. Stay out of damaged buildings.
3. Untrained personnel should not attempt to rescue people in a collapsed building.

Emergency Procedures: Fire

Before

1. Keep flashlights ready and in a handy place.
2. Be careful not to overload electrical circuits. Short circuits are the cause of many fires.
3. Make sure windows are not nailed shut or painted shut.
4. Discard all flammable liquids, excess trash and unnecessary paper storage.
5. Be aware of your environment:
 - Be aware of at least two exits from the area you are working in.
 - Know the location of manual fire alarm pull stations. When alarm is pulled, the alarm rings on the floor(s) involved and the San Mateo Fire Department is notified. The alarm sound is a loud buzzer, accompanied visually by a flashing white strobe light.
 - Make sure that nothing is blocking, attached to, or otherwise interfering with the proper operation of alarms, emergency lighting or sprinkler systems. Report any sign of damage or malfunction to building management.
 - Never block fire exits, doorways, halls, or stairways. Never prop open fire doors. (Doors with closures are meant to be closed.)

During

1. Elevators will automatically be recalled to the lobby level if smoke is detected, or may be manually recalled by the San Mateo Fire Department.
2. If the fire originates in your area, activate the fire alarm and alert others by knocking on doors.
3. If the alarm is activated, or you are otherwise notified to evacuate the building, follow your building's evacuation plan and go to the designated Assembly Area for headcount, injury assessment and further instruction.
4. Test doors for heat before opening them by placing the back of your hand against them so you do not burn your palm and fingers. Do not open a hot door; instead, find another route. If the door is cool, brace your shoulder against it, open it cautiously, and continue.
5. If you encounter smoke or flames, use your alternate escape route.
6. Close all doors behind you to slow the spread of fire and smoke.
7. Crawl low, under the smoke, to breathe cleaner air. Cover nose and mouth with a wet cloth.
8. Do not use the elevator.
9. If your clothes catch on fire, stop, drop, and roll, or wrap a blanket around you to smother the flames, until the fire is extinguished. Running only makes the fire burn faster.
10. Once outside the building, stay out of the way of firefighters. Tell the Fire Department if anyone is left in the building, and do not re-enter the building until you are told you may.

If You Are Trapped

1. If smoke, heat, or flames block your exit route, stay in your work area with the doors closed. If possible, go to a room with an outside window.
2. Seal the door with duct tape or wet sheets and towels.
3. Seal ventilation ducts and any other openings where smoke may enter.
4. If there is a telephone in the room, call 911 and tell the dispatcher where you are. Do this even if you can see fire trucks in the street below.
5. Stay where rescuers can see you through the window and wave a brightly-colored cloth to attract attention.
6. Unless flames or smoke are coming from below, open your windows a few inches at the top or bottom. Don't break windows; they may need to be closed later.
7. Be patient as employees and visitors are rescued.

After

1. Do not enter a fire-damaged building unless authorities say it is okay.

Actions for anyone if they encounter smoke/fire:

1. Pull or activate fire alarm.
2. Call 911 from a safe location.
3. Assist others in exiting if it is safe to do so.
4. Extinguish small fires if safe to do so.

5. Evacuate and restrict the spread of fire by closing doors and windows behind you.
6. Follow all directions given by the Fire Safety Director.
7. Do not re-enter building until Fire Department approves re-entry.

Fire Extinguisher Use

1. Ensure that alarm has been sounded.
2. Check fire extinguisher. Is it the proper type and in good condition?
3. Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire.
4. Pull ring pin and aim at base of fire. Crouch down low. Squeeze handle completely. Sweep side-to-side, working your way up. (Remember to keep between the exit and fire; get fresh air immediately.)

If Trapped in a Smoke-Filled Room or Corridor

1. Crawl on hands and knees to a safe area.
2. Try to get to an enclosed stairway or a smoke-free room and defend in place.

Emergency Procedures: Life Safety

Fire Alarm Information

The alarm sound is a loud buzzer, accompanied visually by a flashing white strobe light. The alarm and light will only be activated on the floor(s) involved. The fire alarm system is monitored by an outside agency, who will then notify the San Mateo Fire Department.

Smoke detectors are located throughout the lobby, corridors, ducts, and electrical rooms. The building is equipped with an automatic sprinkler system and tamper alarms on the pressurized water sprinkler loop. All building power services, including water, electrical and gas, can be shut down manually.

There is a remote fire control panel located in the lobby of the building. This panel functions to monitor, record, and silence alarms, and to reset the system. Information from the panel is sent to the main fire control panel in the garage of the building.

Public Address System

The building is not equipped with a public address system. In the event of an emergency, listen for instructions given by the Fire Safety Director, Fire Department, or other responding agency by bullhorn. If the fire alarm is activated, proceed to the nearest exit stairwell and evacuate down and out of the building.

Park Place at Bay Meadows features advanced emergency life-safety equipment. The system has sprinklers on each floor, smoke detectors, fire alarm pull box stations, and fire extinguishers on all floors. Please refer to the Emergency Preparedness handbook for complete instructions on how to respond to various types of emergency situations. In addition, the Management Office conducts annual life safety meetings, and fire drills, as well as periodic sessions per tenant requests.

Exits

The building is equipped with lighted, battery operated exit signs, which identify the locations of the two enclosed exit stairwells. There are no open stairwells or fire escapes. A safety lighting system is in place, powered by battery packs. Evacuation signs are posted in the lobby area. Within the stairwells are exit signs and signs indicating which floor you are on.

Fire Doors and Hardware

All doors in the building are fire-rated.

Elevator Recall

Elevators will be recalled to the lobby automatically upon activation of the fire alarm. Elevators may also be recalled manually by the Fire Department.

Manual Pull Stations and Fire Extinguishers

Manual pull stations are located throughout the building, as are clearly marked cabinets containing fire extinguishers.

Sequence of Operation

When an alarm is activated by a smoke detector or manual fire pull, a signal goes to the fire control panel and illuminates an LED light, indicating the alarm floor(s) and the device activated. The outside alarm monitoring agency is notified, who then calls the chief engineer and 911. The fire alarm buzzer and white flashing strobe light activate on the floor(s) involved.

Emergency Procedures: Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Homeland Security

CBRE recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Disease Control and Prevention Emergency Preparedness and Response

<https://emergency.cdc.gov>

Local media outlets will provide important information during an emergency situation.

Terrorism

1. Learn about the nature of terrorism. Terrorists look for visible targets where they can avoid detection such as international airports, large cities, major international events, resorts and high-profile landmarks.
2. Be alert and aware of the surrounding area. The very nature of terrorism suggests there may be little or no warning.

Emergency Procedures: Media Inquiries

When a major crisis occurs that is likely to draw media and public attention to the property, the Property Management Team must be prepared to provide honest, accurate information to the media in a timely manner. The Property Management Team will also be prepared to assist the media in every way possible, but not to the extent that such assistance infringe on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

The Property Manager will have primary responsibility for dealing with the media. He/she will deliver all public statements and conduct all interviews once he/she has final approval from management's corporate communications individuals. Tenant should refer all inquires to the Property Manager. If the media inquiries pertain specifically to a Tenant and their operations, then the Tenant should follow their internal policies and procedures. The Tenant should notify Property Management immediately on how to respond to the media inquiries.

As soon as possible after a crisis occurs, the Property Manager will gather the necessary facts concerning the incident and draft a statement of facts. This statement will then be provided to regional management, corporate communications and legal counsel. While this process is occurring, the Property Manager will assist and monitor the media at the incident site.

Once a statement is approved, the Property Manager will release it to the media only if they specifically request the information. As new or updated information is received, the Property Management Team should review it with Corporate Legal Counsel and the Regional Manager and, if appropriate, release it to the media. In the days and weeks following a crisis, the Property Management Team will consult with the Legal Counsel and Corporate Communications regarding the subsequent release of information to the media.

All media inquires for information should be forwarded to the building management office at (650) 525-9107.

Any occupant specific inquires should be directed to your manager or company information officer.

Emergency Procedures: Medical Emergency

1. Upon feeling that you need medical help:
 - Immediately inform the closest person to call 911 and summon medical help.
 - If no one is around, immediately call 911 and request medical help.
 - Give building address, floor number and the phone number you are calling from.
 - If possible, call the building Management office and report the arriving medical units. Give your location and your phone number.
2. Upon seeing or being informed of another person in need of medical help:
 - Immediately call 911.
 - Make the ill person as comfortable as possible.
 - Give building address, floor number and the phone number you are calling from.
 - Call the building Management office and report the arriving medical units. Give your location and your phone number.
 - Get the victim close to an elevator, if possible, or
 - Send someone to wait at elevator to guide medical units.
3. Building staff upon receiving information that someone in the building is in need of medical help:
 - Call 911 to ensure medical response.
 - Prop open front doors.
 - Recall one elevator for responding medical units.
 - Direct medical units to victim.
4. Medical tips:
 - Assist the victim to the degree you are trained.
 - Wear latex gloves.
 - Check breathing; clear airway if necessary.
 - Stop bleeding by applying direct pressure.
 - Cool a burn with cool running water.

Emergency Procedures: Pandemic Preparedness

What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

Pandemicflu.gov

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.

Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.

Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—DHSPandemic@dhs.gov.

BOMA Resources

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

Emergency Procedures: Power Failure

Power failures are rare occurrences. Each building has an underground utility transformer that is reliable. In the event of a power failure notify the Property Manager at (650) 525-9107.

Local Power failures are caused from equipment failure overloading circuits or a ground fault. Seek the assistance of a professional electrician or the building engineers.

Tenants need to eliminate loads after a power interruption to reduce the utilities reconnect power draw. Many electrical appliances draw a peak voltage when first energized. Incandescent lighting and motor locked rotor current during initial energizing is inordinately high. This becomes problematic when it is applied on a global scale to a utility. During normal usage these loads are applied at different intervals. Following a power failure they are applied simultaneously.

Since the building is seventy feet in elevation, its water supply must be pressurized to reach the top. Electricity is used to pump water up the buildings domestic water supply pressure. During a power disruption the pumps will stop and water pressure will gradually decrease as it is used. During such an emergency the building management team will call the tenants and ask them to try avoiding water consumption. This is done to prevent too much system draw down.

Tenants are advised to have emergency supplies on hand in case of power outages, such as flashlights, spare batteries, cell phones, battery operated radios, water, etc.

Important Tips:

- Do not use lighters or candles.
- Do not operate electrical switches or appliances.
- Turn off all computers and appliances until full power is restored and an announcement is made that it is safe to do so.

Emergency Procedures: Severe Weather/Storms

The likelihood of a hurricane wind force is highly unlikely. The main concern in case of a storm is window breakage. Matter, rocks from roof coverings and unsecured materials, can be thrown into the exterior window panels causing breakage. Due to the 70 foot elevation of the building, falling glass can be propelled by gravity and wind velocity causing a cascading life threatening effect.

- Before a windstorm, all exterior offices must be isolated from the interior office areas by closing the individual office entrance doors.
- Exterior drapery should be closed to reduce glass impact into the space. The Individual floor warden team members will do this during occupied hours with security performing this on the night and weekend.
- During a storm, stay inside; do not wander around the exterior of the building. In case of a broken window, security will call the Chief Engineer.
- Get people away from the floors with broken glass.
- Do not attempt to remove pieces of broken glass from the window frame. The high wind velocity can carry you out the window opening. If multiple windows are broken, call the police department 911 so that they can assist in blocking off streets surrounding the area.

Have disaster supplies on hand:

- Flashlight with extra batteries
- Portable, battery operated radio and extra batteries
- First aid kit
- Emergency food and water
- Non-electric can opener
- Essential medicines
- Cash and credit cards
- Sturdy shoes

Emergency Procedures: Toxic Hazards

Upon Indication of a Toxic Spill or Exposure to Toxic Materials:

1. Immediately get to an area where you are not exposed; help others.
2. Call 911 and inform the emergency operator of the situation.
3. Give building address, floor number and the phone number you are calling from.
4. Inform authorities of the spill type (if known).
5. Take action to contain hazard. Close doors behind you when exiting the area.
6. ALWAYS FOLLOW ALL SAFETY PROCEDURES WHEN WORKING WITH TOXIC MATERIALS.
7. Staff shall immediately shut down any type of air-circulating system.

Green Operations: ENERGY STAR

1100 and 1200 Park Place have both earned EPA's prestigious ENERGY STAR, the national symbol for superior energy efficiency and environmental protection.

1100 and 1200 Park Place have both improved their energy performance by focusing on the following energy efficiency improvements:

- Participation in PG&E audit and completion of recommended items
- Replaced 32-watt lamps in common areas and tenant suites with 28-watt lamps thereby saving 12.5% in energy
- Fine-tuned the energy management system by adjusting set-points, operating hours and re-commissioning HVAC equipment and zones
- Programmed building management systems to turn off all interior lights after hours.
- Replaced exterior lamp posts with induction lighting resulting in 2,000 kwh savings per month
- Installed daylighting controls in main lobby
- Encouraged tenants to take the Energy Star Pledge
- Installed occupancy sensors throughout both buildings, parking structure and basement garage

The owners and managers of Park Place at Bay Meadows have an ongoing commitment to reduce energy costs and promote sustainability. The ENERGY STAR ® recognition quantifies this commitment.

Green Operations: LEED Certification

In the first quarter of 2011, 1100 and 1200 Park Place were awarded Leadership in Energy & Environmental Design (LEED) certification by the U.S. Green Building Council.

1100 LEED Silver Certification
1200 LEED Gold Certification

LEED is the USGBC's leading edge system for designing, constructing, and maintaining the world's greenest, energy efficient and high performing buildings.

The owners and managers of Park Place at Bay Meadows are extremely proud of this exceptional achievement.

Green Operations: Recycling and Composting Program

Park Place at Bay Meadows has a comprehensive recycling program that accepts the following recyclable materials:

White & colored paper	Magazines, newspapers
Brochures & pamphlets	All envelopes
Paper clips	Books (hard or soft copy)
Adding machine tape	Post-it notes
Staples and binder clips	Cardboard
Glass and plastic bottles	Aluminum cans

Above items should be placed in the blue, desk-side recycling containers provided by Building Management. Each evening, the janitorial staff empties the recycle contents and takes them to the Building's central recycle facility.

Composting Program

Any discarded food or paper hand towels that you may have should be placed in the composting bin which should be located in the kitchen area of your suite. We also compost restroom hand towels. There are separate containers for waste.

E-Waste Disposals

The Building Management Office holds an e-waste event typically twice a year for the entire project. Notice is sent out at least a week prior to the event. Tenants are encouraged to bring items from home as well.

Participation in the program is important to its success. A comprehensive recycling program can:

- Protect the environment
- Save natural resources
- Conserve scarce landfill space

Through everyone's effort, we can demonstrate that recycling can be both economically and environmentally beneficial.

Green Operations: Green Cleaning

The janitorial staff has adopted green cleaning practices which include the use of environmentally-friendly cleaning chemicals, microfiber clothes and hepa-vacuums. Cleaning products used meet the Green Seal GS-37 standard and restroom paper supplies meet the 20% post consumer content.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Park Place and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office at (650) 525-9107, and we will assist you from there.

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

Welcome to Park Place at Bay Meadows, a premier CBRE property.

Introduction: About CBRE

Park Place is managed by CBRE. CBRE is the global leader in real estate services and investment. Every day, in markets around the globe, we apply our insight, experience and resources to help clients make informed real estate decisions. Our professionals strive to consistently deliver levels of service and success beyond our clients' expectations. By developing a long-term relationship with CBRE, you can be sure that you have the industry's most talented and committed people working toward the success of your business.

CBRE's Real Estate Services currently manage a global property portfolio totaling 3.5 billion square feet. At CBRE, it's a business that's all about relationships where things like integrity, trust and confidence define the line between success and failure. Our clients hire us because they trust us. They seek our advice, expertise and guidance in making decisions that are in their best interest.

It is our policy to do the right thing and act responsibly. The objective of the Management Team of Park Place is to provide you with the highest quality service available to ensure your comfort and continued tenancy.

Introduction: About Park Place

Park Place at Bay Meadows is an award winning mixed-use project located within the city limits of San Mateo, California. The project is situated on a 7 acre site immediately off of Highway 101, near the Highway 92 intersection and within 10 minutes of the San Francisco International Airport. There are four stand-alone buildings with a shared below grade parking structure. Additionally, the project shares the adjacent stream lined Linear Park with the neighboring apartment complex, Park Place at San Mateo.

Park Place is comprised of approximately 305,279 rentable square feet of Class A office, retail and condominium space.

Other tenants in the complex currently include:

1000 Park Place

- Chipotle
- Mendocino Farms
- Peet's Coffee & Tea
- Shiki Sushi
- T-Mobile
- Whole Foods Market
- 19 Residential Condominium Units

1100 Park Place

- AlienVault
- CBRE, Inc.
- Essex Property Trust, Inc.
- Habit Burger
- Massage Envy
- Park Place Dental
- Salon Kavi
- Searchmetrics
- Wageworks
- Winking Bee
- UCSF (Coming 2019)
- Z-Ultimate

1150 Park Place

- Crunch Fitness

1200 Park Place

- AdColony
- Edmodo, Inc.
- Gong.io
- Medidata
- SetSail
- Solvy
- Streetline
- Totango

Introduction: Operating Instructions

Navigation

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

Special Features

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

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at the property.

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

Policies and Procedures: Construction Rules and Regulations

Property Management-CBRE

Title	Name	Phone Number	Email
Senior Real Estate Manager	Yvette Montoya	(650) 525-9107 office	Yvette. Montoya@cbre.com
Chief Building Engineer	Jorge Haro	(650) 222-4112	Jorge. Haro@abm.com
Journeyman Building Engineer	Esequiel Licea	(650) 222-4001	Esequiel. Licea@abm.com
Assistant Real Estate Manager	Kimberly Umali	(650) 525-9107 office	Kimberly. Umali@cbre.com
Real Estate Services Administrator	Mayumi Castillo	(650) 525-9107 office	Mayumi. Castillo@cbre.com

Security – Universal Protection Services

Title	Name	Phone Number	Email
24-Hour Site Security Phone		(650) 222-5763 primary (650) 222-4749 secondary	
Security Supervisor	David Cacacho	(650) 222-5570	Doveenic. Cacacho@aus.com

Jobsite Hours of Operations: City Noise Ordinance in effect 10:00 pm to 7:00am. Normal hours of operation are Monday through Friday 8 am – 5 pm. Any work that needs to be scheduled outside of these hours must have property management staff's prior approval and be cleared through the city if the work potentially violates the Noise Ordinance.

Safety & Cleanliness: It should be anticipated that all normal OSHA safety wear and appropriate Personal Protective Equipment will be required during construction. Further, the Common Areas of the project shall be kept clean and free of debris, tools or any other tripping hazard. Appropriate traffic and pedestrian control measures must be taken when construction activities occur in the Common Areas.

Parking/Loading/Traffic Control: Construction parking is available on the top level of the 3 story parking structure or in the lower level parking garage (maximum height for garage is 7'0"). Contractors found in violation of these parking rules are subject to tow at car owner's expense. **THERE WILL BE NO PARKING IN THE SURFACE LOT SOUTHWEST OF 1100 PARK PLACE, EXCEPT FOR ACTIVE LOADING OR UNLOADING.**

On a case-by-case basis, Property Manager shall designate appropriate areas for loading and unloading. Only active loading and unloading will be accepted in these temporary loading zones.

Contractor will be expected to provide traffic control for all deliveries and hazardous operations. All required road closures must be permitted by the City of San Mateo and coordinated via the property management staff. This coordination should be completed at least 10 days in advance of the required closure.

Hoisting: Contractor must coordinate all hoisting activities in advance with the property management staff and meet any city permitting requirements as well. Contractor must have all hoisting equipment, methods, locations, etc. pre-approved by Management team prior to scheduling hoisting activities. All appropriate insurance requirements must be met prior to this work (see requirements at the end of this Coordination document). Any crane lifting may require structural engineering consult (Nishkian Menninger, Patrick Dewey (415) 836-9303) at least 5 days before the lift.

Fire Systems: All Tenant Improvement work done requiring the Fire Life Safety Systems to be taken off-line must be coordinated through the on site property management staff. Installed devices must be shown on as-built drawings and submitted to Property Management office prior to job completion. Drain downs of the fire sprinkler systems must be scheduled in advance with the Property Management staff. The cost for draining and refilling as required will be \$150 per occurrence.

Project FLS Contractor: Fire Detection Unlimited – (925) 260-0767 – Contact Daniel Castillo

Roof Access: Access to the rooftops can be gained by contacting the Property Management office during normal business hours or 24-hour Security after hours. Security will keep a record of all roof top egress. Contractors will be back charged for all required rooftop clean-up and/or required repair associated with the Tenant Improvement project.

Site Cleanup/Recycling: The Common Areas used and traveled by the Tenant Improvement Contractor and their Subcontractors must remain clean and free of debris. The interior of the space shall also be kept reasonably clean. Check with Property Manager for approved location of the debris box.

Contractor Coordination: Contractors will be expected to coordinate all work with other various trades as well as the Property Management team as to not impact on other contractors work.

Space Coordination: Due to space constraints, Contractors will be required to receive approval from Property Management for all equipment & material storage on-site. Although every effort will be made to minimize movement, material stored on site must be palatized and ready to be moved as required to facilitate the work still under construction.

Protection: Contractor will be responsible to protect all existing building finishes from damage by their work. The Development Manager requires a walkthrough be conducted to survey the existing conditions of the space prior to the start of construction. The Tenant Improvement Contractor will be required to sign off the space and accept responsibility for all damage beyond that which is identified in the survey.

Excessively Noisy or Noxious Work: All work that could potentially affect the quiet enjoyment of neighboring tenants and residents must be carefully scheduled through the Property Management office. More specifically, the use of any odor causing or particulate generating practices is prohibited during regular business hours. Also note, there are city restrictions regarding noise levels that affect this property.

Temporary Toilets: The placement of temporary toilets shall be preapproved by Property Management team.

Sound Isolation: All tenants are responsible for the control of airborne noise, vibration of mechanical and electrical equipment and structure-borne impulse noise due to carts, door slams, forklifts dropping pallets, etc.

Permanent Vibration Isolation: The tenants are required to hire their own acoustical engineer to verify their project design and implementation will achieve the required sound and vibration criteria. Final approval of complete drawings regarding this criteria will be provided by the Property Managers acoustical consultant.

Conduct on Premises: Contractor's employees are expected to act in a courteous manner toward customers and employees of Park Place at Bay Meadows. Radios, tape players, etc. may be played only inside the work premises and must be kept at a low volume.

Insurance Requirements for Crane Lifts: Basic Liability Insurance shall be in the amount of \$1,000,000 per occurrence with an Excess Liability Amount of \$4,000,000 for a total coverage of \$5,000,000.

Additional Insured:

CBRE, Inc.
JP Morgan Investment Management, Inc.
Park Place Holdco LLC
Park Place at Bay Meadows ("Master Association")
Linear Park, Inc.

The policy shall provide that the insurance afforded the additional insured is primary and that any insurances, deductibles or self insurance carried by the additional insured will be excess only and will not contribute to the insurance afforded by the policy. Each policy shall contain an endorsement that said policy shall not be canceled except upon thirty (30) days' advance written notice thereof to the above named Additional Insured.

Contractors Insurance Requirements: (Please consult the tenant for the requirements based on the lease):

1 Workers Compensation	Statutory Limits
2 Employer Liability	\$1,000,000 bodily injury by accident (each accident) \$1,000,000 bodily injury by disease policy limit \$1,000,000 bodily injury each employee
3 Commercial General Liability	\$3,000,000 per occurrence and annual aggregate per location

Such insurance shall be broad form and include, but not be limited to, contractual liability, independent contractor's liability, products and completed operations liability, and personal injury liability. A combination of primary and excess policies may be utilized. Policies shall be primary and non-contributory.

Commercial Automobile	\$1,000,000
4 Liability	per

Combined accident
Single Limit

Such insurance shall cover injury (or death) and property damage arising out of the ownership, maintenance or use of any private passenger or commercial vehicles and of any other equipment required to be licensed for road use.

Additional Insured:

CBRE, Inc.
JP Morgan Investment Management, Inc.
Park Place Holdco LLC
Park Place at Bay Meadows ("Master Association")
Linear Park, Inc.

The policy shall provide that the insurance afforded the additional insured is primary and that any insurance's, deductibles or self insurance carried by the additional insured will be excess only and will not contribute to the insurance afforded by the policy. Each policy shall contain an endorsement that said policy shall not be canceled except upon thirty (30) days' advance written notice thereof to the above named Additional Insured.

Additional Insured Endorsement Letter: Per CG2010 JP Morgan Investment Management, Inc.; Park Place Holdco LLC; Park Place at Bay Meadows ("Master Association"); Linear Park, Inc. and CBRE, Inc., as Agent are named as Additional Insured as respects GL, Re: Park Place at Bay Meadows.

Additional Rules and Regulations:

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors and halls shall not be obstructed or used for any purpose other than ingress and egress. The halls, passages, entrances, elevators, stairways, balconies and roof are not for the use of the general public, and the Owner shall in all cases retain the right to control and prevent access thereto by all persons whose presence, in the judgment of the Owner, shall be prejudicial to the safety, character, reputation or interests of the Property and its tenants. Contractor, its employees and subcontractors shall not go upon the roof of the Property without the Owner's written consent.
2. No sign, advertisement, notice or handbill shall be exhibited, distributed, painted or affixed by Contractor, about or from any part of the Building without the prior written consent of the Owner. If Owner shall have given such consent, such consent shall in no way operate as a waiver or release of any of the provisions hereof and shall be deemed to relate only to the particular sign, advertisement or notice so consented to by the Owner and shall not be construed as dispensing with the necessity of obtaining the specific written consent of the Owner with respect to each and every such sign, advertisement or notice other than the particular sign, advertisement or notice, as the case may be, so consented to by the Owner. In the event of the violation of the foregoing by Contractor, its employees or subcontractors, Owner may remove or stop the same without any liability, and may charge the expense incurred in such removal or stopping to the Contractor.
3. Contractor shall exercise reasonable care and caution that all water faucets or water apparatus are entirely shut off before Contractor, Contractor's employees and subcontractors leave the Property, and that all electricity, gas or air shall likewise be carefully shut off, so as to prevent waste or damage. Contractor shall not tamper with or change the setting of any thermostats or temperature control valves.
4. The toilet rooms, water and wash closets and other plumbing fixtures shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the Contractor who, or whose employees or subcontractors shall have caused the same.
5. Contractor shall not mark, paint, or drill into the Property without Owner's prior written consent, or in any way deface any part of the Property.

6. No bicycles, vehicles, birds or animals of any kind shall be brought into or kept in or about the Building.
7. Contractor shall not cause or permit any unusual or objectionable odors to be produced or permeate the Building.
8. Contractor shall not engage or pay any employee or subcontractor in the Property except those actually working for such Contractor in the Property, nor advertise for laborers giving an address at the Property. The Property shall not be used for lodging or sleeping or for any immoral or illegal purpose. Owner reserves the right to exclude or expel from the Property any person who, in Owner's judgment, is intoxicated or under the influence of liquor or drugs, or who is in violation of any of the Rules and Regulations of the Property.
9. Contractor shall not make or permit to be made any unseemly or disturbing noises or disturb or interfere with occupants of this or neighboring buildings or premises or those having business with them whether by the use of any musical instrument, radio, compact disk, phonograph, unusual noise, or in any other way. Contractor shall not throw anything out of doors, windows or skylights or down the passage ways.
10. Contractor, its employees and subcontractors shall not at any time bring or keep in the Property any inflammable, combustible or explosive fluid, chemical or substance, except with the prior written consent of Owner, as set forth in the Agreement.
11. Contractor must upon the termination of its Services, return to the Owner all keys of stores, offices, and restrooms, either furnished to, or otherwise procured by, such Contractor and in the event of the loss of keys so furnished, such Contractor shall pay to the Owner the cost of replacing the same or of changing the lock or locks opened by such lost key if Owner shall deem it necessary to make such changes.
12. The carrying in or out of any building on the Property of any freight or bulky matter of any description must take place during the hours which Owner shall determine from time to time and with the express written consent of the Owner. The moving of freight or bulky matter of any kind must be done upon previous notice to the Agent and under its supervision, and the persons employed by any Contractor for such work must be acceptable to Owner. Owner reserves the right to inspect all freight or other bulky articles to be brought into the Building and to exclude from the Property all freight or other bulky articles which violate any of these Rules and Regulations or the Agreement. The Owner reserves the right to prescribe the weight and position of all freight and bulky matter, which Owner may require to be placed upon supports approved by Owner to distribute the weight thereof. Contractor, its employees and subcontractors shall not use the passenger elevators and shall only use the freight elevators and during such hours as shall be designated by Owner.
13. Owner shall have the right to prohibit any advertising by any Contractor or subcontractor which, in Owner's opinion, tends to impair the reputation of the Building or its desirability as an office location and upon written notice from Owner, such Contractor or subcontractor shall refrain from or discontinue such advertising.
14. The Owner reserves the right to exclude from the buildings on the Property between the hours of 6:30 p.m. and 6:30 a.m., Monday through Friday and at all hours on Saturday and Sunday, and legal holidays, all persons who are not known to the building watchman and who do not present a pass to the any such secured building on the Property approved by the Owner. All exterior doors will be kept closed and secured at all hours other than the building standard hours set forth above. The Owner will furnish passes to persons for whom Contractor requests the same in writing. Contractor shall be responsible for all persons for whom it requests passes and shall be liable to the Owner for all acts of such persons. Contractor shall in no case be liable for damages for any error with regard to the admission to or exclusion from any secured building on the Property of any person. In case of an invasion, mob riot, public excitement or other circumstances rendering such action advisable in Owner's opinion, Owner reserves the right to vacate any portion of the Property and to prevent access to the Property during the continuance of the same for the safety of the tenants and Contractors and the protection of any building on the Property and the contents of any building on the site.

15. All doors opening onto public corridors shall be kept closed, except when in use for ingress and egress.
16. Canvassing, soliciting and peddling on the Property are prohibited and Contractor shall report and otherwise cooperate to minimize the same.
17. All equipment of an electrical or mechanical nature shall be placed by Contractor in the Building in settings approved by Owner, which settings shall absorb or minimize any vibration, noise and annoyance.
18. Contractor, its employees and subcontractors shall not use any hand trucks in the Building except those equipped with rubber tires and rubber side guards.
19. Owner will not be responsible for lost or stolen property, equipment, money or jewelry from the Building, unless due to the gross negligence or willful acts or omissions of Owner.
20. The buildings on the Property are "no smoking buildings". Smoking or carrying lighted cigars, cigarettes or pipes is prohibited in the buildings and the common areas outside the buildings, except for a designated smoking area located outside the buildings.
21. Contractor, its employees and subcontractors shall not park their vehicles in any parking areas designated by Owner as areas for parking by visitors of the Property or other reserved parking spaces. Contractor, its employees and subcontractors shall not leave vehicles in the Property parking areas overnight, nor park any vehicles in the Property parking areas other than automobiles, motorcycles, motor driven or non-motor driven bicycles or four-wheeled trucks. No more than one vehicle shall be parked in any one parking space.
22. Contractor, its employees and subcontractors shall comply with all safety, fire protection and evacuation procedures and regulations established by Owner.

Policies and Procedures: Incident Reports

If an unusual circumstance occurs or someone is hurt (accident, intruder, etc.), please notify the Management Office at (650) 525-9107 so that an incident report may be completed. All incident reports are reviewed and followed up by the Property Manager.

Policies and Procedures: Insurance Protection

Current Certificates of Insurance must be forwarded to the Management Office prior to move in and at the time of policy renewal. Please review your Lease Agreement for limit amounts and name the following entities as additional insured:

Park Place Holdco LLC
Park Place at Bay Meadows
JP Morgan Investment Management, Inc.
CBRE, Inc.

Certificates should be mailed to:

Park Place Holdco LLC
c/o CBRE, Inc.
1100 Park Place, Suite 50
San Mateo, CA 94403

Phone: (650) 525-9107

[Please click here for Insurance Requirements and Certificate of Insurance](#)

Policies and Procedures: Moving Rules & Regulations

1. Select a company representative to coordinate your move.
2. Select the date(s) of the move. All moves must be scheduled for after hours or weekends.
3. Notify the management office 30 days prior to the scheduled move date(s). We can work with you on this if you are not sure of the date(s). Property Management will want to inspect the premises with you before and after a move in/out. Do not use the passenger elevators for moving. The padded elevator is the only designated elevator for moving furnishings or equipment.
4. Select a moving company. Protective covering, such as masonite, must be put down over all lobby floors, corridor and suite carpet. The moving company must take care to protect all walls and fixtures, including using cardboard corner guards. Tenant is responsible for any damage to the building as a result of the move.
5. The moving company you choose will have to provide a certificate of insurance prior to the move-in date.
6. The moving company is responsible for removing all empty boxes from the premises.
7. At the conclusion of the move, all protective items are to be removed by the moving company.
8. If you expect to receive additional deliveries of furniture, supplies, or equipment, etc. following the initial move, the padded elevator and protective covering procedures still apply.
9. Landlord reserves the right to interrupt the move process if any of the above rules are violated.
10. If you have small deliveries that can come in on a handcart, they may come in during low traffic hours before 7 a.m., 9:15 a.m. – 11:30 a.m., 1:15 p.m. – 4:30 p.m., and after 6 p.m.

If you have any problems, questions, or require assistance, please call us at 650-525-9107 and we will be happy to assist you. Thank you for your cooperation.

Policies and Procedures: Smoking

Park Place at Bay Meadows maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Smokers will be asked to move away from all entrances to maintain the 25 foot required distance. Smoking receptacles are conveniently placed at strategically placed areas of the property. As a courtesy, do not dispose of cigarettes in the planter beds.