

Shorenstein

**Cisco Tower
Electronic Tenant Handbook**

Created on September 25, 2010

Building Operations: Building Holidays

The Building is closed to the public and no services are provided on the following days:

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



Building Operations: Building Management

The Building Office is located on the 1st floor in Suite 125. You may visit or call the Building Office between the hours of 8:00 am and 5:00 pm Monday through Friday. Weekends, holidays and after-hours calls will be handled by Security.

The following personnel are available to address tenant needs:

| Title | Name | Phone Number | Email |
|------------------|-------------------|--------------|--|
| Property Manager | Lupe Oropeza | 408-855-8837 | loropeza@shorenstein.com |
| Chief Engineer | Randy Worthington | 408-855-8837 | rworthington@shorenstein.com |

Security Desk can be reached directly at **408-210-6788** or **408-727-6128**.



Building Operations: Emergency Contacts

| | |
|------------------------------------|--------------|
| Police, Fire or Ambulance | 911 |
| Santa Clara Police (Non-emergency) | 408-615-4700 |
| Santa Clara Fire (Non-emergency) | 408-378-4010 |
| Kaiser Hospital | 408-236-6400 |
| Emergency | 408-236-4400 |
| Building Security | 408-727-6128 |



Building Operations: Leasing

The leasing company for Cisco Tower is Shorenstein Realty Services, LP, and is located at 555 California Street, 49th Floor, San Francisco, CA 94105. The main phone number is 415-772-7100.



Building Operations: Rent Payments

Rent and escalations are due on the first of the month, unless otherwise stipulated in the Lease. Miscellaneous charges are due within 30 days of the invoice date. All payments that are delinquent are subject to late fees as allowable by the Lease.

All payments should be mailed to the following address:

Shorenstein Realty Services, L.P.,
As Agent for SRI MISSION TOWERS II, LLC
File 30573
P.O. Box 60000
San Francisco, CA 94160

Please do not send correspondence to the lockbox address, unless it pertains to the payment remittance.



Building Operations: Security

Uniformed Security Officers patrol Cisco Tower 24 hours a day, 7 days a week. They are trained in emergency response and can contact Building Management at any time. They are not authorized to enter tenant suites without prior written authorization from the tenant and approval by the Building Management.

The Security Desk can be reach directly at **408-727-6128**

Building Security: Building Access

Building Access

Cisco Tower is an open building from 7:00AM to 6:00PM during weekdays. The building is closed weekdays outside of these hours, weekends and recognized holidays. To access the building during off-hours, all employees must have a valid building-issued Key FOB.

Please enter and exit through the front of the building on Freedom Circle. The loading dock entrance doors on the Hichborn Street side of the building are a service entry and are not intended as an entrance or exit for the general public. Please make sure that your employees and guests are aware of this.

Building Access Key FOBS

Access key fobs are issued through the Building Office. Upon move-in, each tenant is entitled to the use (3) free keys fobs per 1,000 square feet of rented space. For example, a tenant renting 9,000 square feet would be issued (27) key fobs. Each additional Key FOB costs \$15.00, which includes a processing fee.

Key fob requests should be submitted through Workspeed, under the Security category by an authorized tenant representative. Upon receipt of an authorized request, the Building Office will process the key fobs and deliver them to the authorized person making the request.

Building Access Key FOBS (continued)

All key fobs are the property of Shorenstein. Whenever you are no longer a Tenant at the Building, it is your responsibility to return the key fobs to the Building Management Office. Lost, damaged or stolen key fobs should be reported immediately to the Building Management Office at (408) 855-8837. A service charge will be imposed for replacements. Additionally, terminated employees should be reported immediately. The Building Office can provide you with a list of active key fobs for your company. We will make every effort to distribute active lists at least once a year but please feel free to request this list whenever you see fit. We need your cooperation in maintaining an updated database.

When an employee arrives on site and announces that they have forgotten their key fob, Security will verify that the employee is authorized to access the building by checking our key fob database. If the employee is authorized to access the building, they must present a valid government issued ID to the on duty security officer to verify they are that person and they must sign the guard's sign-in sheet.



Building Security: Deliveries

All deliveries must come through the loading dock (except for messenger and food delivery) and are limited to twenty-minutes during business hours. If the vendor is on your list of regular vendors, Security will allow access. If they are not on the list, you will need to contact the Building Office and make arrangements 48 hours in advance for access.

Longer deliveries will need to be scheduled for after-hours. Reservations for the loading dock and freight can be requested in Workspeed. Large deliveries must be submitted to the Building Office 48 hours prior to delivery, are subject to Building Management approval and may require a Certificate of Insurance.



Building Security: Lockouts

If you are locked out of your suite or office or forget your keys, you will be asked to present identification and fill out a request form. Please note that multiple lockouts are subject to a \$10.00 fee. If this occurs after-hours, there will be a \$35 charge for Security to access the master key.



Building Security: Lost and Found

Any item that is found should be brought to the Building Office (or left with Security if after-hours). Please indicate where and when the article was found. Every effort will be made to return property to the rightful owner. Should you lose something, please report it to the Building Office. Lost and found items will be held in the Building Office for 30 days, after which time they will be discarded or donated.



Building Security: Property Removal

For the protection of your office and equipment, each time boxes, furniture, plants, electronics or any other equipment, personal or otherwise, are taken out of the building, the person removing the items(s) will be required to present a [Property Removal Pass](#) to security upon exiting the building. We are happy to provide you with as many as you need to keep a supply on hand. An authorized tenant representative must sign these. Unsigned passes will not be honored, nor will those signed by someone not on the Authorized Signature List. To avoid any problems, it is best to periodically update your "Authorized Signature List" with the Building Office.

[Click here to download a Property Removal Pass](#)



Building Security: Security Precautions

1. Be aware of all janitorial, repair and delivery personnel who enter your office. Don't be fooled by uniforms – they are easily attainable and make good disguises. If the person appears suspicious, ask for identification and telephone for verification. Institute a check-in/badge policy for contractors and vendors.
2. Never leave the reception area unattended. Do not allow visitors to enter past reception without an escort.
3. Wallets, purses, laptops, Palm Pilots and other valuables should always be locked up out of sight.
4. Never leave rear or side entries propped open. Immediately close such doors you encounter and notify Building Office or Security if suspicious.
5. Immediately report any lost or stolen access cards to the Building Office (or to Security, if after-hours).
6. Always lock your door when working before or after normal business hours.
7. Report solicitors or any suspicious activity immediately to the Building Office or Security. Please give a detailed description so a Security Officer can easily identify them.
8. Do not enter an elevator if occupied by a suspicious looking person(s). Walk away and notify Security. Be sure to get elevator car number if possible, or at least the location of the car.



Building Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Building Manager at 408-855-8837 and we will send appropriate personnel to have them escorted off the premises.



Building Security: Visitor Access

(If Building Management elects to implement)

If your off-site employees, guests, and vendors need access on an “as-needed” basis, please enter the visitor information in [Workspeed](#). The information is transmitted to the Security console on a real-time basis. Upon arrival, the visitor will need to check in with Security and show picture ID. They will be issued a temporary badge.

If a visitor’s name is not entered into [Workspeed](#), Security will call either the guest’s contact or the main tenant for instructions. If the contact gives verbal approval for the guest to have access to the tenant space, Security will create a badge and will direct the visitor to the proper elevator bank. If the contact advises that an escort is needed, Security will advise the guest accordingly, and issue the guest a badge once the escort has arrived in the lobby.

There is no “ongoing” guest or employees list. A list of regular vendors can be provided to the Building Office and the Workspeed visitor access program allows visitors to be requested for multiple days with one request.

If you have any questions regarding Workspeed, please contact the Building Office.

[Click here to access Workspeed.](#)

Building Services: Building Signage

Touchcom

Signage arrangements, additions or deletions to the electronic lobby directory must be made in writing to the Building Office or via [Workspeed request](#). No signs of any type are to be on the interior or exterior of the building without approval from the Building Office.



Building Services: Elevators

Cisco Tower is equipped with two banks of elevators, providing rapid access to all floors. There is also one freight car servicing the loading dock and floors 1 to 12.

During a power outage, one elevator car and the service car will operate normally. All other cars will return and stay in the main lobby. Authorized building personnel will manage use of these cars.

In the event of a non-emergency elevator problem (such as passing requested floors, lights or bells out of order, or car not leveling properly) please notify the Building Office with a [Workspeed Elevator Service Request](#). Please make a note of the car number, located on the panel above the door, inside the elevator.



Building Services: Janitorial Services

Building Management is responsible for maintaining a clean environment for all tenants per your Lease terms. This includes patrolling of restrooms and common areas during business hours, and nightly cleaning services. Additional services such as carpet, tile, or interior glass cleaning, floor polishing, refrigerator and microwave cleaning and other special requests can be provided at an additional charge to the tenant.

Please submit all janitorial service requests, such as additional trash removal, through [Workspeed](#).



Building Services: Engineering Services

Shorenstein Realty Services takes great pride in providing attentive and courteous maintenance to the tenants of Cisco Tower. We have a full staff of qualified engineers to ensure the efficient mechanical operation of the building. Please submit requests through [Workspeed](#) should you need maintenance services, such as temperature discomfort, plumbing problems, lighting, etc.

Light Bulb Replacement

All building standard lights will be replaced at no charge. Any non-standard bulbs for tenant suites can be ordered, at the tenant's expense, and kept in stock to be replaced as necessary.

[Click here to access Workspeed.](#)



Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various service requests. Hard copies of all forms are available from the Office of the Building 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.

- [Bomb Threat Report Form](#)
- [Authorized Signature List](#)
- [Property Removal Pass](#)
- [Physically Impaired Employee List](#)
- [Tenant Contact Form/Emergency Contact Form](#)



Building Services: Mail Services

The Building address is:

Your Name
Your Company Name
3979 Freedom Circle
Suite or Floor #
Santa Clara, CA 95054

There is a mail center located just off the lobby at Cisco Tower. If you are unable to locate it, please ask the security officer at the lobby console and they will direct you. Mail boxes for each tenant are located here as well as a letter drop box and parcel locker. Mail boxes are assigned and keys issued by the Building Management office. Upon move-in, a tenant is issued three keys; additional and/or replacement keys can be issued to a tenant at a minimal charge.

The post office suggests using your 4-digit code at the end of your zip code for more efficient service. Since the number varies according to suite number, you must call the postal service to obtain this code. For questions regarding postal service please dial 1-800-ASK-USPS (1-800-275-8777) or visit www.usps.com. Please always fill in the floor or suite number and encourage all employees to do the same to ensure that your mail is delivered to you timely and accurately.

For questions regarding UPS services, please call UPS directly at 1-800-PICK-UPS (1-800-742-5877) or visit www.ups.com. For Federal Express locations and services call 1-800-GO-FEDEX (1-800-463-3339) or visit www.fedex.com.

If your company will be arranging nightly courier service, please provide the Building Office with the vendor name and a schedule of pick-ups/deliveries.

Please note that the building staff is not permitted to sign for packages or other deliveries to tenants. If you are expecting a delivery in your absence, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.



Building Services: Parking

General parking is available in the four story parking facility. The main entrance for Cisco Tower is located on the Hichborn Drive side of the Building.



Building Services: Recycling

Why we recycle

- Environmental conservation - one ton of paper manufactured from waste paper conserves 17 trees!
- Air and Water Pollution Prevention – the production of recycled paper produces 60% less air and water pollution than that of virgin paper production.
- Energy Conservation - Each ton of paper recycled saves the energy equivalent of 380 gallons of oil.
- Landfill Considerations – Recycling reduces our reliance on already scarce landfill resources.
- Economic Incentive – By increasing recycling we are able to decrease the amount of un-recyclable garbage, thereby reducing scavenger fees for a savings passed onto Tenants! We also get rebates for recycling white paper.

Recycling Program

Cisco Tower offers a Mixed Materials Recycling Program (MMRP). This program allows the tenant to put the recyclable materials in ONE RECYCLE CONTAINER, thereby decreasing the material you put in your trash bin, increasing the recyclable yield and lowering trash removal costs. The following items are allowed as part of the MMRP:

| | |
|--------------------------|-----------------------------|
| Aluminum Cans | Plastic Beverage Containers |
| Cardboard | White and Colored Paper |
| Envelopes | NCR Paper |
| Computer Paper | Folders |
| Magazines and Newspapers | |

Recycling Program (continued)

NEVER put hazardous materials in the trash – fluorescent light bulbs, paint, glue, used hypodermic needles, batteries, and computer monitors are examples of items that require special methods of disposal. Please do not throw these items in the trash, for the safety of our janitorial crew, and trash collectors, as well as cleanliness of the landfill.

Feel free to contact the Building Office for a list of vendors that recycle old business equipment, furniture and electronics. We encourage you to recycle used batteries; most hardware stores have battery-recycling programs.

For more recycling information, you may also contact Mission Trail Waste Systems at 408-727-5365.



Building Services: Telecommunications

Cisco Tower has a riser system for telecommunication needs which runs from the main point of entry (MPOE) in the basement through telephone and equipment closets located on each floor. For security purposes, these doors are locked at all times. In order to maintain the integrity of the building infrastructure, Shorenstein Realty Services has contracted with Montgomery Technologies to oversee all work in the telephone closets. Montgomery Technologies will only grant access to these closets upon approval. You must contact Montgomery Technologies at 1-866-824-8362 to obtain a work order and before any work can commence. Once the Building Office receives an approved work order from Montgomery Technologies, you or your vendor may enter the approved closet(s) after first signing in with Security and providing valid identification.



Building Services: Tenant Services

In order to facilitate communications, we ask that you appoint one or two tenant service representatives (and an alternate), who are authorized to incur expenses for your company. Only your "Authorized Tenant Representative" or those designated should make requests for repairs or services through Workspeed.

All requests for services should be made through Workspeed (<http://shorenstein.workspeed.com>). If there is a maintenance or janitorial request that needs immediate attention, please also call the Building Office. Please do not make requests with the maintenance crew directly. You will need to enter the type of service request, a description of the service needed, the exact location and a contact person. Once entered into Workspeed, the Building Office receives this information and dispatches the service request to the appropriate maintenance staff. When a job is finished, the service request is summarized and closed out or charged back to the tenant. Every step of the service request can be tracked in Workspeed. If the request is beyond what is included per terms of your lease, a cost quote may need to be approved prior to work (an agreement to work and charges involved).

Response times will vary according to the number and complexity of service requests received. In the case of a building emergency or special project, which would delay response to your request, we will inform you as soon as possible. Similarly, should we need an outside contractor's expertise or supplies, we will let you know.

[Click here to access Workspeed.](#)

Should your request involve an expenditure of funds for which your company will be responsible, we will ask you to authorize a cost quote before services are rendered. All work performed will be billed to the tenant by the management office. A 20% administrative fee will be included on the invoice unless otherwise noted in lease provisions.

The following items are considered services not covered under the lease, but commonly serviced by the Building Management staff or outside vendors for an additional charge:

- Light bulb replacement for non-standard lamps
- Overtime HVAC
- Re-keying of tenant doors and locks (after initial installation) and additional keys
- Hanging pictures, bulletin boards etc. in tenant space
- Maintaining carpets, tile floors, chandeliers, interior partitions and glass, etc.
- Emergency clean-up of spills/accidents
- Unclogging/repair of kitchen sinks and disposals
- Installation or changing of water filters
- Removal/disposal of excessive trash
- Breaking down cardboard boxes (no charge to remove boxes if broken down)
- Extra painting, touch-ups or carpentry work
- Maintenance of Heat Pumps
- Excess Utility consumption for equipment that is non-building standard

[Click here to access Workspeed.](#)

Please note that our staff does not move furniture! It is against union policy and insurance regulations. Please do not ask the Engineers or Porters to move furniture or other heavy objects. Also, for safety reasons, we are unable to lend out ladders, vacuums, and other tools.

[Click here to access Workspeed](#)

Emergency Procedures: Bomb Threat

Should you receive a call advising that an incendiary device has been placed in the building, stay calm. Try to keep the caller on the line as long as possible, and do not put the caller on hold!!

Ask the following questions:

- Where has the bomb been placed?
- When is it scheduled to explode?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause it to explode?
- Who placed the bomb?
- Is the caller part of a group?
- Why was the bomb placed?

Also note details such as the caller's voice, tone, accent, any background noise you hear, or anything else that may be helpful in investigation.

[Click here to download a Bomb Threat Report Form.](#)

When the call is terminated:

- Notify your Office Manager or Supervisor
- Call 911
- Call the Building Office at 408-855-8837
- Do not discuss the call with anyone other than whom you notified above and the Police Department.

[Click here to download a Bomb Threat Report Form.](#)



Emergency Procedures: Civil Disturbance

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

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



Emergency Procedures: Earthquakes

Each tenant is encouraged to keep emergency supplies on hand in the event of an earthquake. Some suggestions recommended by Building Management are first aid kits, flashlights, radios, extra batteries, and enough food and water for each employee for at least 3 days. All emergency supplies should be stored in a well-marked area.

Should an earthquake occur, remember these tips:

- Take cover under tables, desks, or beneath a strong doorway. Keep clear of file cabinets, stacks, shelves and windows.
- If you are in an elevator, remain calm. The elevators are equipped with motion sensors that allow the elevators to slowly descend to the next available floor.
- **STAY IN THE BUILDING.** You are safer in the building than outside where objects are likely to be falling.
- Listen for instructions from the public access system.



Emergency Procedures: Elevator Malfunction

1. Push the alarm button – this will connect you with Kastle Systems. Give them details of the emergency.
2. Wait for assistance. During business hours, elevator repair technicians are generally in the building and are able to respond quickly. Your safety is our primary concern. Therefore, Building Management Staff will not attempt to remove you from the elevator until licensed technicians arrive and assess the situation.
3. If the doors should open between floors, DO NOT attempt to climb out. Let Security know that the doors are open so they can send someone to help you out. Most elevator related injuries are caused by people climbing out of the elevator cabs. Be safe and stay in the cab until instructed otherwise.



Emergency Procedures: Emergency Contacts

| | |
|------------------------------------|--------------|
| Police, Fire or Ambulance | 911 |
| Santa Clara Police (Non-emergency) | 408-615-4700 |
| Santa Clara Fire (Non-emergency) | 408-378-4010 |
| Kaiser Hospital | 408-236-6400 |
| Emergency | 408-236-4400 |
| Building Security | 408-727-6128 |



Emergency Procedures: Fire Prevention

Cisco Tower undergoes annual inspections by the SCFD. All tenants are urged to make every effort to comply with recommendations of the high-rise inspector; failure to comply can result in fines. The following rules must be strictly adhered to:

- Provide 18" clearance below ceiling so as not to deflect sprinkler heads.
- Remove any obstructions or wedges restricting self-close action of fire doors; do not prop open doors. Only doors with magnetic hold-open devices may be held open.
- Remove materials obstructing exit passageways, aisles and stairways. Maintain a 44" minimum pass way at all times.
- All areas not approved for storage shall be kept free of combustible materials at all times. This includes building phone and electrical closets, as well as service elevator lobbies.
- Provide adequate electrical outlets. Do not use extension cords longer than six feet or multiple power strips and surge protectors. Keep all appliances and electronics in good repair. **SPACE HEATERS ARE PROHIBITED.**
- Never store large quantities of flammable solvents (including paints, cleaners, etc.), unless they are in a storage cabinet that has been approved by Building Management.



Emergency Procedures: Flood

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant managers will be contacted by Building Management personnel, including after business hours.

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 commence. Tenants will need to contact their insurance carrier for any damage to their property.



Emergency Procedures: Life Safety Systems

Fire & Life Safety

For more detailed information about the building life safety system and procedures, please refer to the [Cisco Tower Facility Emergency Plan](#). It is published in accordance with guidelines set forth by the Santa Clara Fire Department and it is fully endorsed and approved by the SCFD and is updated as needed. For quick reference and safety pointers, the [Cisco Tower Safety Brochure](#) is also available to distribute to employees.

Building Life Safety System

Cisco Tower is equipped with an electronic fire & life safety system, which is remotely monitored 24 hours a day. The fire annunciator panel located in the main lobby provides fire department personnel and Building Management with the location of the alarm in the event of a fire.

The main components of the fire/life safety system are smoke detectors, pull stations and a fire sprinkler system. Smoke detectors and pull stations function as early warning devices. When a smoke detector or pull station is activated, fire alarms sound only on that floor, as well as one floor above and two floors below.

We must periodically test the life safety system, as required by city code. Smoke detector and sprinkler tests are usually performed with no interruption to tenants. Alarms and strobes tested frequently.

Annual Life Safety Training and Fire Drills

- Our Life Safety Director hosts an annual life safety meeting directed by the Santa Clara Fire Department. The meeting lasts for about an hour and is for designated life safety team members. Prior to the class, a letter will be sent out with a list of dates.
- Within two weeks of the meeting, an annual fire drill will be held for each floor. Drills may seem disruptive but this allows us to ensure that the system is working properly and repair any faults the system may have. It also allows you to practice what to do in the event of an emergency.

Life Safety Team Members

We request that you designate at least two floor wardens per floor for your company, as well as at least two alternates. Other Life Safety team members include stair exit wardens, elevator safety monitors, disabled employee aids, and searchers. Please see the "Cisco Tower Facility Emergency Plan" for more descriptions for these positions. Names of all Life Safety team members should be available to your company as well as kept on file at the Building Office and updated as necessary.

The floor warden should be aware of any physically challenged individuals who would require assistance exiting the building. A confidential list should be forwarded to the Building Office for the fire department's use in case of emergency.

If fire or smoke is detected in the building:

- Pull the nearest fire alarm
- Call 911
- Notify Building Office
- Leave the building via EXIT stairwell. **Do not use elevators!**



Emergency Procedures: Medical Emergency

In case of a medical emergency CALL 911! Give as much information as possible. **DO NOT MOVE THE INJURED PERSON** and try to keep the victim as comfortable as possible. Be sure to give the operator your exact location. Inform the Building Office or Security that you have called 911 so we can have an elevator waiting for ambulance crew. This is very important! Without this knowledge, we will not be able to quickly direct the crew to the emergency.



Emergency Procedures: Power Failure

If the building should experience a power failure, the emergency generator will provide power for emergency lighting and for one elevator (to be reserved for emergencies). This generator also services the emergency communication and life safety systems in the building.



Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 9-1-1. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Green: Introduction

GOING GREEN

Shorenstein is committed to creating and protecting green real estate environments. To research responsibly and thoughtfully, Shorenstein has formed a sustainability committee, known internally as the **G.R.E.E.N. Committee – Green Real Estate Environments Now!** The Mission Statement for the Committee is “Promote environmental stewardship through the implementation of sustainable ecological initiatives that benefit our assets, investors, customers, employees & planet.”

Why?

- According to the United States Green Building Council (“USGBC”), the commercial office buildings generate 18% of greenhouse gas emissions in the United States.
- Electricity is one of the largest expenses tenants incur.
- It is estimated that 50-55,000 species of life are going extinct every year due to a lack of resources left available to them resulting from humans’ use of resources.
- **Every** living system on the planet is in decline – none are stable.
- The reduction of emissions is not only crucial for the health of the planet but also for a company’s bottom line.

What are We Doing?

- Shorenstein signed up in 2008 to take the Building Owners and Managers Association (BOMA) 7 Point Challenge, which primarily involves a reduction in greenhouse gas emissions of 30% by the year 2012. See the following link for more information on the [BOMA 7 Point Challenge](#).
- Shorenstein has signed on to be an Energy Star Partner. See what’s involved. [Click here for more information on Energy Star.](#)
- Shorenstein has mandated that every building in its portfolio put energy consumption data in the Energy Star website and work to achieve an Energy Star certificate as soon as practically feasible. [Click here to see the Energy Star score link](#) for the most recent Energy Star score for your building. Please note that buildings must achieve a minimum rating of 75 to receive an Energy Star certification.
- Shorenstein implemented green cleaning and supply purchase across its portfolio in 2007 and 2008. See what’s involved in green cleaning by [clicking here](#).
- Shorenstein continues to roll out initiatives to further promote “Green Real Estate Environments Now”. [Click on the link here to see a full list of Green Building Initiatives implemented at this building.](#)

How Can You Help?

Shorenstein will send you a Green Tip of the Month each month to all of its tenants. A cumulative list of Green Tips will be housed on this site. To access, click on [Green Tip of the Month](#). We will also post other best practices and links to resource sites under [Green Suggestions & Resources for Tenants](#).

We hope you find this site a useful resource and that you will join us in our green practices so that together we can make a measurable difference in the world!



Green: Green Tip of the Month

Information Pending.



Green: Energy Star Score

Information Pending.



Green: Green Suggestions and Resources For Tenants

[Facts – Energy Star Qualified CFL's](#)

[Energy Star](#)

[ENERGY STAR – Bring Your Green to Work](#)



Green: Green Building Initiatives

[Please click here to view a property scorecard for Cisco Tower](#)

Introduction: Welcome

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

The contact information for the Management Office is:

Telephone: 408-855-8837

Fax: 408-855-8573

E-mail: Ciscotower@shorenstein.com

Address:

3979 Freedom Circle
Suite 125
Santa Clara, CA 95054

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 Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

Welcome to Cisco Tower!



Introduction: About Shorenstein

[Shorenstein Company](#) is one of the country's largest and oldest real estate organizations active on a national scale in all aspects of ownership, management, leasing, and development of high-quality office properties. The company is privately owned and is headquartered in San Francisco and owns over 14 million square feet of premier office projects around the country.

Shorenstein Company provides leasing, management and construction services to all of its properties through its wholly owned property services affiliate, Shorenstein Realty Services.

It is the close coordination between the investment professionals within Shorenstein Company and the operating professionals within Shorenstein Realty Services that is the key to our ability to deliver exceptional services to our tenants and exceptional value to our clients and partners. With our extensive internal resources and shared commitment of excellence, we have an ability to address issues and to capitalize on opportunities that are unsurpassed in our industry.

Shorenstein Company operates based on the principle that our tenants are not only leasing space in our buildings, but additionally are seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product that is maintained and operated to the highest industry standard is only the beginning. We strive to learn and remain abreast of our tenants' businesses in order to meet their current needs, anticipate their future requirements and be in a position to work cooperatively with them in responding to unanticipated developments.

[Shorenstein Realty Services'](#) experienced leasing, management, construction and financial professionals are trained to think as first-tier service providers. All of our employees understand that it is their job to ensure that each Shorenstein-managed property offers the highest quality business environment and occupancy services in its marketplace.

We believe that the consistently high occupancy levels in Shorenstein-managed properties is the strongest testament to the validity of our operating philosophy and the best evidence of our successful implementation of that philosophy.



Introduction: About Cisco Tower

Designed by the renowned architectural firm Hellmuth, Obata & Kassabaum, Inc., Cisco Tower is a newly constructed Class "A" office tower located in the heart of Silicon Valley's "Golden Triangle", the world's commercial hub for technology, life science and defense companies.

Developed in 2001 as a part of a two-phase project, the 283,135 square foot, 12-story office tower features institutional quality design and construction, state-of-the-art building systems, large and efficient floor plates, expansive panoramic views and abundant parking in the adjacent four-level parking structure and surrounding street parking.

Due to its prominent "Golden Triangle" location at the junction of Highway 101 and Great America Parkway, Cisco Tower offers unmatched visibility, superior regional access throughout Santa Clara County as well as proximity to many outstanding amenities including restaurants, hotels, retail services and entertainment



Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Search Engine](#) and a [Tenant Services section](#) that contains a number of downloadable and printable administrative forms. In order to be able use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. [To obtain the software for free, click here.](#)

Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information.

If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the property management office.

Policies and Procedures: Certificate of Insurance

Shorenstein Realty Services requires all tenants as well as their contractors and vendors to provide evidence of insurance.

Tenant Insurance

Prior to occupying the premises, tenants are required to provide the Landlord with evidence of insurance as stipulated in the lease. Shorenstein Realty Services out sources the tenant insurance tracking to a company called Insurance Data Services (IDS) and certificates should be sent to the following address:

Shorenstein Realty Insurance Compliance
C/O Insurance Data Services
P.O. Box 12010-SR
Hemet, CA 92546-8010

Vendor Insurance

Building Management requires each tenant to cause any of its contractors, vendors, movers or other parties conducting activities in or about or occupying the premises to obtain and maintain insurance as determined by landlord, but we only monitor insurance coverage for tenants' vendors that fall into the categories of the following:

- Architects/Architectural Consultants
- General or Prime Contractors
- Mechanical, Electrical or Plumbing Engineering Consultants or Contractors
- Structural Engineering Consultants
- Data/Telecommunications Contractors
- Environmental Remediation Consultants or Contractors
- Movers and Furniture Installation

All tenants' vendors that fall into these categories must comply with our requirements and a certificate presented to the Building Management Office prior to the commencement of work; otherwise, they will not be allowed to work. Depending on the nature of the work, the amount of required coverage varies; the vendor insurance requirements are available upon request.

Vendor Insurance (continued)

The additional insured endorsement must always include the following named as additional insured:

- SRI MISSION TOWERS II, LLC
- Shorenstein Realty Services, L.P.
- Shorenstein Company, LLC
- Shorenstein Properties, LLC

Should you need any further information regarding insurance requirements, please contact the Building Office.



Policies and Procedures: Construction

Please inform the Building Office at least two weeks in advance of any contractors performing work in the building. Depending on the scope of work and your Lease, Landlord may require review and approval of all plans, design, scope of work and contractors in advance of any work to be performed. Shorenstein Realty Services requires all Cisco Tower tenants as well as their contractors and vendors to provide evidence of insurance. Incomplete insurance information may delay work. Work that does not have prior Building Management approval may be stopped at any time, regardless of a tenant's intended work schedule.

For further details please refer to the Cisco Tower "Conditions for Construction & Tenant Construction Standards" handbook, which is available upon request from the Building Office.



Policies and Procedures: Rules and Regulations

All capitalized terms referred to in this section shall have the same meaning provided in the Office Lease to which this Exhibit is attached, except where expressly provided to the contrary in this Section.

1. No sidewalks, entrance, passages, courts, elevators, vestibules, stairways, corridors or halls shall be obstructed or encumbered by Tenant or used for any purpose other than ingress and egress to and from the Premises and if the Premises are situated on the ground floor of the Building, Tenant shall further, at Tenant's own expense, keep the sidewalks and curb directly in front of the Premises clean and free from rubbish.
2. No awning or other projection shall be attached to the outside walls or windows of the Building or Complex without the prior written consent of Landlord in its sole and absolute discretion. No curtains, blinds, shades, drapes or screens shall be attached to or hung in, or used in connection with any window or door of the Premises, without the prior written consent of Landlord in its reasonable discretion. Such awnings, curtains blinds, shades drapes screens and other fixtures must be of a quality, type, design, color, material and general appearance approved by Landlord, and shall be attached in the manner approved by Landlord in its reasonable discretion. All lighting fixtures hung in offices or spaces along the perimeter of the Premises must be of a quality, type, design, bulb color, size and general appearance reasonably approved by Landlord.
3. Except as expressly set forth in the Lease, no sign, advertisement, notice, lettering, decoration or other thing shall be exhibits, inscribed, painted or affixed by Tenant on any part of the outside or inside of the Premises or of the Building, without the prior written consent of Landlord in its reasonable discretion. In the event of the violation of the foregoing by Tenant, Landlord may remove same without any liability, and may charge the expense incurred by such removal to Tenant.
4. The sashes, sash doors, skylights, windows and doors that reflect or admit light or air into the halls, passageways or other public places in the Building or complex shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the window sills or in the public portions of the Building or complex.
5. No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building or Complex, nor placed in public portions thereof without prior written consent of Landlord.
6. The restrooms, toilets, wash bowls, and other apparatus shall not be used for any purpose other than that for which they were constructed, and no sweepings, rubbish, rags or other foreign substance of any kind shall be thrown into them. The expense of any breakage, stoppage, or damage resulting from violation of this rule shall be borne by the tenant who caused, or whose agents, servants, employees, contractors, visitors or licensees caused, the breakage, stoppage or damage.
7. Tenant shall not mark, paint, drill into or in any way deface any part of the premises or the Building or Complex. Notwithstanding the foregoing, Tenant shall be permitted to hang pictures in the Premises. No boring, cutting or stringing of wires shall be permitted, except with the prior written consent of Landlord, and as Landlord may direct, in its sole and absolute discretion.
8. No animal or bird or bicycle or vehicle of any kind shall be brought into or kept in or about the Premises, Building or Complex, except seeing-eye dogs or other seeing-eye animals or other animals or equipment required by any disabled employee or invitee of Tenant.
9. Tenant shall assume all responsibility, including keeping doors locked and other means of entry to the Premises closed, for protecting the Premises from theft, robbery, and pilferage.
10. Tenant shall not make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with any occupant of the Building or Complex, or neighboring buildings or premises, or those having business with them. Tenant shall not harass or annoy any occupant of the Building or Complex, including, without limitation, any act or conduct that may violate, breach or infringe upon any federal, state or local laws or civil rights, including those pertaining to the protection of the civil rights of any person based on sex, race, religion, sexual preference, age or other consideration. Tenant shall not throw anything out of the doors, windows or skylights or down the passageways.

- 11.** Neither Tenant nor any of Tenant's agents, servants, employees, contractors, visitors, or licensees shall at any time bring or keep upon the Premises, Building or Complex any flammable, combustible or explosive fluid, chemical or substance, except for normal and customary cleaning agents.
- 12.** No additional locks, bolts or mail slots of any kind shall be placed upon any of the doors or windows by Tenant, nor shall any change be made in existing locks or the mechanism thereof. Tenant must, upon the termination of the tenancy, restore to Landlord all keys of stores, offices and toilet rooms, either furnished to, or otherwise procured by Tenant, and in the event of the loss of any keys so furnished, Tenant shall pay to Landlord the cost thereof.
- 13.** Landlord shall have the right to prohibit any advertising or business conducted by Tenant referring to the Building which, in Landlord's good faith opinion tends to impair the reputation of the Building or its desirability as a first class building for offices an/or commercial services and upon notice form Landlord, Tenant shall refrain from or discontinue such advertising.
- 14.** No furniture or freight of any kind may be brought into or out of the Building without prior notice to Landlord. All moving activity into or out of the Building must be scheduled with Landlord and done only at the time and in the manner reasonably designated by Landlord. No service deliveries (other than messenger services and routine services that do not interfere with other tenants of the Building) shall be allowed between the hours of 7:00 a.m. and 9:00 a.m., 12:00 p.m. and 1:00 p.m., and 4:00 p.m. and 6:00 p.m., Monday through Friday. Landlord may at times restrict the elevators and areas of the building into which messengers may enter and may require that deliveries be left at the lobby security desk for pick up by Tenant. Landlord may prescribe the weight, size, and position of all safes and other heavy property brought into the Building and the times and manner of moving those items in and out of the Building. Tenant shall not overload the floor of the Premises. If considered necessary by Landlord, safes and other heavy objects must stand on supports that are adequate to distribute the weight properly. Landlord shall not be responsible for loss of or damage to any safe or property. Any damage to any part of the Building or to its contents, occupants, or visitors caused by moving or maintaining any safe or other property referred to in this clause shall be the sole responsibility and expense of Tenant. Landlord reserves the right to inspect all safes, freight or other bulky articles to be brought into the Building and to exclude from the Building all safes, freight or other bulky articles which violate any of these Rules and Regulations or the Lease of which these Rules and Regulations are a part. No oversized packages, supplies, equipments, or merchandise may be received in the Building or carried up or down in the elevators, except between those hours and in that specific elevator that Landlord shall designate.
- 15.** Landlord reserves the right to exclude from the Building between the hours of 7:00 p.m. and 8:00 a.m. Monday through Friday, and at all hours on Saturdays, Sundays and legal holidays, all persons who do not present an access card to the building issued by Landlord. Such hours are subject to change in Landlord's sole and absolute discretion upon written notice from Landlord. Visitors of Tenant may access the Building by requesting that Building security obtain access approval from Tenant. Landlord may furnish access cards to Tenant so that Tenant may validate and issue same. Tenant shall safeguard said access cards and shall be responsible for all acts of person in or about the Building who possess an access card issued to Tenant. Landlord reserves the right to exclude or expel from the Building and Complex any person who, in Landlord's judgment, is under the influence of alcohol or drugs or commits any act in violation of any of these Rules and Regulations.
- 16.** When departing after the Building's normal business hours, Tenant and Tenant's employees and agents must be sure that the doors to the Building are securely closed and locked. Any person including Tenant and Tenant's employees and agents, who enters or leaves the Building at any time when it is locked or at any time considered to be after the Building's normal business hours, may be required to sign the Building register. Access to the Building may be refused unless the person seeking access has proper identification or has previously arranged a pass for access to the Building. Landlord and its agents shall not be liable for damages for any error concerning the admission to, or exclusion from, the Building of any person. Landlord reserves the right, in the event of invasion, mob, riot, public excitement, or other commotion, to prevent access to the Building or Complex during the continuance of that event by any means it considers appropriate for the safety and protection of life and property.
- 17.** Tenant's contractors shall, while in the Premises, Building or elsewhere in the Complex, be subject to and under the control and direction of the Building Manager (but not as agent or servant of said Building Manager or of Landlord.)

18. If the Premises is or becomes infested with vermin as a result of the use or any misuse of the Premises or any negligence by Tenant, its agents, servants, employees, contractors, visitors or licensees, Tenant shall forthwith at Tenant's expense cause the same to be exterminated from time to time to the satisfaction of Landlord and shall employ such licensed exterminators as shall be approved in writing in advance by Landlord.
19. The requirements of Tenant will be attended to only upon application at the office of the Building. Building personnel shall not perform any work or do anything outside of their regular duties unless under special instructions from the office of the Landlord.
20. Tenant and Tenant's employees, agents, contractors and invitees shall not loiter in or on the entrances, corridors, lobbies, halls, stairways, elevators, or common areas located inside the Building for the purpose of smoking tobacco products or for any other purpose. Tenant and Tenant's employees and agents shall not obstruct those areas but use them only as a means of ingress to and egress from the Premises, Building or complex. Canvassing, soliciting and peddling in the Building or Common Areas of the Complex are prohibited and Tenant shall cooperate to prevent the same.
21. No air conditioning unit, system or other apparatus shall be installed or used by Tenant without the written consent of Landlord in its sole and absolute discretion. Tenant shall not waste electricity, water, or air-conditioning and shall cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air-conditioning system.
22. There shall not be used in any premises, or in the public halls, plaza areas, lobbies, or elsewhere in the Building or Complex, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks or dollies, except those equipped with rubber tires and sideguards.
23. Tenant, Tenant's agents, servants, employees, contractors, licensees, or visitors shall not park any vehicles in any driveways, service entrances, or areas posted "No Parking" and shall comply with any other parking restrictions imposed by Landlord from time to time.
24. Tenant shall install and maintain, at Tenant's sole cost and expense, adequate (in accordance with applicable codes and regulations) visibly marked (at all time properly operational) fire extinguishers, which may or may not contain combustible material, in the Premises, Building or Complex.
25. Tenant shall not use the name of the Building for any purpose other than as the address of the business to be conducted by Tenant in the Premises, nor shall Tenant use any picture of the Building in its advertising, stationery or in any other manner without the prior written permission of Landlord. Landlord expressly reserves the right at any time change said name without in any manner being liable to Tenant therefore.
26. Tenant shall not prepare any food nor do any cooking, operate or conduct any restaurant, luncheonette or cafeteria from the sale or service of food or beverages to its employees or to others, except that food and beverage preparation by Tenant's employees using microwave ovens or coffee makers shall be permitted; provided, however, no excessive odors of cooking or other processes may emanate from the Premises. Tenant shall not install or permit the installation or use of any vending machine or permit the delivery of any food or beverage to the Premises except by such persons and in such manner as are approved in advance in writing by Landlord.
27. Business machines and mechanical equipment shall be placed and maintained by Tenant at Tenant's expense in settings sufficient in Landlord's judgment to absorb and prevent vibration, noise and annoyance. Tenant shall not install any machine or equipment which causes noise, heat, cold or vibration to be transmitted to the structure of the Building in which the Premises are located without Landlord's prior written consent in its sole and absolute discretion. Tenant shall not place a load upon any floor of the Premises exceeding the floor load per square foot which such floor was designed to carry and which is allowed by law.
28. Smoking is prohibited in the Building, including, without limitation, the main lobby, all hallways, all elevator lobbies and all restrooms.
29. Tenant shall store all trash and garbage within the interior of the Premises. Tenant shall not place or have placed in the trash boxes or receptacles any material that may not or cannot be disposed of in the ordinary and customary manner of removing and disposing of trash in the vicinity of the Building. In disposing of trash and garbage, Tenant shall comply fully with any law or ordinance governing that disposal. All trash, garbage, and refuse disposal shall be made only through entry-ways and elevators provided for that purpose and shall be made only at times designated by Landlord.
30. Tenant shall comply with reasonable requests by Landlord that Tenant inform Tenant's employees of items of importance to Landlord.

- 31.** Tenant may not introduce telephone, cable or other communication or telecommunication wires or other wires into the Premises without first obtaining Landlord's approval of the method and location of such introduction. No boring or cutting for telephone wires or other wires shall be allowed without Landlord's consent. The location of telephones, call boxes, and other office equipment affixed to the Premises shall be subject to Landlord's prior approval.
- 32.** Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations or to make any additional reasonable Rules and Regulations that, in Landlord's sole and absolute discretion, may be necessary for:
 1. The management, safety, care, and cleanliness of the Premises, Building or Complex.
 2. The preservation of good order; or
 3. The convenience of other occupants and tenants in the Building or Complex.

Landlord, in its reasonable discretion, may waive any one or more of these Rules and Regulations for the reasonable benefit of any particular tenants. No waiver by Landlord shall be construed as a waiver of the Rules and Regulations in favor of any other tenants, and no waiver shall prevent Landlord from enforcing those Rules or Regulations against any other tenant of the Building or Complex.



Policies and Procedures: Moving Regulations

1. The Building Office must be notified in writing of the exact date and time of your move. Please contact the Building Office, either by telephone at 408-855-8837, or via email at Ciscotower@shorenstein.com, to confirm all arrangements prior to your move.
2. Large moves must be completed after-hours but small deliveries can be accommodated during normal business hours. This must be arranged at least 48 hours in advance through the Building Office.
3. All moves and deliveries will take place through the loading dock, the loading freight and internal service elevator. No access through the main lobby will be permitted without specific permission from the Building Office.
4. Use of the designated entrance and elevators is strictly on a first-come, first-serve basis during business hours; after-hours reservations may be necessary. If passenger elevators are needed for a move, arrangements must be made in advance through the Building Office to have the elevators padded and the mover will be responsible for installing protective masonite in the elevator and on all paths of travel. Please make your requests in Workspeed under the Shared Resources category to reserve the freight, or padded passenger elevators, and the loading dock.
5. Per your Lease, the tenant is responsible for any and all damage that occurs in the building as a result of its actions or negligence, or the actions or negligence of its guests or contractors. In order to protect you from damage caused by your mover, both the tenant and the mover as a prerequisite to the move must submit a Certificate of Insurance to the Building Office. [For further details, click here to go to the "Certificates of Insurance" section.](#)
6. The tenant is responsible for the removal of all moving boxes, pallets, packing materials and other debris from the property. It is recommended that you arrange for the mover to dispose of all such debris. Under no circumstances is trash to be left in the corridors or piled up in the loading dock. If necessary, Shorenstein Realty Services can arrange for disposal at the tenant's cost.
7. The mover is responsible for providing floor protection and other materials necessary to protect the building during the move. The mover shall pad, masonite, and otherwise protect all entrances, common areas, and paths of travel.



Policies and Procedures: Smoking

Per California Assembly Bill 13, which prohibits smoking in the workplace, smoking is not permitted anywhere inside the Cisco Tower Building. This includes emergency stairwells, restrooms and loading dock area! Additionally, smoking is not allowed directly in front of the building and is only permissible in the alcove area next to the side entrance doors.



The Neighborhood: Driving Directions

From Highway 101- Southbound

Take the Bowers Avenue Exit toward Great America Parkway. Turn slight left to take ramp toward Great America Parkway. Merge onto Bowers Avenue; Bowers becomes Great America Parkway. Turn right on Hichborn Drive. The entrance to the garage facility will be on the right hand side.

From Highway 101- Northbound

Take the Great America Parkway Exit toward Bowers Avenue. Merge onto Great America Parkway. Turn right on Hichborn Drive. The entrance to the garage facility will be on the right hand side.

From Highway 880 - Southbound

Take Highway the CA-237 East Exit toward Calaveras/Milpitas/McCarthy Blvd. Turn right onto CA-237 West/Alviso-Milpitas Road. Take the Great America Parkway Exit toward Lafayette Street. Turn left onto Great America Parkway. Turn left onto Mission College Blvd. Turn right onto Freedom Circle. To continue to parking facility, take a right onto Hichborn Drive then a left into the parking facility.