



THE EXCHANGE

AT LARKSPUR LANDING

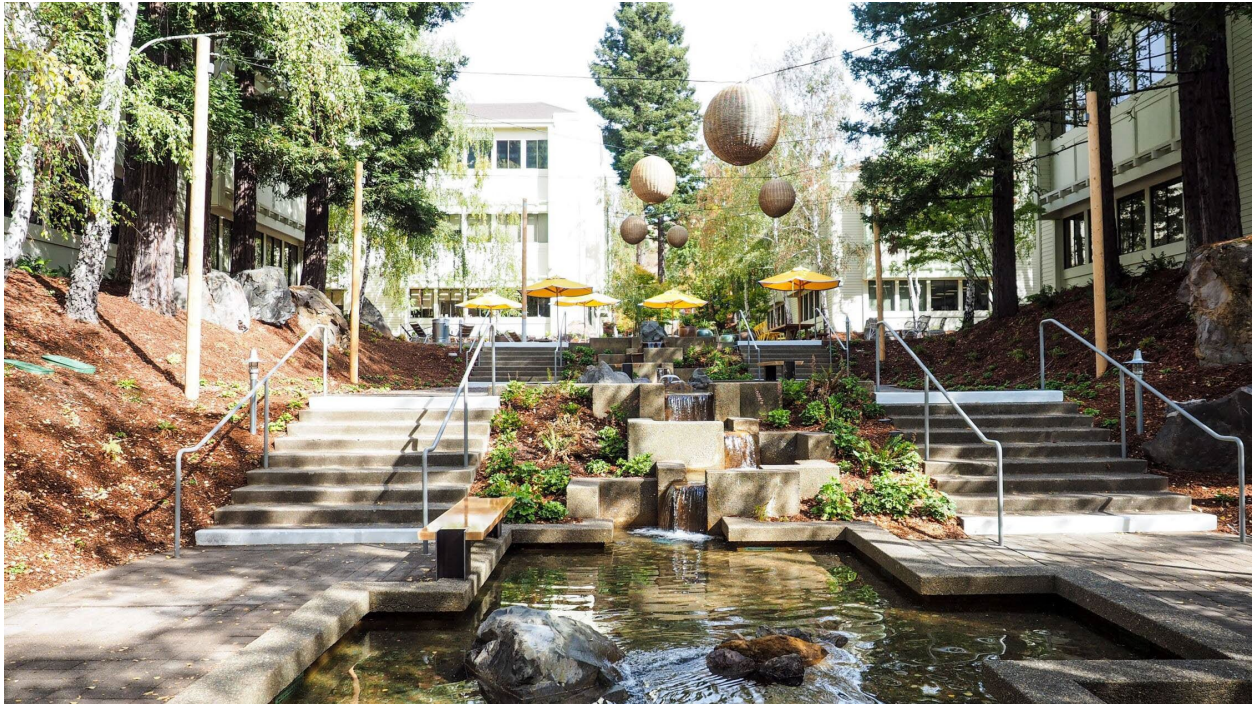


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A note for the local principal of the tenant: Throughout this guide, we point the Tenant Contact to your lease agreement for details of the matter under discussion. We respectfully ask that the person you select as Primary Tenant Contact be someone who has access to the lease if possible.

GETTING THE MOST OUT OF THE TENANT SERVICES GUIDE

Use this Guide to find who does what and learn how to satisfy everyday needs associated with your tenancy. This guide is informational; your lease agreement takes precedence.

PLEASE SHARE

Your employees are a primary intended readership of this handbook. The Tenant Services Guide is chock full of information we hope all property occupants will find helpful. We are supplying you with a version of the Guide expressly for your workforce, one that excludes this page and Part Two, the Designated Tenant Contact section. Would you kindly distribute that Employee copy?

Please distribute the TSG to employees.

THE DESIGNATED TENANT CONTACT

Our management team can deliver a quick and targeted response by centralizing certain communications and transactions between our staff and yours. Information for the representative you appoint to manage building services and transactions with Property Management is in *Part Two, The Designated Tenant Contact*.

Please complete the fillable Designation of Tenant Contact form we sent you in the same email to which we attached this document and send it to Property Management. The appointment of an Alternate Tenant Contact is imperative to ensure we can make contact for after-hours emergencies.



Please advise employees and other workforce members to address building-related service needs to the Tenant Contact, not the Management Office.



WHY WE LOVE IT HERE

A message from all of us on your property management team

There is a reason the developer of this project was willing to pay a hefty price to locate The Exchange where its occupants could walk to Marin Country Mart in a few minutes. A reason for the amenity-rich features of the property. A reason for investing in a landscaped entry and courtyard worthy of a grand resort. It all comes down to the tenants.

Like you, our job as property managers is multi-faceted, but it is no stretch to say our mission is to keep the occupants of these buildings pleased and do everything we can to advance the enjoyment of their surroundings. A contented workforce makes for a satisfied tenant. Satisfied tenants tend to stay, and our client, the property owner, loves that outcome. In the process, our team members get to forge enriching relationships with many of you, making our work lives equally enjoyable. How lucky is that?



THIS IS A GREAT PLACE TO WORK



PROPERTY AMENITIES

Tenant Lounge

The Larkspur Landing Tenant Lounge is in Building 900, just off the lobby, across from the restrooms. The Lounge is open to tenants and their workforce from 7:30 am to 5:00 pm Monday through Friday, except holidays.

Make yourself at home. Eat lunch, work away from your office, hold small breakout meetings, or just relax. If you need a quiet space, please book a private meeting room through your Designated Tenant Contact.

The Lounge has complimentary coffee and tea. You can use our self-service POS system to purchase the cold beverages in the refrigerator or snacks on the counter. You will find magazines, books, and games throughout the room, and we show sporting events, news, movies, and other entertainment on the television. There are charging outlets in various spots, and WiFi is available by connecting to “TheExchangeTenantLounge.”

The Exchange staff periodically replenishes supplies in the Tenant Lounge. If you find the room needs attention from Property Management, please call us at 415-965-7684. We will send a staff member to assist as quickly as possible.



Dogs

We are a dog-friendly property, and your well-behaved dog is welcome! We ask only for due consideration of others:

- Please keep your dog leashed when in common areas, including corridors, restrooms, lobbies, and the courtyard.
- Please do not leave dogs unattended in common areas or outside the building.
- Please use our “Dog Waste Station” and disposable waste bags in the lower courtyard near Building 700.

The Courtyard

The Courtyard at The Exchange at Larkspur Landing is open to tenants year-round. The courtyard has charging outlets, benches, tables, chairs, and umbrellas. Please enjoy this relaxing space and feel free to use the courtyard for lunches, meetings, breaks, or relaxation.

WiFi

WiFi is available throughout the common areas of the buildings, including the courtyard and shared meeting rooms. Connect to “The Exchange.”

Showers

Showers for tenant use are inside the first-floor restrooms in Buildings 700 and 1100. Ask your Tenant Contact for a personal key. We provide liquid shampoo, conditioner, and body wash. Would you please bring your towel and remove personal items at the end of each use?

Electric Vehicle Charging Stations

We are pleased to have ChargePoint EV charging stations for tenants adjacent to all three buildings. To take advantage of our discounted rates, go to [chargepoint.com](https://www.chargepoint.com) and sign up for an account. After logging in, select your driver portal. Choose “Connections,” enter the code “Exchange” (case-sensitive), and then select Apply. Please allow two hours after signing up for the discount code to activate.



Meeting Rooms

Your Tenant Contact can book either of our two shared meeting rooms. We encourage tenants to arrange for their IT specialists to check connections in the rooms to ensure that connections will be operable on your meeting day.

Building 700

The Suite 230 boardroom seats 15+ around a large conference table. A large monitor enables plug-in of computers for display, and participants can use the supplied dry erase board. A Polycom speaker facilitates conference and video calls.

Building 1100

The Suite 116 conference table also seats 15+ and offers the same features and equipment as the Building 700 boardroom.



OFF-SITE AMENITIES

Restaurants

Farmshop

(Upscale California Comfort Food, Full Bar)
2233 Larkspur Landing Circle- in Marin Country
Mart 415-755-6700
www.farmshopca.com

Hog Island Oyster Co.

(Fresh Oysters, Seafood, California Cuisine)
2401 Larkspur Landing Circle- in Marin Country
Mart 628-253-5909
www.hogislandoysters.com

Rustic Bakery

(Breakfast, Soups, Salads, Sandwiches)
2017 Larkspur Landing Circle- in Marin Country
Mart 415-461-9900
www.rusticbakery.com
**Restaurant offers online ordering for pick-up*

Tha Siam

(Thai Cuisine)
1813 Larkspur Landing Circle- in Marin Country
Mart 415-461-0198
www.thasiam.net
**Offers online ordering for pick-up or delivery*

Sushi Ko

(Japanese Cuisine)
1819 Larkspur Landing Circle- in Marin Country
Mart 415-461-8400
www.sushi-ko.com

El Huarache Loco

(Mexican Cuisine)
1803 Larkspur Landing Circle- in Marin Country
Mart 415-925-1403
www.huaracheloco.com

Coffee and Breakfast

Starbuck's Coffee- Marin Country Mart
Peet's Coffee & Tea- Bon Air Shopping Center
Johnny Doughnuts- Marin Country Mart
Noah's Bagels- Bon Air Shopping Center
Rustic Bakery- Marin Country Mart



More Restaurants

Shake Shack- Marin Country Mart
Gott's Roadside- Bon Air Shopping Center
Roadrunner Burrito- Bon Air Shopping Center
Subway Sandwiches- Bon Air Shopping Center

Health & Fitness

Love Story Yoga- Marin Country Mart
SoulCycle Marin - Marin Country Mart
Barry's Outdoors- Marin Country Mart
Mighty Pilates- Marin Country Mart

Cakes, Pies, and Pastries

Victoria Bakery- Bon Air Shopping Center
SusieCakes- Bon Air Shopping Center
Nothing Bundt Cakes- Corte Madera

Grocery Stores and Pharmacies

Mollie Stone's- Bon Air Shopping Center
Safeway- Corte Madera Town Center
Trader Joe's- Greenbrae
CVS- Bon Air Shopping Center
Rite Aid- Corte Madera Town Center

Department Stores

Nordstrom- The Village at Corte Madera
Macy's- The Village at Corte Madera

ANOTHER REASON THE EXCHANGE STANDS OUT



Our workplace, The Exchange at Larkspur Landing, was chosen as the Bay Area winner of The Outstanding Building of the Year (TOBY) award for 2021 in the competition for best suburban office park, low-rise category. TOBY is the most prestigious and coveted award in the commercial real estate industry. Please see the article on the next page from the trade publication, BOMA VIEWS.



Bay Area Award Winners (Continued from previous page)

The Exchange at Larkspur Landing Blends Outdoors & Indoors

The TOBY winner in the Suburban Office Park (Low-Rise) Category is The Exchange at Larkspur Landing, managed by Jamestown Urban Management. The unique property features a spacious common courtyard, as well as a shared lounge amenity. “We have focused on creating space that is conducive to productivity and balance—where people can work inside as well as outdoors (using complimentary wi-fi in the courtyard) and enjoy the flexibility offered by shared amenities like the tenant lounge. Here, people can host break-out meetings, trainings, conferences, or just get away and enjoy a cup of coffee,” says Danae Outeiro, General Manager for the property.

“Green initiatives, such as LEED Certification and EnergyStar ratings, have also been a focus, and we strive to ensure that we are following best practices and improving with every design and operational update,” she adds.

Numerous innovations were launched in response to the pandemic. “We introduced hand-sanitizer stations at all 13 property entrances, as well as 14 additional common spaces and restrooms,” Outeiro says. “We installed foot pedal door openers on the restroom doors, to allow for a hands-free exit. All 14 restrooms are equipped with touch-free faucets and soap dispensers. We installed a GPS-iMOD Ionization

Air Purification System to all air UR units at all buildings, to improve particle and pathogen reduction.”

Two of the buildings are LEED

Platinum, and the third is LEED Gold. The EnergyStar ratings are 80, 84 and 89, and are expected to be higher this year with the addition of more drought-resistant landscaping and the GPS-iMOD Ionization HVAC systems.

Outeiro said this the first time the team submitted for a TOBY Award. “We felt the timing was right, following the completion of a number of projects that have truly enhanced the tenant experience. I am looking forward to welcoming more of our tenants back and showing them all we have done in the last 11 months with their well-being in mind.”



Suburban Office Park • The Exchange at Larkspur Landing • Jamestown Urban Management

Jamestown Urban Management's Team at The Exchange at Larkspur Landing



PROPERTY MANAGEMENT

Nothing is closer to the core duty of property management than delivering responsive service to tenants by seeing to their comfort, safety, and satisfaction. You can always find us if you need anything, either by phone or email. The management office is open from 8:00 am to 5:00 pm, Monday through Friday, and can be reached at **415-965-7684**.

After-hours emergency: 911. For urgent building issues after business hours, please call our answering service, **877-844-5150**. This is the number to call after business hours, wherever this Tenant Services Guide indicates you should immediately contact Property Management, or if circumstances warrant for other reasons. The answering service will notify Property Management and dispatch staff as appropriate.

Please see contact information and profiles on the next page.

PROPERTY MANAGEMENT AND LEASING CONTACTS	
 <b style="color: #4F81BD;"><i>Wendy Lopez-Gonzalez</i>	<p>Assistant Property Manager <b style="color: #4F81BD;">Primary Contact for Tenants</p> <p>Wendy is the day-to-day contact for property management and the Property Management representative for bookkeeping and accounting, including rent payments. She is responsible for ensuring operations run smoothly, and tenants are well-served.</p>
 <b style="color: #4F81BD;"><i>Steve Olmsted</i>	<p>Lead Engineer</p> <p>Steve is the building’s maintenance and engineering specialist. He oversees the maintenance service provided to tenants and the access and movement of tenant contracts and service providers.</p>
 <b style="color: #4F81BD;"><i>Dario Innocent</i>	<p>Maintenance Technician</p> <p>Dario assists Steve by keeping building systems maintained and fulfilling tenant service requests.</p>

PROPERTY MANAGEMENT AND LEASING CONTACTS	
 <i>Harjot Sekhon</i>	<p>Property Manager 415-965-7681 HSekhon@lpc.com Harjot is responsible for oversight of property management and tenant relations.</p>
 <i>Whitney Strotz</i>	<p>Leasing Contact 415-451-2406 Whitney.strotz@cushwake.com Executive Managing Director 900 Larkspur Landing Circle, Suite 295</p>

SITE SECURITY

Security officers patrol the parking lot on weekdays, and a roving patrol covers the property after business hours and on weekends.

BUSINESS HOURS AND BUILDING SERVICE HOURS

We use these two terms interchangeably in this Tenant Services Guide to denote the period from 7:00 am to 6:00 pm, Monday through Friday, excluding holidays. These are the times when the front entrance doors are unlocked, and entry at all other times requires an access card.

Other details on this topic are in [Property Holidays](#). Please refer questions to your Tenant Contact.

HEALTH AND SAFETY SAFEGUARDS AND PRECAUTIONS

We care about your health and safety during these unprecedented times. To make sure you feel comfortable with The Exchange as your work hub, we implemented several features to promote your well-being and control the spread of infection.

At The Exchange, We've Added

- Hand sanitizer stations at the main entrance points to each of our buildings.
- Hands-free faucets and exit doors in every restroom.
- HVAC's highest quality filters changed more regularly than required, and each unit's coils regularly cleaned and disinfected.
- HVAC units programmed to maximum outdoor airflow, following ASHRAE standards.
- Operable windows provided in select suites.
- Daytime janitorial services for restrooms and high-touch points throughout the day.
- Free campus-wide WiFi to enable working outdoors in our tranquil courtyard.

HVAC Updates

The Exchange at Larkspur Landing has installed GPS-iMOD Ionization Air Purification Systems in each building. The GPS-iMOD delivers particle reduction, odor control, pathogen control, energy savings, and static electricity control for ten+ years. GPS iMOD System Features:

- Particle Reduction.** The GPS NPBI technology reduces airborne particles like dust, pet dander, and pollen.
- Odor Reduction.** Odors of chemicals, pets, food, and other smells are broken down into harmless basic compounds, leaving the indoor air fresh-smelling and free of odor-causing VOCs.
- Pathogen Reduction.** NPBI technology attacks and kills viruses, mold spores, and bacteria, leaving you with clean and healthy indoor air. Killing pathogens such as bacteria, viruses, and molds helps control allergens and asthma.
- Energy Saving.** GPS' environmentally friendly cleaning process allows the buildings to substantially reduce the volume of outdoor air needed to operate.

BUILDING ACCESS

Doors

Please do not prop open building doors. The door motors continually run when propped open, and the motor will wear out if the door is propped open for protracted periods.

Access Cards

Access card readers are at designated building entry doors, excluding side entry doors. Access card holders always have access to the building. The electronic locks of access control devices disengage when an access card is tapped on the reader.

The access control system is our first line of security. The access cards issued are, in effect, keys to the building, and you should give them the same consideration and safeguards. The access card is required to enter the building or your suite after business hours.

We provide cards and keys for tenant employees upon move-in free of charge. Cardholders may not re-issue or transfer access cards on their own. For lost, replacement, disablement, or additional cards, please consult your Tenant Contact.

Visitor Access

Doors to the building are secured after business hours, so you must arrange for an escort if you host a visitor.

Locked-out Tenant Employees

The Tenant Contact can permit Property Management to unlock your suite during business hours if you are locked out.

We cannot accommodate people locked out of the tenant suite or whose access card does not work outside of business hours. Each access card holder should keep their card in a place that offers the same assurance of always having it on hand as does the wallet for their driver's license. Employees who cannot access the tenant suite on their own will have to leave unless they can contact an associate who will come to the building and open the suite door for them.

HOW TENANTS AND THEIR EMPLOYEES CAN PREVENT CRIME

Many office thefts and crimes against persons occur during business hours, and criminals may use the pretext of having a legitimate business purpose. Many weekend burglaries indicate the complacency of persons in control of keys and access cards as a contributing factor.

You can protect yourself and your assets by exercising sensible precautions to improve security in the tenant space as well as the common areas:

- Never leave your reception area unattended. Do not allow visitors or delivery people to pass beyond the reception area unless you know them or are aware of the nature of their business.
- Be careful of someone who states they are to pick up a machine for repair. Check to see who authorized the service and ask for identification.
- Never leave purses, wallets, or other valuables on or under the desks when unattended.
- Do not keep cash and valuables in an unlocked drawer.
- Avoid carrying large sums of money or other valuables in a jacket or coat hung over a chair or behind your door.
- Parking facilities are often unattended late at night, so when leaving the office, have your car keys in hand so you can enter your vehicle quickly. Be sure to lock your doors once inside.
- Watch for “piggybacking” at the access-controlled building entry doors. If a person follows close behind to get access without an access card after hours, you can inform the answering service, **877-844-5150**, or, if the level of concern warrants, call 911. The answering service will advise Property Management the next business day.
- If you are concerned about a suspicious-looking person when you enter an elevator, either exit immediately under the pretense of forgetting something or stand close to the elevator panel and push all floor buttons if you are approached so that the doors will open at the next available floor. Please report any concerns to Property Management. If you know of or suspect criminal activity, please report it to the police and then inform Property Management as soon as possible.
- Periodically inspect locking hardware on suite and office doors and make necessary repairs immediately.

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- Whenever possible, engrave your firm's tax identification number on valuables.

INCIDENT REPORTING

Please help us keep The Exchange at Larkspur Landing safe. If you witness an accident, incident, or possible criminal act that takes place on the property, report the event to the police and, when feasible, inform Property Management or the answering service, **877-844-5150**. If you ever feel there is an imminent threat, dial 911 immediately.



**SEE SOMETHING.
SAY SOMETHING.**

If you notice a suspicious person, please call 911 unless your judgment dictates otherwise. Property Management staff members do not have law enforcement authority or training; however, if you see something you know shouldn't be there—or someone's behavior that doesn't seem quite right—say something. Informed, alert employees play a critical role in keeping everyone safe.

Please share this information and direction with your co-workers.



Larkspur in the late 1880s



SUSTAINABILITY AND GREEN PRACTICES

We are proud to tell you that your building is Energy Star Certified and has been awarded LEED (Leadership in Energy and Environmental Design) status:

Building 700- Certified LEED Platinum for 2021

Energy Star Certified for 2016-2020 (2020 Energy Star Score is 89, which means the building is more efficient than 89 percent of similar buildings)



Building 900- Certified LEED Gold for 2021

Energy Star Certified for 2016-2020 (2020 Energy Star Score is 80)

Building 1100- Certified LEED Platinum for 2020

Energy Star Certified 2016-2020 (2020 Energy Star Score is 84)

We hope our Green Building standards and practices can serve as guidelines for tenants interested in more sustainable operations and reduction of energy costs, and we ask your support and participation by taking steps to conserve energy, such as:

- Close window treatments to offset the effects of direct sunlight during business hours and before leaving for the evening or weekend.
- Turn off lights, computers, office equipment, machines, and other appliances when not in use and before leaving for the evening or weekend.

BICYCLES

Bicycles may not be stored or temporarily parked on stairwell landings or in other common areas. Please do not park a bike where it might obstruct fire exits or paths to any fire exits in the tenant space.

ELEVATORS

Summoning Assistance

In the rare event of a malfunction, push the call button in the car, which will connect to our 24/7 elevator monitoring company. The light on the button will remain illuminated while the line is connected.

Reporting Service Needs

Please report any concerns or deficiencies to the Tenant Contact, who should inform Property Management by submitting a Prism service request as soon as possible. We ask everyone to report any of the following problems, even though some may seem minor:

- Call buttons do not light up when pushed
- Lights or bells do not signal when the elevator arrives
- Elevator skips floors
- Doors hesitate when closing
- Floor of the elevator is not level with the building floor at the stop

SOLICITATION POLICY

Uninvited solicitors are not permitted in the buildings. The distribution of material, except by invitation, also constitutes a solicitation. If you observe a solicitor, please call Property Management so we can respond promptly and see the individual out.

SMOKING POLICY

The Larkspur Municipal Code and the Marin County Smoking Ordinance prohibit smoking in public places, places of employment, and other areas. Smoking and vaping are not allowed anywhere in The Exchange at Larkspur Landing. Smoking is also prohibited within 20 feet from any building entrance, operable windows, enclosed courtyards, and intake vents so that second-hand smoke does not infiltrate the building.

MAIL

The US Postal Service (USPS) delivers mail to the tenant's suite and picks up outgoing mail. FedEx and UPS drivers can pick up outgoing packages from your suite when they make deliveries.

Our staff members are not allowed to accept mail or packages for tenants.

LOST AND FOUND

If we cannot determine their owner, we keep found items in the Management Office, Building 1100, Suite 190. You are welcome to leave your contact information and description of the lost item so we can contact you if it is turned in.

LEAKS

Please report leaks immediately to Property Management and the Tenant Contact.

PROPERTY HOLIDAYS

Observed holidays are designated in each lease of office space. The Management Office is closed, and we postpone the response to routine tenant work orders until the next business day.

In many leases of office space, the designated holidays are those shown below, and other days customarily observed as state or national holidays. Some of these holidays are observed on a Friday or Monday if the holiday date is Saturday or Sunday. Deviations, limitations, and conditions may apply to your lease – please ask the Tenant Contact.

HOLIDAYS	
New Year’s Day	Martin Luther King Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

On selected business days (meaning certain non-holiday weekdays), including the day after Thanksgiving and the business day after Christmas, we adjust normal operations, usually as follows: we secure the building with access controls in the same manner as for after business hours, limit property management staffing, close the management office, and postpone non-urgent maintenance services, including routine service requests. We will notify tenants in advance of any other business days where services may be limited or the building secured.

Barring emergencies or unavoidable circumstances, we follow the lease agreement for the times to provide specific building services to office tenants. Please refer questions to the Tenant Contact regarding which landlord’s services are specified in your lease for given days and circumstances.

HVAC (HEATING, VENTILATION, AND AIR CONDITIONING)

We provide HVAC during Building Service Hours as specified in tenant leases. The Tenant Contact can also arrange for after-hours air conditioning for an hourly charge.

If you are uncomfortably cold or warm, inform your Tenant Contact rather than adjust the thermostats in your suite. The thermostats do not regulate the temperature in the same way as home heating or cooling systems. Any attempts to change the temperature settings can have the unintended effect of impeding airflow. We set building temperature at the rooftop system, not in your suite, and we adjust the settings to adapt to the season and weather forecasts.

SUSTAINABILITY & GREEN PRACTICES



at The Exchange at Larkspur Landing

Because being here is even better when you arrive earth-friendly

The Exchange at Larkspur Landing utilized Green Building Standards such as LEED to support high-performance operations and reduce expenses for tenants and owners.

Efforts related to LEED certification also serve as guidelines for tenants interested in more sustainable operations. Specific sustainable building practices are addressed in the following policies:

Site Management Plan

Through the Site Management Plan, the property ensures that site, grounds, and exterior maintenance efforts support the following key concerns:

- Energy Efficiency*: Minimizing the environmental impact by choosing energy-efficient equipment, products, services, and practices.
- Water Conservation*: Reducing the use of potable water and contributing to the preservation of natural water supplies.
- Indoor Air Quality*: Eliminating or managing volatile organic compounds (VOCs) and toxic off-gassing to maintain a healthy work environment.
- Improved Live/Work Environment*: Providing a safe, comfortable, pedestrian-friendly, and accessible live/work environment for employees and building occupants.
- Bottom Line Improvements*: Environmentally responsible practices will cut operational costs by minimizing energy and water usage.

Water Efficiency Policy

The goal of the Water Efficiency Policy is to reduce potable water use by encouraging the installation of water-conserving, high-efficiency plumbing fixtures and fittings.

Solid Waste Management Policy

The goal of the Solid Waste Management Policy is to reduce the amount of waste and toxins hauled to and disposed of in landfills or incineration facilities.

- Waste: All non-recyclable garbage should be disposed of in waste bins that the night janitorial crew will remove.
- Recycling: The Exchange at Larkspur Landing currently follows Marin Sanitary District's recycling program. Paper should be separated from Glass/plastic/aluminum and put in marked recycling bins.
- Paper- We recycle all paper, newspapers, magazines, or other paper items that can be recycled.
- Aluminum Cans/Plastic and Glass - We recycle CRV Bottles as Marin Recycling Center allows. Please visit this link for details on recyclables:
<https://marinsanitaryservice.com/mobius/msswp-content/uploads/2014/08/CRV.pdf>
- E-Waste: The Exchange at Larkspur Landing hosts annual E-Waste events to recycle electronics waste that cannot be disposed of in the standard waste bins or recycling. Marin Sanitary Service will accept Electronics for recycling on site all year at their facility in San Rafael, located just over the hill from the property.
- Batteries: We do not recycle batteries on site. Battery recycling is available through Marin Sanitary Service's E-Waste program.

Environmental Tobacco Smoke Control/Smoking Policy

The Exchange at Larkspur Landing adheres to the Marin County Ordinance which prevents smoking (including e-cigarettes) within 20 feet of all entrances, operable windows, and enclosed courtyards where people gather.

The property's layout necessitates that we prohibit smoking in front of the buildings, on the building-side pathways/stairwells, or in the courtyard.

Green Cleaning Policy

The Green Cleaning policy has been implemented to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants.

All cleaning vendors working at the property are required to adhere to the GreenCleaning policies set forth by Jamestown and as required to meet the LEED Green Cleaning guidelines.

Facility Maintenance and Renovations Policy

The Exchange at Larkspur Landing requires that all ongoing facility maintenance and activities and facility renovations that occur adhere to guidelines established by Jamestown and LEED requirements.

If you have any questions, concerns or inquiries regarding The Exchange at Larkspur Landing's sustainability policies, please reach out to your Property Management team.



PART TWO – THE DESIGNATED TENANT CONTACT

Our Attitude

We take pride in the way we view our place in your business life. As property managers, we occupy a role and a duty in helping your enterprise prosper. We promise to operate The Exchange at Larkspur Landing in a way that keeps you and your staff free of distractions and inconveniences. We focus on our profession so you can focus on yours. That level of service is not a goal. It's our job, and you will find each of the service professionals on our team eager to deliver.

To the Tenant Contact from your friends on the Property Management Team:

Congratulations on your assumption of these essential duties. Our success depends in part on your success, and we want to extend an offer of support and service for anything you might need to keep your senior management, staff, and employees happy with their workplace and surroundings. Please do not hesitate to call on us.

Please read this entire handbook, including the preceding pages directed to tenant employees. Although we had you in mind when we developed “Part Two – The Designated Tenant Contact,” you will find some content your associates will benefit from knowing. Please freely disseminate any of the material in this Part Two and let us know if we can improve the guide or our service delivery.

Wendy Lopez-Gonzalez

Steve Olmsted

Dario Innocent

Harjot Sekhon

SECURITY OF ACCESS CARDS

We provide access cards and keys for tenant employees upon move-in free of charge. We issue access cards only to members of your workforce, not visitors, service providers, or others over whom you do not have continuing authority. To help keep people and property secure, the system must always include the names of all current cardholders. Tenants must obtain access cards from former cardholders and purge those names from the access list. Accordingly, we ask tenants to take responsibility for tracking and managing their lists and keeping us informed of changes. Cardholders may not re-issue or transfer access cards on their own. For lost, replacement, disablement, or additional cards, please submit a service request in Prism.

It is imperative that the Tenant Contact promptly inform Property Management of employee terminations or changes. Similarly, you must notify us upon any internal re-distribution, such as the re-issue of a departed employee's card to a new employee.

Let us know right away of any employee terminations.

We urge tenants to conduct audits of keys and access cards no less frequently than once every three months to identify and disable access cards that have not been used for some time and those held by employees who have left the company.

ACTIVE SHOOTER/HOSTILE INTRUDER

We encourage every tenant to provide information and training to all employees on this subject. The Department of Homeland Security produces a web page linked to the excellent 6-minute video RUN, HIDE, FIGHT: <https://www.ready.gov/active-shooter>. There can be no better investment of your time and your associates' time than this self-training initiative. You should show the video when onboarding new employees, when warranted by outside events, and at least once each year. You should discuss the video's application to your surroundings in these sessions.

The ready.gov hyperlink above produces a web page that contains, among other things, checklists for *RUN*, for *HIDE*, and for *FIGHT*. You should add the following preparedness measure to "HIDE:" Tour the entire tenant space and adjoining common area in advance.

Look for and advise employees of places of concealment, those with the best chance of being out of the shooter's view and providing protection if shots are fired in the direction of the person hiding.

In addition to these measures, tenants should make every effort to find additional sources they can draw on to educate their employees on this topic.

You can download the Active Shooter Poster and its accompanying Active Shooter Booklet from the following web addresses:

Poster: http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf

Booklet: http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

RULES FOR TENANTS

The last thing we want is to subject our tenants to unpleasant surprises. Please familiarize yourself with the Rules and Regulations in your lease agreement and refer to them when you want to know what is or is not allowed.

PRISM

We use Prism, an application designed for efficient service delivery to tenants, including submission of service requests. We give the Tenant Contact login credentials upon move-in.

SERVICE REQUESTS

Submit service requests in Prism, <https://connect.buildingengines.com> If you need new login credentials or other assistance, please contact Property Management.

For maintenance, cleaning, or temperature comfort, please enter the following information in the Prism service request:

- The nature and location of the problem
- The contact person name and phone number

It helps to know the following limitations that apply to tenant service requests:

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- We have a building engineer available on non-holiday weekdays until 5:00 pm.
 - Your lease specifies the services the landlord provides at no charge. For other “above-standard” work, please contact Property Management for the current rates.
 - Unless your lease specifies the bill rate for overtime HVAC, please contact Property Management to find out the current charge. Submit the Prism service request for overtime HVAC at least two business days in advance.
 - We do not provide service for most improvements in your space that the landlord did not supply, such as appliances, tenant-installed plumbing, and specialty lighting. We can assist by identifying providers to service appliances, lighting, doors, and fixtures. If in doubt about what is covered by your lease, please contact Property Management.
 - We will provide our preferred provider list upon request. You must submit any proposed contractors and service providers to Property Management for approval, although you may use a service provider not on our preferred list. Service providers must be licensed as required and capable of being bonded. Please check your lease for additional details.

LIGHT REPLACEMENT

We try to replace burned-out lights on the same day reported. If you have a scheduled meeting or event in an area with lights out, please ask your Tenant Contact to submit a service request so we can respond promptly, if possible, before your event. Additional costs apply to non-building standard light replacements.

FIRE SAFETY – HEATERS AND SMALL APPLIANCES

Appliances such as refrigerators, microwaves, and toasters can throw off the central HVAC system when used near a thermostat. Please keep microwaves, toaster ovens, refrigerators, and other such appliances contained in kitchenettes that are adequately ventilated, have fire suppression, and a wiring system designed to handle the device.

DELIVERIES

Hand-delivered Items

Couriers and delivery services may transit through the main entrance doors during regular business hours with hand-carried items or objects on wheeled transport platforms or devices, as long as the items transported are not oversized – see the next section

POLICY FOR OVERSIZED DELIVERIES

If you wish to schedule a delivery of oversized objects or one that will require multiple trips to the tenant space, contact Property Management at least three days in advance to allow for coordination of other activities and padding of the elevator. Property Management can let you know whether the scope and size of your delivery constitute “oversized.” Before we allow the movement of oversized objects in the buildings, we must have the contractor’s certificate of insurance. Please see [Contractors and Service Providers, including Telecommunications/Data](#) on page 49.

We monitor and enforce the following activity rules:

- We must keep the elevators available for tenants during the business day. Accordingly, oversized deliveries are allowed only after 5:00 pm on business days or at pre-arranged times Saturday or Sunday. Property Management can tell you whether we require staff to monitor the delivery and any applicable fee.
- To prevent damage to door auto-lock motors, delivery agents may not prop open any building entrance doors.
- You must cover or apply protections to the delivery path in the same manner as was required when you moved in. The delivery path includes elevators, floors, corners, doors, door frames, and stone surfaces.
- After completing the delivery, clear debris from common areas and outside areas of the property. Property Management will bill the tenant for all costs the property incurs to clear or clean the common area, make repairs to damages caused, and dispose of objects or debris left behind.
- The tenant must ensure the delivery driver or someone else removes containers and trash from common areas and hauls them off the property. Nothing can be left at the delivery locations, and no one may use the property’s trash removal facilities or

equipment to dispose of pallets. Property Management will arrange to remove pallets, trash, or objects left behind and bill the tenant.

JANITORIAL SERVICE

Tenant Contact: Please share the following details with members of your workforce who may benefit from knowing them.

We ordinarily provide janitorial service beginning after 5:00 pm on non-holiday Mondays through Friday, including cleaning the restrooms.

The cleaners have been instructed to lock the suite and other doors behind them for security. If you see a door the cleaning staff left open, propped open, or unlocked, please inform Property Management.

The cleaners will not clean any desk or vacuum any floor covered in papers, files, books, or other objects, to prevent accidental disposal of important documents. Keep office space debris-free so the cleaners can dust and vacuum.

The cleaning staff empties trash and recycling containers nightly, replacing wastebasket liners as needed. To prevent spillage and flooring stains, do not place cups or cans containing liquid in the waste receptacles.

Cleaners dust uncluttered surfaces, vacuum reception areas, and dry-mop or sweep non-carpeted floors nightly, damp-mopping as needed. The cleaners periodically strip and wax suitable flooring types. We will give you notice of floor waxing to be done in your suite so you can clear the area of any boxes, furniture, or other objects.

WINDOWS

We clean the exterior perimeter windows twice per year in Spring and late Summer/early Autumn, and the inside of those windows once a year in Winter. We will notify you when scheduled. Our janitorial service can clean interior glass (conference rooms and private offices, for example) for a charge. For a quote, please contact Property Management. Should you wish to engage your provider, you must provide the contractor's certificate of insurance beforehand. Please see [Contractors and Service Providers, including Telecommunications/Data](#) on page 49.

SPECIAL CLEANING SERVICES

Please use Prism to request cleaning services not provided for in your lease, including cleaning for events. Upon request, we can tell you the estimated charge for services such as dishwashing, refrigerator cleanout, carpet cleaning, stripping and waxing tile floors, partition glass cleaning, and other cleaning.

CARPET CLEANING

The maintenance and repair of floor coverings in your premises is the tenant's responsibility unless your lease says otherwise. Please contact Property Management if you would like us to refer a provider.

Property Management arranges for quarterly carpet cleaning in the common area and stairwells. If you notice a stain or soiling of corridor carpets between cleanings, please submit a service request in Prism so we can ask our janitorial service to address the need.

TRASH REMOVAL

Please use Prism to create a service order if you need trash pickup during business hours. Please note the following requirements:

- You must break down boxes to be discarded; otherwise, the janitorial service may be unable to remove them, or the service might be subject to a fee. The nightly janitorial service removes only those cardboard boxes that are broken down and labeled as "Trash/Basura."
- Our dumpster cannot accommodate large objects, such as furniture, lamps, pallets, or oversized containers. Please do not leave any oversized items or any other trash next to the trash enclosure. You can create a Prism service order to arrange a special pickup for oversized objects. There are additional costs, the rates of which will depend on the items to be discarded.
- No one may leave trash in corridors, common areas, or the parking lot.
- Tenants are responsible for removing all medical, infectious, or hazardous waste from the premises, including any needles, syringes, and other articles or substances classified as medical, infectious, or hazardous waste by law. Any such removal must

be approved by Property Management and performed according to applicable law. Medical “sharps” or specimen containers may not be left in front of the building or in common areas at any time, and these items must be maintained in the tenant premises pending pickup.

RECYCLING

The Exchange at Larkspur Landing follows Marin Sanitary District’s recycling program. Please separate paper from glass, plastic, or aluminum and dispose of the paper in the marked recycling bins. We recycle all paper, newspapers, magazines, or other paper items that can be recycled.

Aluminum cans, plastic, and glass: We recycle CRV Bottles as allowed by the Marin Recycling Center. Please visit this link for detail of the items that can be recycled: <https://marinrecycling.com/>

RECYCLING ELECTRONICS

We arrange for the pickup and recycling of electronic devices at least once a year. We will notify you of the scheduled date and which electronic items can be accepted.

PEST CONTROL

We regularly schedule extermination services for the buildings. To request additional service, please complete a service request in Prism. Please describe the exact locations where pests were seen. We will arrange for a response from the pest control provider as quickly as possible. Please convey the following advice to all occupants of your suite for keeping office environments pest-free

- Dispose of all opened soda and drink receptacles daily.
- Do not store food or edible products in any office area.
- When watering plants, clean up spilled water that may have leaked from the bottom of pots.
- Immediately clean up any crumbs or food particles left behind after eating.

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- Dispose of excess paper products, including boxes, bags, and newspapers, as quickly as possible.
 - Report any leaks or abnormal building conditions to Property Management by creating a Prism service request.

TENANT CERTIFICATE OF INSURANCE (COI)

Your lease agreement specifies all pertinent details for the COI you are required to send to the Management Office before any coverage expires, including the designation of Additional Insureds. *Please mark your calendar with the expiration dates* of each coverage shown in the COI so that our copy is always current.

TENANT IMPROVEMENTS

Contact Property Management for expansion or changes to the interior of your space. Tenant improvements and any construction require the landlord's approval. In some leases, "cosmetic alterations" are defined and excluded from approval requirements.

TENANT EVENTS

If you are planning a significant event or celebration, such as a party or reception, please provide the following information to Property Management at least two weeks in advance, four weeks if you wish to use any common area for your event:

- Date and time of the event
- Number of guests
- Whether alcoholic beverages will be provided or available. If so, provide evidence of your host liquor liability coverage
- Overtime HVAC requirements
- Special janitorial services requested before or after the event
- Any electrical needs for sound equipment
- Security requirements
- Any other required licenses, insurance coverages, and evidence of insurance you must provide the landlord as required by the lease agreement



We do not allow private events in common areas or the building grounds without Property Management's prior written approval

HOLIDAY DÉCOR

Happy, Safe Holidays from Property Management

We like to think that safety is in the DNA of property managers and building engineers, so we are passing along to tenants the tips we have learned about workplace fire safety for the holiday season. We also believe in setting the example, and you should know the guidance we deliver in this note is the policy we follow for the property and our staff.

If you need assistance with planning or examining your holiday décor, we would be happy to refer you to experts on electrical and fire safety.

This advisory promotes a simple theme: A little common sense can go a long way.

Positioning and Setting Up

Do not block emergency egress paths and never hang decorations on sprinkler pipes or sprinkler heads.

Do not obstruct the spray radius of any sprinkler head.

Christmas Trees and Other Greenery

Consider an artificial tree, which poses less risk than a live one.

Choose artificial trees and greenery made of fire-retardant materials. All decorations (including trees, wreaths, garlands, curtains/drapes, and hangings) should be non-combustible (not all artificial trees are), inherently flame-retardant (the label will say so), or treated with a flame-retardant solution.

Be diligent about checking the water in the tree stand daily. Keep the water level above the fresh-cut so the tree does not dry out and become a fire hazard.

Place the tree in the coolest location possible. Live trees do not belong within three feet of any heat sources that can dry them out, such as lights or heat vents.

Décor and Trim

Use only non-combustible or flame-retardant materials. Choose tinsel, artificial icicles, plastic, or non-leaded metals. Use a fire retardant spray on live garland and wreaths, and mist them with water daily. Never use explosive or highly flammable decorations, such as decorative crepe paper.

Keep décor away from ignition sources: open flames, electrical connections, light fixtures, and electrical receptacles.

Keep decorations away from exit signs, fire alarm devices (pull stations, smoke and heat detectors), fire extinguishers, and emergency and normal-use light fixtures.

Many authorities recommend against the use of snow spray. Until it dries, it can be flammable, and its solvents can cause illness if inhaled.

Candles: Candles are not safe to use in the workplace. We urge you to use only battery-operated candles, not candles with a live flame.

Electric Lights and Cords

It makes sense to replace incandescent miniature lights with cool-burning LEDs. In addition to being shatterproof and shock resistant, LEDs produce almost no heat, making them safe to touch, and reducing the risk of fire.

Inspect all lights, decorations, and extension cords for damage before using.

Do not daisy-chain extension cords or power strips.

Never exceed manufacturer's specifications for electrical cords and electrical equipment.

Avoid using multi-plug adapters. A power strip with a fuse or integral circuit breaker does the job more safely.

Nominate someone at your workplace whose job is to make sure all power cords for lights on trees and decorations are unplugged (not the lights just turned off) when people leave for the night. Unattended lights could short and start a fire.

Taking it All Down

In the interests of fire safety, declare a date by which all your workplace holiday decorations are to be taken down, preferably before New Year's Day.



Contact Property Management for guidance on disposal. Do not deposit trees in the property's compactors. Enter "where to recycle my Christmas tree" in a search engine, and you will find numerous drop-off sites.

A little common sense can go a long way

CONTRACTORS AND SERVICE PROVIDERS, INCLUDING TELECOMMUNICATIONS/DATA

We cannot allow any contractor to work in your space unless you notify Property Management beforehand. Please submit a service request in Prsim for this notification.

You must obtain permission from Property Management if you wish to engage a firm or person for any work that affects or could affect the building's structural elements, infrastructure, systems, common area, or the real or personal property of the property owner. Contact Property Management for detailed requirements and procedures, including credentials required, insurance coverages, and the naming of additional insureds.

Tenants handle and maintain their own internet/phone service providers. You must coordinate riser closet access or telecommunication installations with our riser management service, Montgomery Technologies. Call Montgomery Technologies at 844-824-0100 or email details to service@montgomerytech.net. We cannot allow service providers access to MPOE/Riser Closets without a release from Montgomery Technologies.

Any contractor you engage must furnish a Certificate of Insurance to Property Management to be allowed to conduct the work. Your lease requires that any such COI for liability coverage name the landlord as additional insured. If you have questions about the required insurance terms and coverages, please consult your lease.

EMERGENCY SERVICE REQUESTS

For emergencies, such as fire, flood, crime, or widespread power outages, call 911 if applicable, and then contact the Management Office.

SIGNS

The Landlord supplies a building-standard suite plaque. Any additional signage requests are at the tenant's expense and must be submitted to Property Management for approval. Property Management will provide a quote that includes any additional charge for custom graphics.

Please help us maintain the image of a prestigious property. Refrain from posting any paper signs that are visible from a common area.

NEWS MEDIA AND COMMERCIAL PHOTOGRAPHY

There can be no commercial filming or photography on the property, either by the tenant's agents or employees or by a third party, without the prior consent of Property Management. Please submit all requests to Property Management with at least 48 hours' advance notice. Anyone found filming or taking photographs on the property for commercial use without the proper approval will be escorted off-site.

There may be times when you wish to invite the media inside your premises for a special event, or the media may contact you to be the focus or a contributing source for a story. We ask that you inform us of any planned news media activity in your space. The more you keep us in the loop, the better we can facilitate the media's requests for facility access and common area filming requests. Anytime the media is expected to attend an event, please let us know the basic information about the news media visit and specify:

- What is the article or story about?
- Which media will be involved?
- The proposed location of filming
- The day and time
- The planned use of any interviews
- Who else is being interviewed for the story?

Anytime the media is on the property for a tenant-related project, a tenant representative must escort the media representatives for the duration of the visit.

HARD KEYS

The keys we provide tenants to office doors are programmed to the property's master key system. Therefore, tenants may not make or duplicate keys. Property Management can supply additional keys for \$25.00 per key, plus any related charges.

Use Prism to submit requests to re-key a suite or office entry door to make sure the building master key opens the new lock and allows entry by the management staff, night cleaners, and building engineers. In an emergency, we will use any means necessary to gain access if the tenant re-keyed without consulting us. The expenses of any repairs will be the tenant's responsibility.

CONTRACTOR RULES AND REGULATIONS

Please contact Property Management for a copy of the rules for contractors and service providers.