

Thomas Properties Group

City National Plaza Electronic Tenant Handbook

Created on February 6, 2012

Building Amenities: Amenity Programs

[Thomas Properties Group](#) offers a unique package of amenity and customer service programs that provide a variety of benefits to the building tenants and parkers.

Amenities and Services Available:

- **Films-T-Go® DVD Library**
 - Many popular movie titles are stocked in the parking facility office located at J-2 and C-level, and made available free of charge to monthly parkers. The selection changes every 3 months.
- **Complimentary Driver Assistance Services**
 - Assistance includes charging weak batteries and inflating tires at the parking garage.
- **Concierge Services**
 - North Tower: Tuesdays 10:00am-2:00pm, 3:00pm-4:00pm (213) 233-9750.
 - South Tower: Wednesdays 10:00am-2:00pm, 3:00pm-4:00pm (213) 233-9751.
 - Amusement park and movie ticket sales, travel arrangements/assistance, city/neighborhood information, concert and special events, dining, reservations, and more.
- **Courtesy Umbrellas**
 - Courtesy umbrellas are available to be loaned to tenants on rainy days. These are available at the J-2 Parking Office, Level 7, J-2 Security Office, Level 5 and Lobby Desks in the North and South Tower.

- **Shuttle Service**
 - Three Shuttle vans make scheduled routes to provide convenient access to downtown destinations. Stops include, Union Station, Civic Center and Federal Courthouses.
 - Tenants may now catch complimentary shuttle service to and from Staples Center on event nights. Departure is at the Flower Street inlet and pickup is the northeast corner (11th & Figueroa) across the street from Staples Center.
 - [Latest shuttle schedules](#)
- **Security Escorts**
 - Security officers are available to escort tenants and visitors to and from the J-2 Parking Garage and City National Plaza.

Building Amenities: Directory

A directory is located in the main lobby of each tower and may include company and employee names, and suite numbers as specified by each tenant. Requests to add, change or remove listings on the directories may be made by submitting a work order via [Angus AnyWhere](#) and selecting "Directory Strip/Signage". Please see the [Forms section](#) for a Tenant Sundry Rate Sheet for pricing information.



Building Amenities: Shuttle Service

City National Plaza offers Shuttle Bus service for the convenience of our tenants. All tenants and their guests are welcome to use the shuttle and may access our busses by showing their City National Plaza identification card.

Services are offered along a designated route that connects City National Plaza to Union Station, the Civic Center and shopping areas. Please note that the route has been approved and fixed by the city, and can only operate along designated routes and stops.

The shuttle service operates weekdays and commences service at Union Station at 6:45 a.m. and ceases operations at 6:30 p.m. The first shuttle departs from City National Plaza at 7:30 a.m. with the final departure to Union Station at 6:15 p.m. Shuttles operate to and from Union Station 10 minutes apart during peak morning hours and every 10 minutes during peak evening hours. During the day, the route runs from City National Plaza as far as 8th Street, with stops at the Macy's Plaza and 7th+Fig shopping centers. The route also goes to the Civic Center where it makes two stops along Temple Street to allow access to city, county and federal buildings.

[Click here to view the Shuttle Schedule](#)

The shuttle service also operates during Staples Center events. It departs and returns from City National Plaza on Flower Street and pickup and departs from Staples Center at the northeast corner of 11th Figueroa across the street. Shuttles begin picking up at City National Plaza at 6:15 p.m. and run approximately every 20 minutes until the event begins. The last pickup from Staples Center will be up to 30 minutes after the event has concluded.

Please contact the parking office at (213) 628-0581 for the specific shuttle bus schedule and route maps.



Building Amenities: Umbrella Program

Thomas Properties Group has personalized umbrellas that are for tenants' temporary use on-site during inclement weather. Umbrellas are available at the Security Console of both City National Bank Tower and the Paul Hastings Tower, J-2 Parking Office, Level 7, and J-2 Security Office, Level 5.



Building Amenities: Security Escorts

Security officers are available to escort tenants and visitors to and from the J-2 parking garage and City National Plaza. Please allow 5-10 minutes for an officer to respond to your location.

Building Operations: Accounting

Rental Payments

Payments are due on the 1st of the current month and are considered late if received after the 5th of the current month.

Make Checks Payable to:
515/555 Flower Associates, LLC

Mailing Address:
515/555 Flower Associates, LLC
PO Box 512607
Los Angeles, CA 90051-0607



Building Operations: Building Management

The staff of City National Plaza is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located at 515 South Flower Street, 6th Floor (North Tower). Please do not hesitate to contact the management office at:

Thomas Properties Group
Phone: (213) 485-9595
Facsimile: (213) 622-5059
515 South Flower Street, 6th Floor (North Tower)

Please direct all requests and questions concerning the building to the Management Office at the above number. Office hours are Monday through Friday, 8:00 a.m. to 5:30 p.m.

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Vice President of Property Management	Glen Berryhill	(213) 485-9595	gberryhill@tpgre.com
Property Manager	Ellisa Irvin	(213) 485-9595	eirvin@tpgre.com
Senior Operations Manager	Stephen Achorn	(213) 485-9595	sachorn@tpgre.com



Building Operations: Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Holidays falling on Saturday or Sunday will be celebrated on the weekday either preceding or following the holiday, whichever is closest in time. Building services required on holidays must be scheduled with the Property Management Office at least 2 working days prior to the holiday. Please use the appropriate form to request such services.



Building Operations: Leasing

The leasing company for City National Plaza is Thomas Properties Group, located at 515 South Flower Street, 6th floor (North Tower). The main phone number is (213) 613-1900. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Leasing Manager	Lalo Diaz	(213) 830-2288	LDiaz@tpgre.com

Building Security: Overview

Security personnel are on-site 24 hours per day, every day of the year. Their primary functions are to monitor the fire/life safety system and manage visitor access. Other valuable security services include fire/life safety training for new tenant employees and Floor Wardens; Loading Dock and Freight Elevator operation; theft and accident investigation and reporting; construction monitoring for hazardous activities; lobby greeting and information services; and property removal pass inspections. For further information about security services, please see the section entitled "Security/Life Safety" or contact the Security Director at (213) 485-9593.

City National Plaza Normal Business Hours

Monday through Friday 7:00 a.m. - 6:00 p.m.
Saturday 9:00 a.m. - 1:00 p.m.

Tenant employees and visitors are required to check in with security at the lobby console after normal business hours.

Building Security

24 Hours - 7 Days a Week: (213) 485-9591

In the event of an emergency, please contact Building Security, then dial 911.

Building Emergency Hotline

Hotline: (888) 409-9595

The Hotline will provide critical information in the event of a building emergency.

Building Security: After Hours Access

City National Plaza is closed to normal access at 6:00 p.m. Monday through Friday and weekends. Tenants and employees accessing the building after hours are required to check in at the lobby security console stating the floor visiting and presenting their Security Access Card to the on-duty officer in order to scan for access verification.

The passenger elevators contain a floor lock out feature, which prevents automatic elevator access to tenant floors. This lock out feature is programmable by time of day. Tenants that occupy an entire floor may schedule these times according to their needs, however, all floors are locked out after hours. Once a floor is "locked out", access may be obtained by presenting a City National Plaza Building Access Card to the proximity reader within the elevator. Each card is programmed by company name, individual name and the floor(s) that individual is permitted to access. When a valid card is read by our system, the specified floors are temporarily released for elevator access. Please see Access Card above for information on how to obtain a Building Access Card.

If a tenant desires after hours passenger elevator access for a visitor, delivery or service contractor (and they are not required to use the loading dock - see [Deliveries](#) for more information) access may be provided by enrolling visitors through the Visitor Management System by submitting a "After Hours Access" form to the Property Management Office (see [Forms section](#)).

After hours visitors must provide photo identification. Upon verification, the visitor will be issued a "Visitor/Tenant" sticker and the on-duty officer will unlock passage through the turnstiles and passenger elevator to access the requested floor. Please note that Security Officers only provide access to the floor and not to the tenant space unless specifically requested by the tenant to do so. Please also note that there is a minimum engineering labor charge of one-half hour associated with unlocking a tenant space. This also applies to providing access to employees who have been locked out.

Tenant representatives may authorize visitor access via the following:

Enter visitor name in the Visitor Management System

City National Plaza "After Hours Access" form

Telephone verification from a company representative currently on the floor

Telephone verification from company's office manager and/or emergency contact

After normal business hours, please make sure that all entry doors to your suite are closed and locked.

Do not allow anyone to follow you into the building after normal business hours. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact security at (213) 485-9591.

The management office recommends that you keep all valuables and personal property locked up during non-business hours.



Building Security: Building Access

Access Cards

City National Plaza, the on-site subterranean and off-site parking facilities are accessible 24 hours a day, 7 days a week to tenants via keycard access. A building access card is required at all times to pass through the lobby optical turnstiles and to access many floors via passenger elevators. (Employees who do not have their building access cards will be required to have their authorization verified at the Security Console in order to gain access.) A parking access card is required for monthly parkers to enter the garage. A maximum of one access card per employee may be activated for building and/or parking access.

Photo ID Building Access Card may be requested by submitting a completed "Security Access Card Request" form to the Property Management Office ([see Forms section](#)). Upon approval by Building Security, employees may have their photos taken at the Security Office on D-Level every Tuesday and Thursday from 10:00 a.m. to 11:00 a.m.

Parking Access Card may be requested by submitting a "Parking Card Request" form to the Parking Office located on Level 7 of the J-2 Parking Garage ([see Forms section](#)). All parkers are required to have an original executed Parking Access Agreement on file with the Parking Office. For more information, please contact the Parking Office at (213) 628-0581.

The cost for initial activation of each card is included in the purchase price of the card. However, an additional fee will be charged to modify existing cards or replace lost cards (please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information). Please allow 24 - 48 hours to process each card request.

Please provide the management office with a list of the names and phone numbers of at least three individuals who may be called to authorize admittance into the building for an employee or visitor who does not have appropriate security access identification. These individuals would also be contacted in the event of an emergency.

You may choose to unlock or lock your suite entrances during normal business hours. Although we try to maintain a secure working environment, many people enter the building every day and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

Lock all doors when leaving your suite unattended.

Instruct employees to keep valuables and personal property in secured areas (locked desks, file cabinets or closets) when leaving their areas unattended.

Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults or leave combinations where they can be found or easily deciphered.

Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.

Visitor Access Authorization

All visitors to City National Plaza must check in at the Security Console before they may proceed through the optical turnstiles. Visitor Authorization for tenant guests is available online through OneFacility at www.onefacility.com and allows Tenant Facility Managers and designated Tenant Users to enter information pre-authorizing access for expected visitors. This information is then available to lobby security personnel in nearly real time. When a guest checks in, a Visitor Sticker is automatically printed and an e-mail is sent to the host notifying them that their guest has arrived.

Large tenants are encouraged to assign a number of Tenant Users so that visitor pre-registration is easily available throughout the firm. We strongly encourage you to make full use of online Visitor Authorization since the access authorization process for unscheduled visitors increases the time your guests must wait to obtain access

If a guest is not pre-registered, their identification will be checked and the visitor will be issued a Visitor

Sticker and granted access to the Tenant reception floor for further access authorization by the tenant. Alternatively, the Tenant Facility Manager may request Security to contact them for visitor access permission. In such cases, the visitor will be issued a Visitor Sticker and granted access to the Tenant reception floor only upon successful authorization.



Building Security: Deliveries

Couriers

All couriers will be required to check in at the security console in the lobby. Couriers may obtain access through one of the following:

- Enter visitor name in the Visitor Management System
- Present a package/letter/document with the proper address (505, 515, 525, or 555, South Flower Street)
- Telephone verification from a company representative currently on the floor
- Telephone verification from company's office manager and/or emergency contact

Upon access verification, the courier must surrender photo identification and will be issued a "Courier" sticker. The on-duty officer will unlock passage through the turnstiles and passenger elevator to access the requested floor. Upon completion of business, the courier must return to the lobby security console to return the "Courier" sticker in order to obtain the photo identification.

Deliveries

Small deliveries that are handheld or transported via lightweight luggage carriers may enter the building through the main lobby and passenger elevators after checking in at the Security Console during normal business hours. Deliveries requiring 4-wheeled carts and dollies or 2-wheeled handcarts must use the Freight Elevator and Loading Dock. Additionally, all carts used by tenants between floors must have rubber bumpers. Special Note: Property Management will not provide validations for deliveries made to tenants.

Loading Dock access during normal business hours is on a first-come, first-served basis, and all deliveries must be completed within 30 minutes in order to facilitate the delivery needs of all tenants. Vehicles remaining beyond the permitted time allowance are subject to towing and/or the loss of future Loading Dock access privileges. Normal business hours for the Loading Dock and Freight Elevators are:

Monday through Friday: 6:00 a.m. to 6:00 p.m.
Saturday: 9:00 a.m. to 1:00 p.m.

During normal business hours, every vehicle will be logged into a Loading Dock activity register. A temporary one-day Visitor Sticker will be issued to delivery persons who are required to access via the Freight Elevator.

Large deliveries (size and/or quantity) require a freight reservation and must be performed after normal business hours. The Freight Elevator and/or Loading Dock may be reserved by submitting an "After Hour Access" form to the Property Management Office ([see Forms section](#)). Due to limited availability, all reservations must be requested in writing at least 48 hours in advance and are not guaranteed unless approved by the Property Management Office. All vendors or delivery companies must have a certificate of insurance on file with the Property Management Office.

Tenants requiring after hours deliveries will be charged for the security personnel that are required to assist with the delivery. Such charges vary (please Tenant Sundry Rate Sheet for pricing information). Please note that deliveries requiring vehicles to move in and out of the Loading Dock at the same time the service elevator is in use requires both a Loading Dock Operator and Service Elevator Operator. If the Loading Dock doors can remain closed during the delivery, only a Service Elevator Operator is required. Finally, if a delivery or construction activity only requires use of a service elevator "once up and once down," a reservation for this type of request may be made by submitting a "Security Extra Coverage Service Request" form to the Property Management Office ([see Forms section](#)). Please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information and Loading Dock Usage Rules and Regulations.

All large deliveries must be scheduled in advance through the Management Office. All vendors must provide a certificate of insurance meeting all the insurance requirements of Thomas Properties Group before access to the building can be granted.

Security Checklist

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

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

Suspicious Persons

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

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



Building Security: Key and Lock Policy

Keys

Two weeks prior to your move-in, please contact the Property Management Office in writing and specify the number of keys required for company personnel. Two keys for each locking door in your office will be provided free of charge. Additional keys and lock changes after move-in may be requested by calling the Property Management Office at (213) 485-9595. Please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information. All suite and private office locks must be keyed to the Building master key system and all key and lock work shall be performed by City National Plaza locksmiths. No outside locksmith is permitted to work in the building without prior written authorization.



Building Security: Lost and Found

Building Security maintains an inventory of all Lost and Found property. In order to reclaim lost property, it will be necessary to present identification and properly describe the property before it is released to your custody. For more information, please contact the Security Command Center at (213) 485-9591.



Building Security: Prevention

To reduce crime, emphasis should be placed on preventive rather than reactive measures. Preventive measures against office thefts and crimes against persons can best be achieved through the individual efforts of each employee.

All suspicious or criminal activities should be reported immediately, first to the police department and then to the management office at (213) 485-9595.

Building Security: Property Removal

A Property Removal Pass is required whenever individuals depart from your floor via the freight elevator and/or the building lobby with property belonging to your firm. "Property Removal Pass" forms are provided by the Property Management Office ([see Forms section](#)).

Each tenant is responsible to initiate and use a Property Removal Pass in conjunction with their internal company requirements. All Property Removal Passes must be signed by an authorized representative from your company and will not be honored until the "Signature Authorization List" form is received by the Property Management Office ([see Forms section](#)).

One of these forms should be filled out and presented to the on-duty security officer at the Plaza Lobby console or the Freight Elevator each time you or one of your employees removes materials or equipment from the building. Failure to produce an authentic, original Property Removal Pass will result in denial to remove the property from the premises.

In case of an emergency and with prior approval from Property Management, the security officer may contact an authorized tenant representative at home for the purpose of notification. This information is considered confidential, and our security officers will be instructed accordingly.

A completed Property Removal Pass must provide the following information:

- Name(s) of Person(s) / Vendor(s) in possession of property
- Date of Removal (if a permit is to be used over an extended period, but no longer than six months, please indicate a commencement and expiration date)
- Item(s) to be removed
- Serial Number(s) / Model Number(s) (if necessary)
- Name (printed) and Signature of Authorized Signatory



Building Security: Solicitation

City National Plaza does not allow unauthorized soliciting. In the unlikely event a solicitor gains entrance to your suite, ask them to wait while you contact the Property Management Office at (213) 485-9595 to immediately request that a security officer be dispatched to your suite to escort the solicitor off the premises.

Please do not leave the solicitor alone or unobserved while in your suite. Please note the general appearance and description including approximate age, complexion and clothing color/type in case to assist security if the solicitor leaves your suite prior to arrival of the security officer.

Building Services: Overview

Providing excellent service to you is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance by notifying us of any situation or condition that you feel requires attention.



Building Services: Building Maintenance and Service Requests

Building Service Requests – Angus AnyWhere

[Angus AnyWhere](#) is a web-based Tenant Service Request work order system.. Through [Angus AnyWhere](#), on-line work orders are forwarded to building personnel via alpha-numeric pagers (Blackberries). Building personnel are then able to respond electronically, noting changes in status. If a tenant chooses, updates can be forwarded via e-mail. [Angus AnyWhere](#) keeps a complete history of service requests, accessible to the tenant, from initial request to completion.

Your organization may have any number of users with different authorization levels (i.e. you may authorize several users to make requests but only a few to authorize billable requests.) Once your primary Tenant Facility Manager (TFM) is assigned, he / she will have the ability to request or change system access for other Tenant Users (TU) in your firm. [Angus AnyWhere](#) may be accessed at <http://www.ng1.angusanywhere.com/Tenant/ThomasProperties/thomasproperties/default.aspx>.

Authorized visitors to your firm may be entered in OneFacility to expedite check-in process. OneFacility may be accessed at www.onefacility.com.

Your [Angus AnyWhere](#) and OneFacility accounts may be set up prior to occupancy to help facilitate move-in requests. To obtain your TFM user name and password, please complete a “Tenant Contact Information” form ([see Forms section](#)) and return to the Property Management Office. The person listed as the primary Tenant Contact will receive their TFM [Angus AnyWhere](#) and OneFacility access information within 48 hours via e-mail.

Printed forms are available and may be used to make signature-required tenant service requests if you do not have internet access. Requests for billable services forms must be signed by a representative whose signature is on file in the Property Management Office on a “Signature Authorization List” ([see Forms section](#)).

Building Service Requests - Normal Business Hours

Service requests are generated by the Tenant Facility Manager or designated Tenant Users through [Angus AnyWhere](#). Work order requests may also be made by the Tenant Facility Manager or designated Tenant Users by calling the Property Management Office during normal business hours at (213) 485-9595. All chargeable requests require the appropriate building form and must be signed by an authorized tenant representative. In all cases, service requests are logged, maintained in our computerized work order database, and are targeted to be resolved within 24 hours.

In order to ensure efficient services, our service staff responds to requests using a 3-Call Policy. The initial “call” request (1st call) is immediately dispatched to the appropriate department (engineering, janitorial, parking or security, etc.) and a work order is generated. If a second call from the tenant is required to complete the request satisfactorily, the head of the respective department (Department Head) is contacted to ensure the request is handled promptly. In the unlikely event a third call is required, Property Management is notified and will make sure the request is finally resolved.

Building Service Requests - After Hours

Requests for after hours services such as building access or air conditioning, etc. shall be communicated through the Property Management Office at (213) 485-9595. Submit all Security Access Forms no later than 2:00 p.m. and Air Conditioning requests no later than 3:00 p.m. on the day service is requested on weekdays or by 2:00 p.m. Friday for weekend and holidays (except freight elevator reservations, move-ins, move-outs and construction - see below).

Exceptions: Move-Ins, Move-Outs and Construction

All move-ins, move-outs and construction material stocking utilizing the freight elevator must be completed after hours. After hours freight elevator reservation requests are filled on a first come, first served basis. Due to limited availability we suggest all requests be sent to the Property Management Office at least 2

weeks in advance of the requested service. Please note that a premium charge may be applicable if the service is requested less than 48 hours in advance.

Building Services Authorization

Each tenant is required to provide to the Property Management Office with a list of its representatives who may authorize various billable and over-standard services. The "Signature Authorization List" form ([see Forms section](#)) provides the names, titles and signature samples of your selected representatives and should be completed alphabetically so that the information may be quickly examined during reference checks. Please forward the original to the Property Management Office for our records. Requests requiring reference names and tenant signatures are:

- After Hours Access
- After Hours Air Conditioning
- Locksmith Services
- Security Access Cards
- Directory Signage
- Property Removal Authorization
- Chargeable Services

Loaning of Tools and Equipment Not Permitted

Please be advised that insurance liability restrictions prevent the Property from loaning Property tools and equipment to third parties including tenants, contractors, vendors, and delivery personnel, etc. Please make sure that your service providers are properly equipped with the tools and equipment necessary for their work. Alternatively, services may be provided by Building personnel (janitorial and engineering, etc.) at the current standard billable rate ([see Forms section](#) for the Tenant Sundry Rate Sheet) and subject to advance notice requirements.

Engineering Services

A staff of qualified engineers and maintenance personnel provides services 8:00 a.m. - 6:00 p.m., Monday through Friday. Requests for repairs and maintenance may be made by submitting an Angus AnyWhere service request or by calling the Property Management Office at (213) 485-9595. Please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information.



Building Services: Building Signage and Directory

Signage / Graphics

Except as otherwise specified by the lease, no sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the building or premises. The Property Management Office shall have the right to remove any such sign without notice and at the Tenant's expense.

Only those signs that are approved in writing by the Landlord may be displayed in public view. This includes, but is not limited to: point-of-purchase displays, sale and clearance signs, seasonal signs, special merchandising displays, placards, pictures, notices, etc.

An order form for directory, front door, and elevator lobby signage must be completed and returned to the Property Management Office prior to your move-in. Requests may be made by submitting a "Suite/Office Signage Request" or "Elevator Lobby Signage Request" form to the Property Management Office ([see Forms section](#)). All signs will be made at the tenant's expense. Please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information. Please allow 4-6 weeks for completing signage graphics.



Building Services: Cable Television Service

Cable and local television service is available for your office via Time Warner who may be contacted at (888) 892-2253.



Building Services: Cleaning

Janitorial Services

Janitorial services are provided nightly, Monday through Friday, as specified by your lease. Restroom porter services are also provided daily Monday through Friday according to lease specifications. Special “janitorial” requests (i.e. carpet maintenance, kitchen cleaning, interior office glass cleaning, restroom clean-ups, vacuuming, mop-ups and assistance with moving furniture, etc.) and “trash” requests (i.e. pick-up and delivery of recycling boxes, trash bins or trash dumpsters, etc.) may be arranged by submitting an [Angus AnyWhere](#) service request – “Cleaning” or calling the Property Management Office at (213) 485-9595. Please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information.

Janitorial personnel have been instructed, upon completion of their nightly duties, to ensure that all corridor doors are locked and to leave interior doors as they find them, (i.e., locked or unlocked, open or closed). The janitors are also instructed to turn lights off when they leave unoccupied offices.

Trash Removal

Normal building trash removal is provided as a standard building service. Large-scale debris, such as that following construction or minor renovations is your responsibility as the tenant. For disposal of debris and boxes, please contact the management office. In addition, you as the tenant are responsible for the removal of 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 Thomas Properties Group and performed in compliance with applicable law.



Building Services: Elevators

Freight Elevators

Two freight elevators per tower have a lifting capacity of 6,750 pounds each. The dimensions of the freight cabs are 10 feet wide, 8 feet deep and 10 feet high. The rear half of the ceiling area is raised to a height of 13 feet and the doorway is 4 feet wide by 7 feet high. Please see Deliveries for hours of operation, reservations, access information and loading dock usage.

Building Services: Energy Conservation

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Following are examples of how your employees can help in our efforts to reduce energy costs:

- Window treatments should be closed during those times when there is direct sun (including weekends).
- Employees should be reminded to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.



Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Absentee From Fire Drill Request Form](#)
[Access & Parking Card Request Form](#)
[Access Request Form](#)
[After Hours HVAC Request Form](#)
[Authorized Signature Form](#)
[Contractor Agreement Form](#)
[Emergency Response Team Form](#)
[Evacuation Drill Exception Request](#)
[E Waste Collection Items](#)
[Fire Safety System Request Form](#)
[FLS Emergency Brochure](#)
[General Tenant Information Sheet](#)
[Non Responsibility Form](#)
[Parking Registration Agreement](#)
[Physically Challenged Form](#)
[Sample Liability Insurance Form](#)
[Security Extra Coverage Services](#)
[Tenant Sundry Rates](#)
[Tenant Vendor Standing Access List](#)
[Verification Form](#)
[Welding, Coring, and Torch Cutting Request Form](#)

Building Services: HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the building typically operate Monday through Friday during normal business hours. If at any time during working hours you desire adjustment to the temperature within your suite, electronically submit a work order or contact the management office for assistance. To avoid damage and minimize delays, please do not adjust thermostats. In addition, we suggest that you keep blinds closed when in direct sunlight. Keeping blinds closed at night and over the weekend will help maintain a more constant temperature in your suite.

HVAC services after business hours are available upon request and can be scheduled by submitting a service request on-line or by contacting the customer service center / management office. There will be a charge for after-hours HVAC service.

Air Conditioning

Air conditioning (A/C) is provided at no charge during normal business hours as provided in your lease, typically 7:00 a.m. to 6:00 p.m., Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturday. Temperature adjustments may be requested during normal business hours by submitting an [Angus AnyWhere](#) service request - "A/C - Too Hot" or "A/C - Too Cold" or by calling the Property Management Office at (213) 485-9595.

Air conditioning required after hours is provided at an additional charge (please [see Forms section](#) for the Tenant Sundry Rate Sheet for pricing information). After hours air conditioning may be scheduled on a recurring basis or as needed by submitting an [Angus AnyWhere](#) service request - "A/C – After Hours" no later than 3:00 p.m. weekdays or by providing an "After Hours Air Conditioning Request" form, signed by someone authorized to make billable requests, no later than 3:00 p.m. weekdays to the Property Management Office.



Building Services: Mail Service

A full-service United States Postal Service facility is provided on B-Level. Hours of operation are from 8:30 a.m. to 5:30 p.m. Monday through Friday except Federal holidays. New tenants must arrange for mail delivery directly with the U.S. Postal Service. If you have questions regarding any other type of mail service, please call 1 800 ASK-USPS (800 275-8777).



Building Services: Recycling Program

Thomas Properties Group fully supports waste reduction at City National Plaza. Our recycling program has a goal of recovering and recycling over 75% of the total waste that is generated at the Project. This program also seeks to increase awareness of how to reduce the quantity of items being placed in the waste generated at the facility. Recycling at City National Plaza saves over 4,000 cubic yards of landfill space. Furthermore, Property operating expenses are reduced since revenues generated by recycling offset waste removal costs.

Tenants may obtain recycling containers at no charge by submitting a completed "City National Plaza Recycling Container Order" form to the Property Management Office ([see Forms section](#)).

The main focus of the program is to recycle as much recyclable waste as possible including paper, cardboard, aluminum, plastic and periodically electronic wastes. The program is designed to make recycling as convenient as possible and everyone is asked to participate. Tenant employees may contribute by following the few simple steps noted below. With your help, we can make the City National Plaza recycling program an on-going success.

The main components of the recycling program are:

Recyclable Paper

Acceptable recyclable materials include:

- White Paper
- Letterhead
- Manila file folders
- Envelopes
- Fax Paper
- Bulk Mailings
- Tablet backings
- Computer Paper
- Post-Its
- Magazines
- Colored Paper
- Carbonless NCR Forms
- Newspapers

The following non-recyclable waste materials are not acceptable:

- Food wastes and garbage
- Plastic-coated paper
- Paper towels & tissue
- Tape
- Paper ream wrappers
- Styrofoam
- Carbon paper
- Press-on labels and backing
- Paper plates and cups
- Newspaper

Desk Receptacles / Central Collection Container

Recyclable papers may be accumulated at the employee's desk or workstation in a separate desk-side receptacle provided by Property Management at no charge. Please instruct employees to place all non-recyclable wastes in a wastebasket that is separate from their desk-side recycled paper bin.

Central collection containers (generally kitchen size trash containers) are also provided by Property Management at no charge and should be placed at copier locations, computer workstations and other work centers for the collection of recyclable paper only.

The janitorial staff will periodically collect the materials for recycling throughout the week. Property Management may be contacted for further information regarding the pick-up schedule for your firm.

Separate Food Waste

Each firm should place containers designated for food and non-recyclable waste only. These non-recyclable waste containers should be labeled and located in convenient, appropriate areas, such as kitchens, coffee rooms, lounges, conference rooms and other areas determined by the tenant. All food waste and non-recyclable trash should be discarded into these receptacles which are picked up nightly, Monday through Friday.

Cardboard Boxes

Corrugated cardboard boxes are to be flattened and placed in the designated area in the freight elevator lobby. Small pieces of cardboard may be placed in the mixed paper container for collection.

Aluminum / Plastic

Containers should be emptied of their contents and placed in a centrally located receptacle(s) in all break rooms and other convenient locations.

Electronic Waste

Tenants are offered the opportunity to periodically collect and recycle office electronic waste (computers, copiers, printers, etc.) approximately twice per year. Tenants are notified in advance via memorandum from Property Management when scheduled.

Please contact the Management Office at (213) 485-9595 to receive information on the recycling program.



Building Services: Storage

If you require additional storage space, please contact the management office at (213) 485-9595.



Building Services: Internet, Data & Telephone Service

TW Telecom

Victoria Pencak

213-929-2135

Victoria.Pencak@twtelecom.com

Emergency Procedures: Overview

Emergencies happen - the Chicago Fire, the Oklahoma City bombing, the San Francisco earthquake, are all evidence that emergencies can and do impact the workplace. Although they are unplanned and unwanted, it is everyone's responsibility to be prepared for them. These Emergency Procedures contain the information you need to be prepared for an emergency. Everyone who works in this building must read and be familiar with these procedures. We recommend that these procedures be distributed to all employees and posted in a lunchroom or other common area.

In some cities, the local code requires specific fire / life safety training, and may provide a time frame in which the training must be received. This guide does not supersede local code. Please adhere to local code requirements and in the absence of code, follow these guidelines.

If you have any questions about the procedures and plans in this Guide, please contact your property manager.

Emergency Tenant Contacts

The Property Management Office maintains a list of approximately two to five persons per tenant to be contacted in the event an emergency should occur after hours. Emergency contact changes (contact name, home or office telephone numbers) must be provided to the Property Management Office in writing using the "General Tenant Contact Information" form ([see Forms section](#)). Additionally, Property Management will periodically request updates to ensure the timeliness of this important information.

Security

Security officers are stationed at the lobby consoles, in the Security Command Center (SCC), and throughout the property 24 hours per day, every day of the year. These individuals are trained to respond to elevator entrapments, fire / life safety system alarms and security breaches. The SCC contains computers that monitor the fire alarm initiating devices at both towers, the Jewel Box Building and parking structure. Also at the SCC are closed circuit televisions that receive input from cameras located throughout the common areas of the property.

In the event of an elevator entrapment, each elevator contains an alarm and telephone call button that, when pressed, contacts the on-duty officer at the SCC. The SCC officer will contact the elevator company and communicate rescue progress with the entrapped individual via the telephone located in the elevator. Security may be reached at any time at (213) 485-9591. Specific security concerns may be discussed with the Security Director at (213) 485-9593 during normal business hours.

After Hours, Weekends, and Holiday Emergency Procedures

Building safety rules require employees to check in and out at the lobby security desk if they are working after 6:00 p.m. during the week, or any time on weekends and holidays. This will allow security employees to quickly check occupied areas should an emergency arise after regular business hours. Tenant managers and supervisors are responsible to ensure that employees working non-business hours are familiar with and understand emergency procedures and know where all emergency exits and stairwells are located.

Emergency Procedures: Bomb Threat

In the event a telephone call is received warning that a bomb has been placed within the building, please do the following:

- Immediately write down everything the caller says.
- Call the Police at 911.
- Call the Property Management Office at (213) 485-9595 or Security Command Center at (213) 485-9591.
- No visitor access is permitted to the Bomb Threat floor.
- It is the tenant's responsibility to search their suite for suspicious looking packages. Tenants are also solely responsible for deciding when and if they should evacuate the premises.

If determined by the police that the building should be evacuated, evacuation instructions will be given over the public address system.

Emergency Procedures: Chemical, Biological, Or Radiological (cbr) Event

There is a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are often the most difficult to manufacture, transport, and weaponries because they are volatile, difficult to produce and employ. The response to an incident involving CBR agents is similar to any other incident involving hazardous materials.

Procedure

If you discover a CBR incident:

- Call 911 or the local emergency number.
- Provide the dispatcher with the following information:
 - Name
 - Type of Emergency
 - Company Name
 - Physical Building Address [not building name]
 - Floor and Suite Number
 - Telephone Number

Listen to the dispatcher for any additional instructions before hanging up.

Call the Management Office at (213) 485-9595.

- Remain calm.
- Isolate the CBR object, area, and those exposed.
- Evacuate the area, move occupants up wind at least 300 feet away from the contaminated site, closing doors as you move away.
- Notify 911 and the Management Office at (213) 485-9595.

A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Management Office will call each tenant's primary contact to inform him or her of the incident.

If danger is unsubstantiated, the building may remain open for business, The Management Office will call each tenant's primary contact to inform him or her of the incident. It is up to each tenant, to decide whether to evacuate the building or remain open for business. If the building remains open and your company chooses to close and evacuate the building, please notify the Management Office so there is a record that your suite is empty. This information will be important if the incident escalates.

Demonstrations or Civil Disturbance

Take the Following Actions:

- Stay in the building, away from demonstrators.
- Continue business as usual and do not become part of the problem.
- If passing the demonstration and the situation appears tense, move quickly away from the area, but stay alert and obtain as much useful information as possible.
- If peace keeping authorities are not present in a tense situation, notify the Property Management Office to call the local emergency response authorities.
- Upon notification through the Property Management Office, the Property Manager will:
- Post security officers as monitors at exits nearest to the demonstrators to redirect building occupants away from the demonstration.
- Take steps to prevent access of unauthorized persons into restricted areas.
- Notify the appropriate Tenant Emergency Representatives.

Most demonstrations are peaceful, but be on the alert for any quick mood changes.

Emergency Procedures: Earthquake

Before an Earthquake

- Plan your course of action before an earthquake occurs. Employees should establish an out of state telephone contact and make sure family members can act independently for at least 72 hours.
- Store essential emergency supplies such as food, water, first-aid kit, radio, and batteries. Enough supplies should be stored to support every employee for a minimum of 72 hours.
- Secure objects such as files, office equipment, bookshelves and other potentially dangerous objects.
- Be familiar with your immediate work area and floor plan. This will help you react effectively when it is necessary to find the closest and safest shelter point.

During an Earthquake

- Get under a sturdy table or desk or move towards the center of the building. The building core is the strongest part of the structure.
- Keep your back to all glass objects if you cannot avoid them completely.
- Be aware of falling debris. Cover your head as much as possible.
- Do not panic. A clear mind will help you through the dilemma.

After the Earthquake

- Remain calm and stay in your area (unless any emergency dictates otherwise).
- Look for injured people and administer first aid where needed.
- Barricade hazardous areas to prevent other persons from accessing a dangerous area.
- Use telephones for emergencies only.
- Be alert for after shocks. Their intensity may produce further damage. Respond to the after shock as though it is the original earthquake.
- Check your food and water supplies.
- Building Security will attempt to contact tenants via the public address system to advise on building and local conditions.

Evacuation

- Normally, it is not recommended to evacuate a building after an earthquake. Individuals may be exposed to falling glass from the buildings when outside.
- However, if an evacuation is required, use the stairs. Do not use the elevators. Walk down at a steady pace. Do not run.
- Go your designated "Refuge Area".
- Do not stay in the Main Lobby, as there is a considerable amount of glass in this location.

If you are outside when an earthquake occurs

- Immediately find the safest cover, perhaps an alcove, a doorway, a parking garage or a building.
- Stay away from storefront windows. The primary danger is from falling debris, particularly glass.
- Stay under cover because after shocks may cause further damage.

Emergency Procedures: Elevator Malfunction

Elevator Emergency

In case of power failure or any other elevator malfunctions, use the phone which is located in each elevator cab.

What to Do:

- Push the phone button in the elevator provided (a signal will ring to the emergency monitoring station that operates 24 hours a day, seven days a week).
- The monitoring service will notify the appropriate personnel to assist you in safely exiting the elevator. While inside the elevator, please remain calm. Someone will be there to get you out.
- Under no circumstances should you attempt to climb out on top of the cab roof or pry open the door when the elevator is between floors.



Emergency Procedures: Emergency Contacts

All Emergencies	911
Fire Department (Emergency)	911
Fire Department (Non Emergency)	(213) 485-6185
Police Department (Emergency)	911
Police Department (Non Emergency)	(213) 485-3294
Paramedic / Ambulance	911 / (213) 485-5971

The following secondary contact numbers should be used if a problem occurs in the 911 system.

Poison Control Center	(800) 222-1222
The Good Samaritan Hospital	(213) 977-2121
Department of Water & Power	(213) 481-5411
AT&T	(800) 750-2355
The Gas Company	(800) 427-2200
Department of Water and Power	(800) 342-5397

Please notify Security Dispatch (213) 485-9591 when an emergency occurs, then call 911.

Hospitals

Good Samaritan Hospital
(213) 977-2121
616 S. Witmer Street
Los Angeles, CA



Emergency Procedures: Evacuation

Evacuation Plan

In an emergency that requires building evacuation, time saves lives. Knowing and following the evacuation plan is one of the most important things you can do to ensure your own safety and that of your co-workers. It is your firm's responsibility to assign responsible personnel to assist the property team, and be responsible for controlling the movement of your employees and visitors during a full or partial evacuation of the building. Thomas Properties Group will adhere to Federal, State and local codes and statutes.

The Evacuation Plan includes information on the following topics:

- Emergency Response Team Members and Responsibilities
- Evacuation Relocation Sites
- Emergency Response Training
- Evacuation Drills
- Emergency Procedures for:
 - Evacuation
 - Fire
 - Medical Emergencies
 - Power Failure
 - Bomb Threats
 - Chemical, Biological, or Radiological (CBR) Event

Evacuation Plan (continued)

- Terrorist Activities
- Civil Disturbance
- Workplace Violence
- Earthquake

Emergency Response Team Positions and Responsibilities

Each tenant should establish an Emergency Response (ER) Team based on the positions described below. We understand that no two buildings are alike, therefore, positions can be added to your Evacuation Team, if necessary, to provide ample coverage. In some cases, tenants may want to share responsibilities in common areas on the floor. Additionally, each tenant is encouraged to establish an after hours calling tree for contacting its' employees in the event of an emergency.

The Emergency Response Team consists of Floor Wardens, Searchers, Special Assistants, and Alternates. It is each Emergency Response Team member's responsibility to be familiar with the Plan, the emergency exits, and the location and operation of any available fire alarm system, equipment, and extinguishers.

[See Roles and Responsibilities of Emergency Response Team members](#)

Alternates

Sufficient alternates for each Emergency Response Team position must be assigned so that a principal or alternate is in the building at all times during working hours to supply leadership under the Plan. Coverage during vacation, sick leave, etc. must be taken into account.

Initial Assembly Area

In the event of a full building evacuation, the property team will direct evacuees out of the building toward an initial assembly area. This procedure accomplishes two goals. 1) helps provide a safe direction of travel that does not interfere with the emergency, emergency equipment, and responding emergency vehicles. 2) helps prevent a back up of evacuees in the building's lobby and stairwells. The initial assembly area is located far enough away from the building to allow all occupants to evacuate out of the building and relocate to an assembly area away from the emergency. Once the initial assembly area is reached, tenants may move to the tenant designated meeting location and wait for instructions from the Floor Warden.

Tenant Designated Meeting Location

Each tenant is responsible for designating its own company meeting location for employees to congregate, in the event of a full building evacuation. The meeting place should be located well away from the building (300ft. minimum), and provide safe refuge. After the evacuation, the Floor Warden is responsible for taking attendance to ensure that all of their company's suite occupants and visitors are accounted for, and should report missing individuals to the local authorities.

Thomas Properties Group will adhere to Federal, State, and local codes and statutes.

Emergency Response TEAM Training

Each tenant must establish an Emergency Response Team based on the positions described above. The names of team members must be kept up to date and communicated to the property manager. All members of the tenant's Emergency Response team will be asked to attend training sessions conducted by the fire department, police department and Thomas Properties Group. Training is essential to the readiness of the Emergency Response Team, and will be scheduled by the property manager.

Cross training is recommended to enable knowledge and role sharing among team members. This is especially important if one or more team members are unexpectedly out of the office when an emergency occurs. Cross training helps to ensure a seamless evacuation in a minimally staffed environment.

General Population Fire Life Safety Training

In some jurisdictions, it is required by local fire code for all tenant employees to receive fire/life safety training. Where not required by code, Thomas Properties Group strongly encourages all tenants to participate in training. In addition, tenants should conduct their own in-house training in accordance with this Plan. Tenants may call the property manager for assistance with presentations, and to review the tenant's company specific plan.

Evacuation Drills

The property team, often with the assistance of the fire department, conducts periodic emergency evacuation drills in accordance with the approved Plan. Thomas Properties Group's evacuation drill standard includes following local code or in the absence of code at minimum, drill each tenant on each floor once per year as defined locally by fire department officials. Conducting drills will help tenants and property teams prepare for the unlikely event of a true emergency. Building occupants are urged to participate in drills and in some jurisdictions, participation is required by code.

Written records of the drills and compliance results are kept on the premises readily available for inspection by the fire department.

Evacuation Procedure

The following process outlines the procedures that the Evacuation Team will follow during an evacuation.

1. Evacuation Team receives notification of an emergency and relocation/evacuation.
2. Floor Warden ensures that the Evacuation Team reports to assigned posts and begins duties.
 - Floor Wardens & Assistant Floor Wardens - direct the evacuation of the assigned suite. The also search and evacuate persons from all rooms and common areas.
 - Special Assistants - Assist those with special needs to evacuate safely.
3. Follow relocation/evacuation instructions provided by the local authorities or the management staff.
4. Evacuation Team members report the status of the evacuation, the names and locations of persons needing assistance and other issues to the Floor Warden.
5. Evacuation Team members may leave the floor when duties have been completed, or if a life threatening conditions exist.
6. Floor Wardens report the names and locations of persons needing assistance and other issues to the local authorities.
7. If a full building evacuation is required, move to the Initial Assembly Area, and then relocate to the Tenant Designated Meeting Location.
8. Floor Wardens take attendance of employees and visitors at the Tenant Designated Meeting Location and report all absentees to the local authorities.
9. Return to the building when authorized by the local authorities.



Emergency Procedures: Fire and Life Safety

Fire/Life Safety Systems

City National Plaza's Fire/Life Safety System is currently being upgraded to the latest state-of-the-art computerized equipment, which meets or exceeds all code requirements. It includes systems for smoke detection, manual fire alarm stations; firemen's phone system, elevator recall, stair pressurization and automatic stair door unlocking. The project is also fully sprinklered.

In order to maintain the integrity of the Fire/Life Safety System, all tenant equipment or alterations that require interfacing with the Fire/Life Safety System must be tied in by the Building's alarm devices. Please see [Construction - Alteration Guidelines](#), for further information regarding such work.

Fire/Life Safety Training and Testing

In cooperation with the Los Angeles City Fire Department, City National Plaza, has developed a pro-active, comprehensive Fire/Life Safety Emergency Preparedness Plan to help ensure the safety of our tenants in the event of an emergency. Fire/Life Safety classes and Floor Warden Training at City National Plaza are designed to prepare high-rise employees to respond with confidence in an emergency situation.

Please note that all new employees must attend a Fire/Life Safety class within their first 2 weeks of employment and annually thereafter, as mandated by Los Angeles City Fire Code. For the convenience of our tenants, Fire/Life Safety classes are offered once per month. Thereafter, every employee is required to participate in at least one Fire/Life Safety Class and Fire Drill per year in order to meet Los Angeles City Fire Code ongoing Fire/Life Safety training requirements.

During training, each new employee is given a summary emergency procedures booklet, as well as a presentation of BSSonline, City National Plaza's online Fire/Life Safety training web-site that may be accessed at <http://citynational.bssnet.com>. This state-of-the-art tool provides emergency preparedness information specific to City National Plaza through an aesthetically pleasing mechanism that integrates 3-D graphics, digital images, animation and voice narration.

Your employees may also self-train using BSSonline since this interactive program can be conveniently accessed via any computer on a 24-hour, 7-day basis. BSSonline is specifically designed for our Property and is organized in short modules of three to seven minutes covering Building Evacuation, Fires, Earthquakes, Bomb Threats, Medical and Power Failure emergencies. Navigation tools allow you to pause, rewind, and fast-forward as desired.

Additionally, every tenant is required to assign at least one employee to act as "Floor Warden", one "Alternate Floor Warden", and an "Emergency Response Team" for their floor. The Emergency Response Team for full-floor tenants shall include four (4) stairwell door monitors, one (1) search monitor and teams of two responsible persons who work adjacent to any disabled person(s) that are assigned to assist that individual in the event of a fire. Disabled persons should be taken to the exit stairwell and remain there until assisted by the Fire Department. Tenant Floor Warden training is provided by Building Security annually.

Fire Drills

Fire drills for each floor are held once each year. These are pre-scheduled and a tenant contact for each tenant company will be notified of the approximate time and date. The tenant contact is then responsible for notifying each employee of his/her company or firm of the upcoming drill. Per state law, all occupants, except for a receptionist, must participate in fire drills. Failure to comply could result in a citation.

All fire alarm initiating devices (alarm pull stations, smoke detectors, and sprinkler flow alarms) emergency power, elevator recall, sprinkler systems, fire pumps, stairwell pressurization and other fire/life safety systems are tested annually per the City of Los Angeles Fire Code. These tests will occur after business hours and sometimes require access to and testing within your suite. Testing will be scheduled in advance to assure as little inconvenience as possible.

Fire

If a fire emergency occurs during normal working hours (Monday through Friday), Floor Wardens and emergency response team members are in complete charge of the evacuation of their respective floors. When an alarm sounds, Floor Wardens will direct all personnel to calmly proceed to the stairwells and to descend to a floor at least five levels below their floor and exit the stairwell. The last person leaving a suite or private office should close all doors. All personnel should proceed single file down the stairwell, using the internal, continuous hand rail so as to allow access for fire personnel utilizing the stairs. Floor wardens will be the last individuals off the floor and will assure stairwell doors are securely closed. After normal weekday business hours and weekends, occupants will be directed, over the public address system, to evacuate via the stairwells to street level.

Tenant employees should be trained to do the following if they discover smoke or fire:

- Initiate the Building fire alarm by using the manual fire alarm pull station located in the corridor adjacent to the stairwell entrances and, if applicable, at the passenger elevator lobby or freight elevator lobby. Building Security will immediately contact the Fire Department upon receiving this alarm.
- If possible and practical, call the Fire Department by dialing 911.
- If possible and practical, call the Property Management Office at (213) 485-9595 or the Security Command Center at (213) 485-9591.
- Attempt to relocate to the stairwells. Feel, before opening all closed doors that lead from your location to the nearest stairwell.
- If a closed door feels cool, stay low and open it cautiously. Be prepared to slam it shut if the hall is full of smoke or if you feel heat pressure against the door. If the hall is clear, proceed calmly to a stairwell. Close all doors behind you.
- Do not use the elevators! Elevators may fail due to heat, causing occupants to become entrapped. Proceed down the stairwell to a floor at least five levels below your floor.
- If a closed door is hot or smoke is seeping through it, do not open it. Try an alternate means of exiting your location. If you become trapped in your office and cannot reach a stairwell, keep all doors closed. If telephones are operational, call the Fire Department to give them your location. Use clothes, newspapers, curtains or rugs to seal off cracks under the entrance doors to prevent smoke from infiltrating. Be prepared to try to draw the attention of the Fire Department personnel or helicopters from an office window if available.



Emergency Procedures: Homeland Security

Terrorist Activities

If we experience what we believe to be a credible threat in this building, we will alert our customer contacts. Unless authorities dictate, the decision to evacuate the premises will remain with each tenant. Ultimately, security is everyone's responsibility, and no security measure can completely prevent terrorist attacks. By working together, however, we hope to create a more secure environment.

Thomas Properties Group has established a Threat Level Matrix, based on the Department of Homeland Security (DHS) threat advisory color code system. This Matrix provides a list of actionable security options available at each DHS level related to operating procedures that would restrict free and open access to the building. Some of these options include restrictions on the use of the loading dock, the parking areas, lobby control for tenants and visitors, delivery services, etc. Thomas Properties Group trains its staff and the Tenant Emergency Response Team to react to emergencies to help guide tenants to safe areas in the event of a terrorist incident.

If you encounter a suspicious package or substance, please remember these keys to guide your response: Isolation, Notification, and Evacuation.

- **Isolate**- Do not attempt to move or pickup the suspicious package/substance, restrict access to the area if safe to do so.
- **Evacuate**- Evacuate if danger is obvious, otherwise await direction from authorities.
- **Notify**- Call 911 and contact the Management Office.

The following are resources for additional information:

Center for Disease Control (CDC) Emergency Response
(770) 488-7100
http://cdc.gov/ncidod/dbmd/diseaseinfo/anthrax_g.htm.

U.S. Department of Defense (DOD)
877-438-8222
www.anthrax.osd.mil

Federal Bureau of Investigation (FBI), special Information.
Homeland Security Website <http://www.dhs.gov/dhspublic/>



Emergency Procedures: Incident Command System

The Incident Command System is widely used throughout the United States by fire agencies, and is increasingly used by law enforcement, first responders, and other public safety applications, for emergencies and event management. The system was designed to provide clear lines of authority, clear objectives and clear communication.

Thomas Properties Group has incorporated the clear chain-of-command principle from the ICS in the role of the Thomas Properties Group Person in Charge (TPGPIC). The TPGPIC provides a single point of contact for those handling the emergency. The TPGPIC is responsible for making decisions and issuing commands on behalf of Thomas Properties Group during the event.

The most senior member of the Thomas Properties Group team on site during the emergency is the TPGPIC. If there is no Thomas Properties Group team member on site, then the most senior contact security officer on site is temporarily the TPGPIC until a Thomas Properties Group team member arrives on site.

The Thomas Properties Group Person In Charge (TPGPIC) role is fluid and shifts to more senior personnel as they arrive on the scene during the course of an emergency.

The TPGPIC is subordinate to any local authorities upon their arrival, but he or she remains in charge of all Thomas Properties Group activities. Above all, the TPGPIC has the responsibility to protect life and property.

Emergency Procedures: Medical Emergency

Injury or Illness

All employees should be familiar with emergency team members prior to any emergency.

Major Injury or Illness – Requiring Emergency Medical Response

- Remain calm.
- Dial 911 to summon assistance immediately. Call security dispatch to inform them that medical assistance is needed and will be responding.
- Summon first aid/CPR employees, if necessary.
- Check with the emergency team members on your floor.
- DO NOT MOVE the victim unless you must do so to remove him/her from immediate danger.
- Keep victim warm and comfortable and keep a monitor with them.
- Notify the employee's supervisor of the injury or illness.

Minor Injury or Illness – Treatable On-site with First Aid

- Summon assistance and notify first aid personnel.
- Check with the emergency team members on your floor.
- Take necessary follow up actions, including notifying the employee's supervisor of injury, arranging for hospital service, or arranging for a doctor's appointment or office treatment.

Each Tenant Office Manager should maintain emergency information on each of his or her employees, including emergency contact, insurance, and doctor/hospital preference.



Emergency Procedures: Power Failure

City National Plaza has an emergency generator, which will activate within seconds of a general power failure in the building.

- The public address system will be used to advise tenants of the failure and any information we have about progress toward restoration. Property Management will notify all personnel if evacuation is necessary.
- The fire alarm system is on emergency power and remains operational.
- One elevator in each bank of elevators is on emergency power and will remain in operation. All other elevators recall to the main lobby floor.

Emergency Location

During a short duration power outage, building occupants should stay in their current location. Generally, areas with the most natural light are the best areas to temporarily relocate employees. This would mean that employees in interior offices, or meeting in areas without a natural light source, would relocate to areas within the facility that do have good natural light.

Accessibility Issues

All tenants with employees or visitors that have mobility restrictions should plan ahead for their accommodation and safe movement through the building or to exit, in the event of a blackout. If rolling blackouts are announced in advance, accommodations for employees with mobility restrictions may include allowing them to leave early to avoid potential risk associated with exiting the facility during a blackout, or relocating their work space to an area where such risk may be avoided.

Emergency Backup

The Property Management Office and Engineering Department ensures the Building emergency generators and computer battery back-up systems are tested and readily available to power critical life-safety functions of the building. In the case of battery-operated devices, batteries are periodically checked and fully charged; in the case of diesel generators, tanks are regularly topped off and ongoing testing performed.

Please note that Tenants are responsible for maintaining their own computer and emergency back up systems.

Emergency Procedures: Workplace Violence

Violence in the workplace is a serious safety and health issue. Its most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States. Workplace violence can strike anywhere. However, some workers are at increased risk, such as those who:

- Work with cash.
- Deliver passengers, goods, or services.
- Work alone or in small groups.
- Work during late night or early morning hours.
- Work in high-crime areas.
- Work in community settings and homes where they have extensive contact with the public.

If you observe an incident of workplace violence:

- Do not attempt to confront or stop the perpetrator.
- Quietly move out of the area and signal others to follow.
- Call 911 from a safe area.
- Call the Management Office from a safe area.
- Alert supervisors and individuals working on the floor, and ask them to move out of the office to a safe location until the local authorities have the situation under control.

For more information on workplace violence, please reference the following web sites:

<http://www.osha-slc.gov/SLTC/workplaceviolence/>
<http://www.cdc.gov/niosh/violcont.html>
<http://www.noworkviolence.com/articles/articles.htm>
<http://www.workplace-violence-hq.com/>

Introduction: Welcome

Welcome to City National Plaza

On behalf of building ownership and our entire building staff, we extend a warm welcome to City National Plaza. We are delighted to have you as our customer and will do everything possible to make your tenancy enjoyable and rewarding.

This guide is intended to be a resource for the various services and amenities that are offered at City National Plaza, as well as the general operating procedures in place at City National Plaza.

Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, Thomas Properties Group requests that you designate a “tenant representative” to be the contact between your company and the management office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees.



Introduction: About Thomas Properties

[Thomas Properties Group](#) (TPG) is a full-service real estate company that owns, acquires, develops and manages office, retail and multi-family properties throughout the United States.

Since its founding in 1996, TPG has developed, restructured or acquired properties with approximately 11 million rentable square feet of space in the West Coast and Mid-Atlantic regions of the United States.

[Thomas Properties Group](#) focuses on four integrated areas of real estate:

Property operations:

[Thomas Properties Group](#) owns an interest in, or manages, a geographically diverse portfolio of properties, including rental operations, property management, asset management and leasing.

Property acquisitions:

[Thomas Properties Group](#) has an active and successful record of acquiring properties both for its own account and that of third parties. The three target property categories are: “core,” consisting of properties that are stabilized at the time of acquisition; “core plus,” consisting of under-performing properties that we believe can be brought to market potential through improved management; and “value-add” properties, requiring redevelopment, repositioning and investment to achieve desired returns.

Property development and redevelopment:

Our senior management team has significant experience pre-leasing and developing or redeveloping commercial space in various West Coast, Southwest and Mid-Atlantic markets of the United States.

Investment management:

[Thomas Properties Group](#) advises institutional investors on property portfolios.

[Thomas Properties Group](#) maintains offices in Los Angeles, Philadelphia, Sacramento, Houston and Austin.

Introduction: About City National Plaza

As one of the nation's largest high-rise office developments, City National Plaza (formerly ARCO Plaza) encompasses over 2.6 million square feet on a 4.2 acre super-block at 5th and Flower Streets in the central business district of downtown Los Angeles. Designed by noted Los Angeles architect Albert C. Martin Associates, the project was the first major business center in the heart of the financial district and has shaped the downtown Los Angeles skyline for over thirty years.

Completed in 1972 as the world headquarters for Atlantic Richfield Corporation, City National Plaza consists of two 52-story office towers, a three-story central plaza level building and four subterranean levels. Covered in polished panels of Vermont Green granite and solar bronze glass, the towers rise 700 feet above street level and establish a sophisticated environment for this centrally located business center. The main plaza is accentuated by its central fountain and the Herbert Bayer sculpture "Ascension" while lower level retail provides a variety of restaurants, shops, services and other amenities frequented by the projects' tenants as well as those visiting, living and working in Downtown.

City National Plaza bridges the Bunker Hill and South Park business and residential districts to reinforce Los Angeles' stature as one of the world's most dynamic cities. Within a two-block radius of the property are amenities including first class hotels and restaurants, the Central Library and Gardens, the Stuart M. Ketchum Downtown YMCA, as well as the Jonathon Club and California Club, both of which are located across the street to the West and East respectively.

Thomas Properties Group continues the renaissance of City National Plaza as the premier office project in downtown Los Angeles. Our vision is to provide a safe, spotless, and superbly managed project, and to maintain our commitment to provide you and your employees with an array of diverse amenities and high quality services.

This book is designed to help you discover all of the services available at City National Plaza. Each section covers the information on building services, Property Management Office contact information and details on how to respond to emergencies.

On behalf of Thomas Properties Group and our entire management staff we are glad you're here.

Property Management Team
City National Plaza
Thomas Properties Group



Introduction: Operating Instructions

Navigation

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

Special Features

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

Updates

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

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

Policies and Procedures: General Rules and Regulations

1. Except as otherwise provided in the Lease or any exhibits thereto, no sign, placard, picture, advertisement, name or notice shall be inscribed, displayed or printed or affixed on or to any part of the outside or inside of the Building without the written consent of Landlord first having been obtained. Landlord shall have the right to remove any such sign, placard, picture, advertisement, name or notice, unless Landlord had given written consent, without notice to and at the expense of Tenant. Landlord shall not be liable in damages for such removal unless the written consent of Landlord has been obtained.
2. All approved signs or lettering on doors and walls to the Premises shall be printed, painted, affixed or inscribed at the expense of Tenant by Landlord or by a person approved by Landlord in a manner and style acceptable to Landlord.
3. Tenant shall not use any blinds, shades, awnings or screens in connection with any window or door of the Premises unless approved in writing by Landlord. Tenant shall not use any drape or window covering facing any exterior glass surface other than the standard window treatment established by Landlord. The windows and doors that reflect or admit light and air into the halls, passageways or other public places in the Project shall not be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills.
4. Except as otherwise provided in the Lease or any exhibits thereto, no Tenant shall obtain for use upon the Premises, food, milk, soft drinks, bottle water, plant maintenance and all other services, except from persons authorized by Landlord and at the hours and under the regulations affixed by Landlord. No vending machines or machines of any description shall be installed, maintained or operated upon the Premises without the prior written consent of Landlord.
5. The electronic directory of the Building shall be provided exclusively for the display of the name and location of Tenants only and Landlord reserves the right to exclude any other names therefrom and otherwise limits the number of listings thereon.
6. The sidewalks, halls, passages, exits, entrances, elevators and stairways shall not be obstructed by any of Tenant's property or used by them for any purpose other than for ingress and egress from their respective premises. The halls, passageways, exits, entrances, elevators, stairways, and roof are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord shall be prejudicial to the safety, character, reputation and interests of the building and its Tenants, provided that nothing herein contained normally deals in the ordinary course of Tenant's business unless such persons are engaged in illegal activities. No Tenant, and no employees or invitee of any Tenant, shall go upon the roof of the Building. No tenant shall throw anything out of the doors or windows or down the passageways or in any of the passageways. Landlord shall have the right to control and operate all Common Areas of the Project (including, without limitation, the Parking Garage, ramps, stairs, plazas, and park) in the best interests of tenants generally. Landlord shall have the right to approve or disapprove in its sole discretion any fixtures, furnishings, plants or other items proposed to be placed in visible areas by Tenant. Tenant shall not display any graphics, signs or insignias visible to the exterior.
7. Each Tenant, upon the termination of the tenancy, shall deliver to the Landlord the parking/security access cards issued to Tenant and all keys of offices, rooms, and toilet rooms which shall have been furnished to Tenant or which Tenant shall have had made, and in the event of loss of any keys so furnished, shall pay Landlord therefore. Tenant shall not alter any lock or install any new or additional locks or any bolts on any door of the Premises without the prior written consent of Landlord.
8. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be thrown therein and the expense of any breakage, stoppage, or damage resulting from the violation of this rule shall be borne by Tenant who, or whose employees or invitee, shall have caused it.
9. Tenant shall not overload the floor of the Premises or mark, drive nails, screw or drill into the Partitions; woodwork or plaster in any way defaces the Premises or any part thereof.
10. No furniture, packages, supplies, merchandise, freight or equipment of any kind shall be brought into the Building without the consent of Landlord. All moving of the same into or out of the Building shall be via the Building's freight handling facilities, unless otherwise directed by Landlord, at such time and in such manner, as Landlord shall prescribe. No hand trucks or vehicles (other than a wheelchair for an individual) shall be used in passenger elevators. Any hand trucks permitted in the Building must be equipped with soft rubber tires and side guards.

11. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building and also the times and manner of moving the same in and out of the Building.
12. Tenant shall not employ any person or persons other than the janitorial contractor of Landlord for the purpose of cleaning the Premises unless otherwise agreed to by Landlord. Except with the written consent of Landlord no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning the same. Landlord shall not be responsible to any Tenant for any loss of property on the Premises, however occurring, or for any damage done to the effects of any Tenant by the janitor or any other employee or other person. Janitorial service will not be furnished on nights when rooms are occupied after Normal Working Hours. Only Landlord shall do interior and exterior window cleaning.
13. Tenant shall not use, keep or permit to be kept any foul or noxious gas or substance in the Premises, or permit or suffer the Premises to be occupied or used in any manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors and/or vibrations, or interfere in any way with other Tenants or those having business therein, nor shall any animals or birds be brought in or kept in or about the Premises or the Building. No bicycles shall be brought into or kept in or about the Premises.
14. No cooking shall be done or permitted by any Tenant on the Premises, nor shall the Premises be used for the manufacture or storage of merchandise, for washing clothes, for lodging, for any improper, objectionable or immoral purpose.
15. Neither Tenant nor any of Tenant's servants, employees, agents, visitors or licensees shall at any time use or keep in the Premises or the Building any kerosene, gasoline or other inflammable, explosive or combustible fluid, chemical, gas or substance, or any hazardous or toxic substance which would be in violation of the Environmental Acts (as defined below), except normal office products typically found in a first-class office building, or use any method of heating or air-conditioning other than supplied by Landlord. "Environment Acts" shall mean all federal, state and local environmental statutes and regulations, including, without limitation, the comprehensive Environmental Response, Compensation and Liability Act of 1980, as amended (42 U.S.C. Sec. 9061 et seq.), the Hazardous Materials Transportation Act, (49 U.S.C. Sec. 1802 et seq.), the Resource Conservation and Recovery Act (42 U.S.C. Sec. 6901 et seq.), the Federal Water Pollution Control Act, the Federal Safe Water Drinking Act, the Federal clean Air Act, the Federal Solid Waste Disposal Act, the Federal Toxic Substance Control Act, the Federal Emergency Planning and Community Right-to-Know Act, the Federal Radon and Indoor Air Quality Research Act, and the counterparts of such statutes as enacted by state and local governments with jurisdiction over the Project and any regulations promulgated under any of the aforementioned laws, together with any and all federal, state and local environmental laws, rules or regulations presently in existence, or hereafter enacted affecting the Project.
16. Landlord will direct electricians as to where and how telephone and telegraph wires are to be introduced. No boring or cutting for wires or stringing of wires will be allowed without written consent of Landlord, except as part of permitted Tenant Alterations under the Lease. The location of telephones, call boxes and other office equipment affixed to the Premises shall be subject to the approval of Landlord.
17. No Tenant shall lay linoleum, tile, carpet or other similar floor covering so that the same shall be affixed to the floor of the Premises in any manner except as approved by Landlord. The expense of repairing any damage resulting from a violation of this rule or removal of any floor covering shall be borne by Tenant.
18. Tenant shall see that the doors of the Premises are closed and securely locked before leaving the Building and must observe strict care and caution that all water apparatus are entirely shut off before Tenant or Tenant's employees leave the Building, and that all electricity, gas or air shall likewise be carefully shut off, so as to prevent waste or damage.
19. Landlord may refuse admission to the Building outside of ordinary business hours to any person not known to the Security Officer in charge or not having a pass issued by Landlord or not properly identified, and may require all persons admitted to or leaving the Building outside of ordinary business hours register. Any person, whose presence in the Building at any time shall in the sole judgment of Landlord, be prejudicial to the safety, character, reputation and interests of the Building or its Tenants may be denied access to the Building or may be ejected therefrom. Landlord may require any person leaving the Building with any package or other object to exhibit a pass from Tenant from whose Premises the package or object is being removed, but the establishment and enforcement of such

requirement shall not impose any responsibility on Landlord for the protection of any Tenant against the removal of property from the Premises of Tenant.

20. The requirements of Tenants shall be attended to only upon application at the Property Management Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord.
21. No person shall be allowed to transport or carry beverages, food, food containers, etc., (other than in proper containers for personal consumption), on any passenger elevators. The transportation of such items shall be via the service elevators in such manner as prescribed by Landlord.
22. Tenants shall cooperate with Landlord in obtaining maximum effectiveness of the cooling system by closing window treatments when the sun's rays fall directly on windows of the Premises. Tenant shall not obstruct, alter or in any way impair the efficient operation of Landlord's heating, ventilating and air conditioning systems and shall not place bottles, machines, parcels or any other articles on the induction unit enclosure so as to interfere with air flow. Tenant shall not tamper with or change the setting of any thermostats or temperature control valves.
23. Without written consent of Landlord, Tenant shall not use the Project name in connection with or in promoting or advertising the business of Tenant except as Tenant's address.
24. Landlord shall have the right, exercisable without notice and without liability to Tenant, to change the name and street address of the buildings of which the premises are a part.
25. Landlord shall have the right to prohibit any advertising by any Tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability as a location for offices, and upon written notice from Landlord, any tenant shall refrain from or discontinue such advertising.
26. Canvassing, soliciting and peddling within the entire complex is prohibited unless specifically approved by Landlord and each Tenant shall cooperate to prevent such activity.
27. All parking ramps and areas plus other public areas forming a part of the Complex shall be under the sole and absolute control of Landlord with the exclusive right to regulate and control these areas. Tenant agrees to conform to the Rules and regulations that may be established by Landlord for these areas from time to time.
28. The Premises shall not be used for manufacturing or the storage of merchandise except as such storage may be incidental to the use of the Premises for general office purpose. No tenant shall occupy nor permit any portion of his premises to be occupied for the manufacture or sale of narcotics, liquor, or tobacco in any form, or as a barber or manicure shop. No tenant shall engage or pay any employees on the Premises except those actually working for such Tenant on the Premises nor advertise for laborers giving an address at the Premises or Project. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purposes.
29. Tenant shall not conduct any auction, fire, bankruptcy, going out of business, liquidation or similar sales.
30. Tenant shall not place any radio or television antennae on the roof of the Project or on any exterior part of the Premises or the Project, subject to the Lease.
31. The Property will not loan tools and equipment to third parties including tenants, contractors, vendors, and delivery personnel, etc. Service providers shall be properly equipped with the tools and equipment necessary for their work.

Policies and Procedures: Indoor Air Quality Reporting

OCCUPANT COMPLAINTS: Building occupants should contact their Office Manager (tenant's representative). The Office Manager will use the web based work order system to report the IAQ issue. On-site Engineering staff will be dispatched by text message or radio and a work order will be automatically created in the Angus AnyWhere Work Order System. Engineering will make the initial site visit. Property Management is then responsible to ensure that appropriate action is taken to discover and mitigate the issue. Resolution is reported to the Office Manager.



Policies and Procedures: Insurance Protection

Insurance – Additional Insureds

Please ensure that current Certificates of Insurance are promptly forwarded to the Property Management Office. To the extent that a certificate does not cover the full lease term, periodic updates are required in accordance with the Lease. It is the Tenant's responsibility to ensure that all expiring certificates are updated on a timely basis. Your insurance must be current, provide the coverage and limits as specified by your lease.

List Additional Insureds as follows:

- 515/555 Flower Associates, LLC, a Delaware limited liability company
- TPG/CalSTRS, LLC
- TPGA, LLC, a Delaware limited liability company
- California State Teachers Retirement System
- Kings Capital Portfolio No. 9, LLC, a Delaware limited liability company
- Kenneth A. Picerne Trust
- Thomas Properties Group, L.P., a Maryland limited partnership and their respective members, managers, partners, officers, directors, affiliates, agents and employees are additional insureds.

List Certificate Holder as the Following:

Thomas Properties Group, L.P.
515 South Flower Street, Sixth Floor
Los Angeles, CA 90071

Proper proof of insurance applies both to Tenants and all tenant "vendors" who are on the premises to perform tenant requested work or services, i.e. vendors, movers and contractors but not including standard "deliveries". These certificates must be sent to the Property Management Office at least 48 hours in advance. Vendor access will be denied to vendors and contractors if proper insurance has not been received prior to their arrival.

Any inquiries regarding the required insurance information should be directed to the Property Management Office at (213) 485-9595. We request that the insurance carriers/agents coordinate compliance with this information directly with the tenant or contractor for whom the certificate is required.

Policies and Procedures: Moving Procedures

The Property Management Office must be notified at least 2 weeks in advance of any scheduled move. The building's moving policies are below for your review and use. See [Deliveries](#) and Freight Elevators for more information on reserving a freight elevator after normal business hours for your move.

All tenant moves—into, out of, or within the building—must be coordinated with the management office. Please notify the Property Manager of your proposed moving date and to schedule the freight elevator. The moving company must provide a certificate of insurance to the management office at least five days prior to the day of the move.

Thomas Properties Group also requires that the moving company provide protection for building floors, walls and elevators during loading and unloading. If you are not using a moving company, please call the management office for assistance in coordinating the use of the elevator and protection of floors, walls and elevators.

In general, moves must be undertaken during non-business hours to simplify access to the building and minimize any disturbance to other tenants. If this is inconvenient, the management office will attempt to accommodate your schedule in every way possible.

Move-In Policy

Tenant's representative and a representative from all related vendors involved with the move shall meet with Property Management no less than three (3) weeks prior to Tenant's scheduled move-in date to coordinate times, establish methods of delivery and reserve use of service corridors, elevators and stairwells for the move.

Tenant move-in will take place after normal business hours. Move hours are Monday - Friday 6:00 p.m. to 7:00 a.m. and all day Saturday and Sunday.

Moves are scheduled on a first come, first serve basis. Only one move can be accommodated at any given time. To schedule your move, contact the Property Management Office at (213) 485-9595.

Tenant's moving contractors will provide Landlord with a Certificate of Insurance evidencing minimum required coverage. Additional insured and certificate holder information will be provided. Certificates of Insurance MUST meet all the mandatory requirements before any work will be allowed to take place. Insurance requirements apply to all companies making move deliveries.

A pre-move walk-through is to be conducted immediately before the commencement of the move by Property Management, Tenant's Representative and the supervisor of the moving company to identify existing damage in common areas and corridors and to insure that areas to be used for transporting items are protected and padded according to building regulations.

All companies making deliveries in connection with the move are to adhere to the moving rules and regulations pertaining to the protection of the demised premises and the project. All costs associated with adhering to such protection procedures shall be the responsibility of the Tenant and/or Tenant's freight, moving or delivery company and other vendors related to move in/out.

Protection should be installed prior to the move and removed immediately upon completion; Tenant (or its moving company) is responsible for leaving the area in as clean a condition as it was prior to the move.

Building floor covering must be protected with masonite or plywood along the prescribed route of movement through the building, as outlined by Property Management.

The elevator lobbies, building corridors and doors must be protected with cardboard, plywood or other materials pre-approved by Property Management.

The elevator and entrance doorframes must be protected.

The movement of materials, furniture, etc. is limited only to those corridors, stairwells, elevators and service areas designated by Property Management.

It is the Tenant's responsibility to notify Property Management of items to be moved which are unusually large or heavy (in excess of 5,000 pounds) or which may require review. Dimensions and weight may prohibit the safe transport and placement within acceptable structural guidelines. Any large items that cannot be placed in the service elevator will require special hoisting arrangements that will be made through the Property Management. Tenant's Move Contractor should include in the bid price to the Tenant any additional charges required for extra services which may need to be provided by the elevator contractor to hoist large items.

Building Security will be notified as to the move-in schedule and will monitor the progress of the move. Any changes in the move-in schedule must be reported to Property Management immediately. An emergency phone number will be required by Security for the Tenant's Move Contractor's supervisor and for the Tenant's Representative.

Building standard electricity, heating, ventilation and air conditioning will be provided at no charge for move-in when requested by Tenant at least twenty-four (24) hours prior to move-in. Tenant must request and identify specific time requirements for said service. Any changes from the confirmed HVAC request should be reported to Property Management.

Tenant's moving company employees must adhere to Building Rules and Regulations and must be easily identifiable by wearing company shirts and name badges.

Moving company employees and subcontractor must adhere to the building's "No Smoking Policy" in all interior and exterior areas, which includes building, loading dock, tenant floors, stairwells and all common areas.

Moving company is responsible for their equipment and use thereof. Moving personnel are only authorized to be present in areas related to the move. Building security will remove any personnel who are found in unauthorized areas (other floors, etc.).

Duct tape is not to be used on any floors, walls, doorjambs or doors.

Tenant should instruct movers to remove all used and unpacked boxes from the Building, making arrangements for disposal other than using the waste facilities of the Building.

Property Management specifically reserves the right to modify any of these rules and regulations and to establish such additional reasonable rules and regulations as in its judgment shall from time-to-time be required for the safety, protection, care and cleanliness of the Building.

Policies and Procedures: Parking

The following parking rules and regulations (“Parking Rules”) shall be in effect at the Project. Landlord reserves the right to adopt reasonable, nondiscriminatory modifications and additions to the Parking Rules by written notice to Tenant. In the case of any conflict between these Parking Rules and the Lease, the Lease shall control. [Click here to view Parking Rates.](#)

1. Parking areas shall be used only for parking vehicles no larger than full size, passenger automobiles herein called “Permitted Size Vehicles.” Vehicles other than Permitted Size Vehicles are herein referred to as “Oversized Vehicles.”
2. Tenant shall not permit or allow any vehicles that belong to or are controlled by Tenant or Tenant’s employees, suppliers, shippers, customers, or invitees to be loaded, unloaded, or parked in areas other than those designated by Landlord for such activities.
3. Parking stickers, Access Cards or identification devices shall be the property of Landlord and be returned to Landlord by the holder thereof upon termination of the holder’s parking privileges. Tenant shall pay to Landlord a non-refundable fee on such devices as reasonably established by Landlord from time to time. Tenant will pay such replacement charge as is reasonably established by Landlord for the loss of such devices.
4. Landlord reserves the right to refuse the sale of monthly identification devices and/or parking Access Cards to any person or entity that willfully refuses to comply with the applicable rules, regulations, laws and/or agreements.
5. Landlord reserves the right to relocate all or a part of the parking spaces on the Property from one location on the Property to another and/or to reasonably adjacent offsite location(s), and to reasonably allocate them between compact and standard size spaces, so long as the same complies with applicable laws, ordinances and regulations.
6. Users of the parking area will obey all posted signs and park only in the areas designated for vehicle parking.
7. Unless otherwise instructed, every person using the parking area is required to park and lock his or her own vehicle. Landlord will not be responsible or liable to Tenant, its visitors or employees for any damage to vehicles, injury to persons or loss of property, all of which risks are assumed by the party using the parking area.
8. Parking validation, if established, will be permissible only by such method or methods as Landlord and/or its licensee may establish at rates generally applicable.
9. The Parking Facilities shall be used only for parking vehicles. The maintenance, washing, waxing or cleaning of vehicles in the parking structure or common areas of the Project is prohibited. Tenant shall have no right to install any fixtures, equipment or personal property (other than vehicles) in the Parking Facilities, nor shall Tenant make any alteration to the Parking Facilities.
10. Tenant shall be responsible for seeing that all of its employees, agents and invitees comply with all applicable parking rules, regulations, laws and agreements.
11. Such parking use as is herein provided is intended only as a license and no bailment is intended or shall be created hereby.
12. In no event shall Tenant or its employees park in reserved spaces leased to other tenants or in stalls within designated visitor parking zones. Tenant shall comply with Landlord’s Parking Rules in its use (and in the use of its visitors, patrons and employees) of the Parking Facilities.
13. Tenant shall, upon periodic request of Landlord, furnish Landlord with a list of its employees’ names and of Tenant’s and its employees’ vehicle license numbers. Tenant agrees to notify its employees and visitors of these Parking Rules as the same are modified from time to time, and assumes responsibility for compliance by its employees and visitors with these Parking Rules, and shall be liable to Landlord for all unpaid parking charges incurred by its employees. Tenant authorizes Landlord to tow away from the Building and/or Parking Facilities any vehicle belonging to Tenant or its employees or visitors parked in violation of these Parking Rules, and/or to attach violation stickers or notices to those vehicles.
14. Persons using the Parking Facilities shall observe all directional signs and arrows and any posted speed limits. Unless otherwise posted, in no event shall the speed limit of five (5) miles per hour be exceeded. All vehicles shall be parked entirely within painted stalls, and no vehicles shall be parked

in areas which are posted or marked as "no parking" or on ramps, driveways and aisles. Only one (1) vehicle may be parked in a parking space. In no event shall Tenant interfere with the use and enjoyment of the Parking Facilities by other tenants of the Building or their employees or invitees.

15. Should any parking spaces be allotted by Landlord or Tenant, either on a reserved or unreserved basis, Tenant shall not assign or sublet any of those spaces, either voluntarily or by operation of law, without the prior written consent of Landlord, except in connection with an authorized assignment of this Lease or subletting of the Premises.
16. Landlord reserves the right to modify these rules and regulations and to adopt such other reasonable and non-discriminatory rules and regulations as it may from time to time deem necessary for the proper operation and safety of the parking area. Tenant agrees to abide by these and such other rules and regulations.
17. Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the management, safety, care and cleanliness of the Premises and the Project, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants therein. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant, nor prevent Landlord from thereafter enforcing any such Rules or Regulations against any or all tenants of the Project. Tenant shall be deemed to have read these Rules and Regulations and to have agreed to abide by them as a condition of its occupancy of the Premises.



Policies and Procedures: Pet Policy

Guide dogs for the visually impaired are the only pets permitted on the property.



Policies and Procedures: Smoking

SCOPE

This policy is intended to prevent or minimize exposure of building occupants, indoor surfaces and systems to environmental tobacco smoke (ETS). This policy applies to the City National Plaza and grounds, located at 515 South Flower St, Los Angeles CA 90071.

GOALS

This policy shall prohibit smoking in the building and within 25 feet of building entries, outdoor air intakes, and operable windows.

RESPONSIBLE PARTY

The Property Manager: Ellisa Irvin shall implement this policy at City National Plaza in coordination with other appropriate personnel, including but not limited to the cleaning staff and security staff. The policy should be detailed and clearly communicated to all building occupants and contractors who may service the exterior environment of the building. Compliance with smoking policies will be enforced by building management and violations will be addressed.

Contact Information for Responsible Party:

Name: Ellisa Irvin

Job Title: Property Manager

Phone: 213-485-9595

Email: eirvin@tpgre.com

Date of assignment: January 1st, 2009

PROCEDURES AND STRATEGIES

The responsible parties named in this policy shall review compliance with this policy on an ongoing basis, monitoring the building and grounds to ensure that:

- Smoking does not occur in the building or within 25 feet of the building's entries, outdoor air intakes, and operable windows. Personnel shall ensure that smoking occurs only in the designated exterior smoking areas where ETS cannot enter the building or ventilation system, and away from concentrations of building occupants or pedestrian traffic.
- This policy will be enforced 24/7 by building security. This policy applies to all employees, suppliers, visitors, and customers. Persons violating these rules and procedures will be approached by security officers and asked to move to the designated smoke areas or leave the building premises.

The responsible parties shall post information regarding the building's nonsmoking policy in prominent locations throughout the building and shall maintain signage clearly identifying the designated smoking areas. Any violations of these policies shall be addressed and shall be stated in written policies.

PERFORMANCE EVALUATION

The Property Manager: Ellisa Irvin shall evaluate compliance with the policy on an ongoing basis. The building management shall use its discretion to discipline building occupants that do not abide by the smoking policy.

TIME PERIOD

This policy took effect on January 1st, 2009 and shall continue indefinitely or until amended and/or replaced by a subsequent smoking policy.

RESOURCES AND REFERENCES:

- Environmental Tobacco Smoke
- The Smoke-Free Guide: How to Eliminate Tobacco Smoke from Your Environment

- Smoking In The Workplace: Guidelines For Implementing A Smoke Free Policy

[Click here to view a smoking area map.](#)



Policies and Procedures: Tenant Alterations and Remodeling

Construction and/or Tenant Improvements

The Property Management Office must be notified prior to any tenant managed construction or alteration work (See [Construction – Alteration Guidelines and Contractor’s Hold Harmless Agreement](#)). Additionally, the Property Management Office must approve all work in writing prior to commencement of any changes.

All construction or repair personnel must register with Security at the Loading Dock and a valid City National Plaza identification badge must be worn at all times by such personnel working on the property. The Security staff issues the identification badges at the Property Management Office. Shoes and shirts are required. No shorts, cut-off or thong sandals are permitted.

Alterations to tenant suites require the approval of the management office. Requests to make alterations should be sent in writing to the Property Manager. Only contractors approved by the management office can perform alterations. All construction contractors including general, electrical, plumbing and phone contractors must register with the management office at least one week prior to performing any work in the building. Installing or maintaining systems that affect the building’s infrastructure, such as HVAC equipment, electrical, or communication equipment, computer or alarm systems, power or fire protection, must also be coordinated with and approved by the management office.

Space Requirements

Please contact the City National Plaza Director of Leasing at (213) 613-1900 should your organization have the need for additional office space. Please contact the Property Management Office at (213) 485-9595 for storage space needs.

Policies and Procedures: Tenant Functions and Guidelines

If you are planning a function (e.g., party, reception), please notify the management office at least two weeks in advance. The management office maintains certain policies and procedures that assist in coordinating events and limiting liability of the building. The management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificates of insurance. A function may not be held in the common areas or on the building grounds without prior management approval.



Policies and Procedures: Parking Rates

[Click here to view Parking Rates](#)

Sustainability: Corporate Sustainability

[Click here to view Thomas Properties Groups current sustainability initiatives.](#)



Sustainability: Mission and Goals

[Thomas Properties Group Sustainability Mission and Goals](#)



Sustainability: Property Specific Green Programs

[Thomas Properties Group Property Specific Green Programs](#)

Sustainability: Sustainability Policies and Procedures

[Thomas Properties Group Green Policies](#)

- [Building Exterior & Hardscape Management Plan](#)
- [Cooling Tower Management](#)
- [Green Cleaning – High Performance Cleaning Program](#)
- [Green Cleaning Policy](#)
- [High Performance Cleaning Program](#)
- [IAQ Management and Alterations Plan](#)
- [Indoor Integrated Pest Management Plan](#)
- [Integrated Pest Management, Erosion Control, and Landscape Management Plan](#)
- [Lamp Purchasing Policy](#)
- [Refrigerant Management Policy](#)
- [Solid Waste Management Policies](#)
- [Sustainable Purchasing Policy](#)
- [Water Efficiency Program](#)



Sustainability: Sustainability Highlights

Information Pending.



Sustainability: Green Tenant Programs

Coming Soon