



CUSTOMER HANDBOOK

707 17th STREET



A PROPERTY OF

MS Crescent Two SPV LLC

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IMPORTANT NUMBERS:

707 17 th Street Security	(303) 295-0335
Customer Care Center	(303) 295-6200
Denver Police Dept.	(720) 913-2000
Emergency Response	(720) 913-2400
Poison Control	(800) 222-1222
Weather Conditions	(303) 494-4221

GENERAL INFORMATION

CRESCENT CUSTOMER CARE CENTER

The Crescent Customer Care Center, located in Suite 2150, 707 17th Street, is open Monday through Friday from 8:00 a.m. until 5:00 p.m. All requests concerning the building should be directed to the Crescent Customer Care Center, which can be contacted by calling (303) 295-6200.

BUILDING HOURS

Monday through Friday	7:00 a.m. – 6:00 p.m.
Saturday, Sunday and Holidays	Closed

The following days constitute *Holidays*: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Customers will be notified in advance of all holidays observed by the Crescent Customer Care Center.

The standard hours of air conditioning and heating are:

Monday through Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 12:00 Noon
Saturday afternoon, Sunday and Holidays	(Available upon request from Customer)

AFTER-HOURS ACCESS

During after-hours periods (Saturdays, Sundays, Holidays and after 6:00 p.m. during the week), the building is locked, and Customers must use an access card to enter the building at the 18th Street entrance or must present access card and proper ID to Security Staff at the Security Desk if entering from the 17th Street (Plaza) side of the building. If you arrive at our building and do not have an access card, our Security Staff will contact the authorized customer representative from your company to obtain approval for your entry to the designated floor and suite.

Access cards are obtained by filling out a request form supplied by the Crescent Customer Care Center located in Suite 2150 or from the Website. The completed form is returned to the Crescent Customer Care Center and an access card is issued in approximately two (2) business days. (Depending on the volume of access cards being requested, this turn-around time is less)

In addition to access cards, Customers must have keys to their leased spaces.

In the event that visitors require after-hours building access, please notify the Crescent Customer Care Center *in advance* so that Security personnel may be notified to permit their entry.

Customers are responsible for retrieving access cards from individuals no longer in their employ or who for any reason no longer require after-hours access. These cards are to be returned to the Crescent Customer Care Center as soon as possible for cancelation.

Lost or stolen card should be immediately reported to the Crescent Customer Care Center at (303) 295-6200 so that the missing card can be canceled and a new one issued. Should you or your employees find an access card, please return it to the Crescent Customer Care Center.

BUILDING DIRECTORY

The Crescent Customer Care Center maintains an alphabetical directory screen on the First Floor Lobby. The landlord provides a listing of the firm name at no charge. There is an order form included in this handbook for your use in specifying names you wish listed on the directory. When completed the form should be returned to the Crescent Customer Care Center. Allow five business days for the installation of the directory listing. Directory listings are in the following format:

<u>Company Listings</u>	OR	<u>Individual Listing</u>	
ABC Company 2100		Smith, John J.	2100
John J. Smith, President			

GRAPHICS (Suite Identification, Signs and Notices)

Building standard suite identification plaques are provided by the Landlord for the Customer's main entry and elevator lobby. ***Any graphics other than the building standard suite identification plaque, must be approved by the Landlord prior to installation, particularly those graphics visible from public areas of the building.*** There is an order form included in this handbook for use in specifying how you wish your company name to appear on the plaque. Please feel free to contact the Crescent Customer Care Center with any questions.

Please do not tape temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

KEYS

New Customers receive two keys per entry lock free of charge. Additional keys may be purchased by contacting the Crescent Customer Care Center. These keys are provided by 707 17th Street's engineering staff. The engineering staff is able to take care of lock-related requirements and employs Mathias Lock and Key to handle all keying of lock cylinders. Requests for these services should be made through the Crescent Customer Care Center.

The Landlord must approve any alterations to locks. All locks must be keyed to the building's master key system and can only be done by 707 17th Street's engineering staff.

MOVING AND DELIVERY PROCEDURES

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are not meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. We want your move to be as smooth as possible and would be happy to answer any questions you might have. Please call the Crescent Customer Care Center at (303) 295-6200.

Moving: Notify us as soon as possible as to the date and time of your scheduled move. The Crescent Customer Care Center must clear all moving arrangements and all moves are scheduled on a “first come, first served” basis. All moves may only occur on the weekends or after 6:00 p.m. Monday through Friday. **All moves are made via the freight elevator.** After-hours move activities are scheduled through the Crescent Customer Care Center and must be followed up with a written request no later than 24 hours the day before the scheduled activity. It is extremely important that a representative of your moving company contact the Crescent Customer Care Center well in advance of the anticipated move date.

The moving contractor must provide a Certificate of Insurance prior to the move. Otherwise access will not be granted. The mover must be bonded and carry a minimum of \$1,000,000 combined single limit, property damage, and public liability insurance and umbrella liability in the amount of \$5,000,000 per occurrence and aggregate. In addition, the certificate must show the Building Owner, **MS Crescent Two SPV LLC**, as additional insured. We suggest that you secure a Certificate of Insurance for your firm as well.

Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage, we suggest that you pad or otherwise protect all entrances, doorway and walls affected by the move, and cover all floor surfaces traversed during the move with appropriate material. The moving company must provide the name of the lead person on the moving crew and a telephone or pager number. The lead person must check in with our Security Staff upon arrival and departure of 707 17th Street. The mover is responsible for disposing of all trash, packing cartons and other materials used during the move. Additionally, any electrical problems or equipment breakdowns, which occur during the move, should be immediately reported to the Crescent Customer Care Center (303) 295-6200 or to Security (303) 295-0335.

There is a strict “No Smoking” policy in the building. Moving crew members are not permitted to smoke in any area of the building. Smoking is permitted on the Northern side, between 707 17th Street and Johns Manville Plaza at the designated areas.

Moving and Deliveries: Access to the loading dock is off of 18th Street between California and Stout Streets on the left, as indicated by the sign that reads “Truck Entrance.” **The dock cannot admit trucks over 13 feet 0 inches high.** Special arrangements must be made for delivery trucks in excess of a standard 35 foot box delivery truck.

The freight elevator should never be held for extended periods of time. All items that need to be moved should be near the freight elevator and ready to be loaded when the elevator is called to your floor.

REMODELING/ALTERATIONS PROCEDURES

When Customer construction work is required within the leased premises, the Customer contacts the Crescent Customer Care Center. A "Landlord's Approval Form" is sent to the Customer by the Property Manager. The form requests the Customer submit specific information regarding the scope of the work requested. The form must be completed in full by the Customer and returned to the Crescent Customer Care Center with the required drawings and project information. The Customer must receive written approval from the Property Manager before any work can commence.

Plumbing: Whenever plumbing service is required, please contact the Crescent Customer Care Center. All appliances such as ice makers, refrigerators, dishwashers and water lines for coffee makers and wet bars must be properly maintained. *Please report all water leaks to the Crescent Customer Care Center immediately.*

Window Covering: The building is equipped with blinds in all suites as a building standard. To maintain a consistent, professional image both inside and outside, it is more attractive to maintain blinds at the same levels throughout. Any window treatment including blinds must be approved by the Landlord.

Damage to Premises: Any damage to the premises done or caused by the Customer will be repaired by the Landlord *at Customer's expense*. This includes damage done to restroom or kitchen plumbing caused by dumping coffee grinds or food into commodes or lavatories, or damage to building thermostats caused by employees attempting to adjust the temperature.

Services such as installation of communication, computer and alarm systems must also be approved on a Landlord Approval Form.

BUILDING SERVICES AND FACILITIES

AIR CONDITIONING AND HEATING

707 17TH Street furnishes air conditioning and heating services during the normal hours of operation. Unless otherwise stated in your lease agreement, these hours are considered 7:00 a.m. to 6:00 p.m., Monday through Friday, and from 8:00 a.m. to 12 noon on Saturdays. Air conditioning and heating services during the evening, Saturday afternoons, Sundays and holidays are considered "overtime air" and are provided at Customer's expense upon request only. Overtime air must be requested in writing and faxed to the Crescent Customer Care Center at (303) 295-0660, Monday through Friday and no later than 3:00 p.m. on the evening required. An overtime air request form is included in this handbook.

In an emergency, air may be requested after hours by calling 707 17th Street Security Desk at (303) 295-0335. You must allow 90 minutes for a building engineer to program this emergency request, additional charges may apply. Plus any overtime labor cost.

Only licensed engineers are permitted to operate or control mechanical equipment. Security personnel are not permitted to operate equipment. If at any time during standard hours of operation, it is felt that suite temperatures require adjustment, please call the Crescent Customer Care Center for engineering assistance. There are no adjustments available after hours. *Under no circumstances should a Customer attempt to regulate the thermostat.*

The use of space heaters is also expressly prohibited by The City of Denver Fire Code.

ELEVATOR SERVICE

Elevator service is available 24 hours a day. After normal business hours, you must use your access card to access the elevators at the lobby level. If an elevator fails to operate properly, please notify the Crescent Customer Care Center or 707 17th Street Security immediately.

If for some reason an elevator does malfunction and you are detained inside the elevator cab, remain calm. Modern elevator technology makes it virtually impossible for the elevator to fall. There is no physical danger in a stalled elevator, only the inconvenience of waiting to be released. Push the Emergency Call Button (lower left panel of old elevator cabs, RED button, right side panel, on new elevator cabs), inside of the elevator cab to notify the Security Desk of your predicament. You will be contacted through an intercom system and given instructions on what to do. The elevator company will be notified immediately and a technician dispatched to correct the problem. During business hours, these technicians are usually on-site and can respond very quickly. Building staff and/or Security will remain in constant contact and let you know what is being done.

JANITORIAL SERVICE

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Standard janitorial services are provided Monday through Friday during the evening hours. Special cleaning, other than the standard service and minor carpet spotting, is available at an extra cost to the Customer and requires scheduling through the Crescent Customer Care Center. Boxes to be disposed of should be flattened and stacked within the office space or in the freight elevator landing (without blocking the freight elevator or entrance) and marked "trash / basura." To dispose of large quantities of trash, special arrangements need to be made through the Crescent Customer Care Center. Moving companies and vendors should be required by the Customer to remove their boxes from the premises after delivery. At no time should boxes, trash or excess materials and equipment be placed in hallways or lobbies. These are considered designated fire exits.

MAINTENANCE REQUESTS

Maintenance requests or requests for service of any kind must be made by either contacting the Crescent Customer Care Center or accessing "ROSS", Crescents Responsive On-Site Solutions work order request form, (at www.70717thstreet.com) and submitting it via the internet. Engineering and maintenance personnel are available Monday through Friday (excluding holidays) from 8:00 a.m. to 5:00 p.m. For emergency maintenance after normal business hours, please contact the 707 17th Street Security Desk at (303) 295-0335. This phone is answered 24 hours daily.

Some maintenance requests may require the use of an outside contractor. For those items, you must complete a Landlord's Approval for Construction Modifications form, a copy of which is included in this handbook. Once the form has been filled in and signed, we will solicit cost estimates and choose the appropriate vendor. Work will begin only after we have received the signed approval form. This form should also be used for smaller items such as additional electrical outlets, plumbing repairs to private sinks and other such requests. If you wish, we will provide you with a cost estimate before beginning the work. You will be billed on your rental statement when the work is complete.

PARKING

707 17th Street does not have any on-site parking. The building contracts with Standard Parking at 1847 California Street, to provide a limited number of reserved parking spaces based on your lease. The main office is located at 1890 Stout Street, within the parking garage. The direct number is (303) 292-6126. Office hours are Monday through Friday from 8:00 a.m. until 5:00 p.m. To obtain parking privileges in 1847 California Street, please contact the Crescent Customer Care Center at (303) 295-6200.

To access the parking garage, you must enter on the California Street side of the parking structure and proceed to "707 17th Street Parking." This is located in levels L-1 through L-4 of the parking structure. You are permitted to park in any non-reserved areas (unless you purchased a reserved area).

There is also additional public open lot parking lots along Welton Street, between 18th Street and 22nd Street, and along Broadway, between 18th Street and 20th Street.

Please report any changes of address, telephone number, employer, vehicle, license number, etc. to the Crescent Customer Care Center or Standard Parking.

Access Cards: Entrance to the parking garage is gained by use of a single access card issued by Standard Parking.

It is extremely important that you do not use your card to permit access to the garage for someone else. Doing so may mean the suspension of your parking privileges. Only one vehicle per card is allowed into the parking garage.

A lost or stolen card must be reported to the Crescent Customer Care Center immediately. A fee may be required to replace the access card. This fee is to cover the cost of the access card and the administrative costs associated with reissuing the access card. This fee is not refundable and everyone is subject to this charge. Parkers are cautioned to keep their vehicles locked to avoid loss or theft of their access cards and/or personal property. Anyone finding an access card should return it to the Crescent Customer Care Center or Standard Parking garage office. Persons who find an access card and attempt to use it to park without paying may be charged with "theft of service".

Parking Fees: All parking fees are payable in advance. Persons purchasing access cards from the first of the month through the fifteenth of the month must pay for parking for the entire month. Persons purchasing a card from the sixteenth through the twenty-fourth of the month pay for parking for half a month. Parking purchased from the twenty-fifth through the last day of a month receives free parking for the period if they purchase parking for the following month.

Persons who cancel their parking from the first through the fifteenth of the month will receive half of a month credit. Persons who cancel after the fifteenth of the month receive no credit. All cancellations must be made in writing and will be effective on the date received in the Crescent Customer Care Center or the requested cancellation date, whichever is later.

Parking Spaces: Authorized parkers are entitled to one parking space. Vehicles parked over parking space lines may be subjected to ticketing and possible towing.

Certain spaces are designated for physically disabled persons. These spaces may be used for vehicles displaying placard with the International Symbol of Accessibility that is issued by the City. This must be attached to the rear view mirror or open lowered sun visor as seen through the front windshield. All others will be towed away and/or subject to a fine.

Certain spaces are also designated for compact cars only. A compact car is defined as being less than six feet wide and sixteen and one half feet long. Only vehicles in this category should use these designated spaces.

Unauthorized vehicles parked in reserved spaces will be towed away without warning

Oversized Vehicles: The parking garage at 1890 Stout street has a height restriction of 6 feet and 6 inches. Any vehicle over this height will need to park in the public open parking lots along Welton Street and/or Broadway. 707 17th Street does not have on-site parking for oversized vehicles.

Motorcycles: Motorcycles may be parked in the garage at a discounted rate if they use the space designated for motorcycle parking, and do not park in designated vehicle parking and/or block vehicular or pedestrian traffic. Motorcycles are prohibited from parking in elevator lobbies and stairwell landings or entryways.

Vehicles Requiring Service and Repair: The parking garage will not be used to perform repairs on any vehicle. Vehicles in need of repair must be towed from the garage to an appropriate facility. Flat tires, dead batteries and windshield chips are exceptions to the above. The owner/operator of a vehicle requiring towing must make arrangements with a towing service to have the vehicle removed. The Standard Parking office should be notified that the towing service has permission to remove the vehicle.

Any vehicle that in the judgment of Standard Parking creates a dangerous situation (for example, leaking gasoline) will be removed from the garage at the owner's expense.

Destruction of Property: Any person who damages any property in the garage (i.e., breaking a gate, removing signs, etc.) wither willfully or by accident will be held financially responsible for repairs or replacement. Willful destruction may also result in permanent loss of parking privileges and/or criminal charges.

Improper Use of Vehicles: Vehicles parked within 1890 Stout Street parking garage may not be used as living quarters even on a temporary basis. Additionally, animals may not be left unattended in vehicles.

Abandoned Vehicles: Any vehicle parked in the garage without being moved for a period of fourteen days will be considered abandoned and may be removed from the garage at the owner's expense. Evidence that the owner/operator of the vehicle is an authorized parker will not be considered.

Traffic Rules: The maximum speed limit in the garage is 5 MPH. Lower speed limits may also be posted.

Liability: Standard Parking, as operator of the 1890 Stout Street parking facility, shall not be responsible for any loss or damage to any vehicle or property therein or for injuries (fatal or non-fatal) to persons occurring within all areas of the parking garage,

PETS

Pets of any kind are prohibited in 707 17th Street. The pest control and cleaning services by the Crescent Customer Care Center does not cover the expenses related to pets. Designated guide dogs are specifically excluded from this policy.

POSTAL SERVICE

The **United States Post Office** serving 707 17th Street is located at 915 20th Street. A **full-service Postal Station** is located in Johns Manville Plaza, between the elevator lobbies in the back hallway. Services include the purchase of stamps, parcel post and registered and certified mail. These services are available from 10:30 a.m. to 11:15 a.m., Monday through Saturday.

The building's mailroom is located on the first floor of the building behind the low-rise elevators, next to the restrooms. The daily pick-up schedule is posted at the drop box.

Customers requiring the use of four-wheeled carts for their mail deliveries must use the freight elevator.

Correct mailing format is:

Firm Name
707 17th Street, Suite _____
Denver, CO 80202

For your convenience, there are overnight drop boxes for DHL and UPS located in our mailroom. Johns Manville Plaza building, located just across the plaza from our plaza entrance, has Federal Express and UPS drop boxes located in the first floor hallway next to the deli.

CONFERENCE FACILITY

A large conference facility is located in suite 3010 and is open for use by any of our Customer's for meetings, presentations or other events. The conference facility can be booked in hourly or daily increments at a minimal charge. Please contact the Crescent Customer Care Center for availability and scheduling.

RENTAL REMITTANCE PROCEDURES

Rental invoices are delivered on or about the third week of the month prior to the due date to allow ample time for review. Rental payments and other charges are due on or before the first of each month. Interest is charged at the rate specified in the lease if payment has not been received by the fifth day of the month. ***All rental payments should be mailed directly the lockbox address on the invoice:***

***MS CRESCENT TWO SPV LLC
707 17th Street
P.O. Box 841954
Dallas, TX 75284***

SOLICITING

Solicitation is not allowed anywhere within 707 17th Street. Please notify the Crescent Customer Care Center or Security immediately if you notice a solicitor within the building. Try to provide as much specific information about the person's appearance and behavior as you can. Security will locate the person as quickly as possible and escort him/her off the premises.

THEFT

Report any suspected theft, no matter how small, to the Crescent Customer Care Center immediately. You may also notify the Police Department; since it is possible that they may be investigating thefts in other office buildings and your report may help them complete their investigation more effectively. The building's insurance policy does not cover the theft of Customer's personal belongings. Personal property insurance is the responsibility of each customer.

Should theft occur:

1. Notify Security at (303) 295-0335.
2. Notify the Crescent Customer Care Center at (303) 295-6200.
3. Notify the Police.

INCIDENT REPORTS

Security officers will complete an incident report recording the details of any accident, theft, or injury that occurs on the property. Please notify the Crescent Customer Care Center as soon as an incident occurs so that an investigation can begin. Your cooperation in answering all questions pertaining to the incident will be appreciated.

SUITE SECURITY

Security often involves common sense. Because any building system is only as effective as the people relying on it are, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

When you secure your premises at the end of the business day, verify that all doors are properly locked. We recommend locking your suite entry door after 5:00 p.m. even if people are working late.

Do not leave briefcases or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles left in plain view, are easy targets for thieves.

Notify the Crescent Customer Care Center or Security immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.

Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.

Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.

If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations and canceling security access codes.

Keys kept on a key ring should never have an identifying tag. If they are lost, they may be easily used by thieves to access your property.

Never leave your reception area unattended when your suite entry door is unlocked.

When entering the building after hours, never allow a person to enter the door or elevator behind you without using their security card. If this should occur, please notify Security immediately with a description and location of the person.

EMERGENCY PROCEDURES

CUSTOMER CONTACT AND INFORMATION FORM

Each Customer at move-in is asked to complete a CUSTOMER CONTACT & INFORMATION FORM. This form is simply a list of Customer contact names and home phone numbers to be used in case of an emergency. These names and phone numbers are kept in a confidential file. This information should be updated any time there are changes in personnel information when the emergency contact names changes due to personnel changes. A copy of this form is included in this handbook.

The safety and security of Customers in 707 17th Street are our highest management priorities. With this interest for your safety in mind, we have provided you with abbreviated instructions on emergency procedures.

BOMB THREAT

Bomb threats are frequent in major cities. Fortunately, the vast majority of threats are hoaxes called in by practical jokers, children, or disgruntled employees. Unfortunately, it is difficult to sort the hoax from the genuine threat.

At the mention of a bomb threat, fear can create panic resulting in greater injury than the explosion. Additionally, significant financial losses result from evacuation procedures, workers being sent home, reduced productivity upon their return. Our goal is to reduce the likelihood that a bomb will be placed in our building. 707 17th Street endeavors to control unauthorized access to the buildings and lessen the introduction of foreign devices. The success of this strategy requires full cooperation of all Customers.

Customers as well as building personnel are encouraged to be aware of suspicious persons wandering about in offices, corridors and restrooms. **Suspicious persons should be reported to Security at (303) 295-0335 day or night.** Delivery people and repairmen should be monitored while in your office. Do not leave your office unattended and unlocked for any reason. Comply with building security access control measures. All persons entering the building after hours are required to use a valid building access card, or be cleared through the Crescent Customer Care Center by the Customer Contact prior to close of business.

It is recommended the Customers develop their own Bomb Threat Action Plan to be followed upon receipt of a threat. Persons participating in these plans should be carefully selected. Secretaries and receptionists generally receive the most bomb threats and should be trained to react calmly.

A prepared Bomb Threat Checklist is included in this handbook. The following procedures are valuable when a bomb threat is received:

- The individual receiving the call should remain calm and obtain as much information from the caller as possible. It is important to keep the caller talking.
- Call 911. State your name, company, address, telephone number and what the caller said.
- Notify the Crescent Customer Care Center at (303) 295-6200 or Security Desk at (303) 295-0335 and report the same information.
- **Evaluate the seriousness of the threat based on available information.** Should your evaluation warrant, conduct a search for the bomb. Employees should survey their own work areas; however, nothing out of the ordinary should be touched. Building personnel will report to the affected area and search the stairways, corridors, restrooms, elevators and elevator shafts, equipment rooms, etc. If a suspicious object is discovered, trained police bomb-squad personnel will take charge.
- Consider the need to evacuate in accordance with your Company Action Plan. If evacuation is deemed necessary, employees should be notified in a calm, deliberate manner. The Crescent Customer Care Center must be notified so that other Customers can be informed of the threat.
- Partial evacuation of the building may be necessary when a bomb threat is directed to a specific floor. A partial evacuation includes the threatened floor, the floor immediately above and the floor immediately below. The evacuation should be away from the threatened floor and not through it. Personnel on the floor above the threatened floor should evacuate to higher floors. Personnel on the floor below the threatened floor should evacuate to the lower floors. Stairways should be used for evacuation rather than elevators. Only disabled persons should utilize the elevators during bomb-threat evacuations.
- General evacuation of the building may be necessary when the threat is directed to the entire building. Should a general evacuation be required, Customers will be notified by telephone, public address announcement, messenger, or all three. General evacuations are conducted in the same manner as fire evacuations. In some cases, authorities investigating the incident may have questions regarding a Customer's suite and/or object found therein.
- If a bomb is not discovered and the police indicate that no further hazard exists, personnel may reenter the building at their own discretion. The Crescent Customer Care Center should be notified of intent to reenter.

CIVIL DISTURBANCE

Civil disturbances are not easily categorized. Depending on the organization responsible for the disturbance, they may range from calm groups of picketers to violent destructive mobs. Frequently, calm groups escalate to violent mobs. Eliminating the threat of violence and destruction is the goal of this section.

Often, political interest groups, disgruntled employees and striking employees will let it be known that they intend to demonstrate, picket, etc., at a certain location. Should you receive such information, please communicate it to the Crescent Customer Care Center immediately.

It is recommended that Customers develop their own Civil Disturbance Action Plan to inform and safeguard their employees.

In the event of a disturbance, the following procedures should be followed:

1. Call the Police and state:

Your name and company name.
Location of the disturbance.
Size of the group.
Type of demonstration.

2. Call the Crescent Customer Care Center at (303) 295-6200 with the same information.
3. Instruct employees to avoid communicating with the demonstrators, antagonizing the demonstrators or aggravating the situation in any way.

The necessity of evacuating is not probable; however, should evacuation be deemed necessary by the Customer, assistance will be given to the Customer by the building's Emergency Action Team.

FIRE

In the event of a fire, notify the Fire Department by dialing **911** and give the following information:

Type of fire.
Location (building, address, floor, suite number).

Notify the Crescent Customer Care Center at (303) 295-6200 reporting the same information. It is imperative that the Crescent Customer Care Center be notified promptly so that they may alert other Customers.

Detailed information regarding fire safety is contained in the Emergency Action Plan booklet published by 707 17th Street building management and distributed to all Customers.

TORNADO

Tornados are a potential threat from April through September in the Denver metro area and could cause electrical and power to be disrupted. The U.S. Weather Service reports the movement of storms that may present a threat to the Denver area. The U.S. Weather Service may place the Denver metro area on alert with a tornado watch or tornado warning, the difference between the two alerts are outlined below.

1. When a **tornado WATCH** is announced, this means that tornadoes are expected in, or near the Denver metro area. Keep your radio or television tuned to a local station for information and advice from your local government and the weather service. Also keep watching the sky. If you see any revolving, funnel shaped clouds, report them to the local authorities by dialing **911**.
2. When a **tornado WARNING** is issued, it means that a tornado has actually been sighted, or has been indicated by radar, and this or other tornadoes may strike in your vicinity. Public warning will come over the radio, TV, or by five-minute steady blasts of siren by the Civil Defense warning system.

An announcement shall be made by using the public address system to warn Customers that a tornado warning/watch has been issued for the Denver metro area, and that it is advisable to have all Customers move to a safe location in the building away from the exterior glass and not to exit the building until the threat has passed and an all clear is given.

The bathrooms and stairway areas of all the building's levels will provide the best protection in a tornado. If you hear a Civil Defense siren and/or tornado advisory announcement in the building, please proceed to one of those areas.

After the storm, please report all safety hazards such as exposed wiring, broken glass, etc., to the Crescent Customer Care Center. The building's Emergency Action Team will conduct a thorough search for safety hazards and repairs will be made as quickly as possible. Please check with the Crescent Customer Care Center or Security Desk before leaving the building, as it may not be safe outside of the building due to falling debris and/or glass from other buildings.

Detailed information regarding what to do in the event of a tornado is contained in the Emergency Action Plan booklet published by 707 17th Street building management and distributed to all Customers.

EARTHQUAKE

Earthquakes are one of nature's most frightening natural phenomena and happen without warning. When an earthquake occurs, the ground will shake perceptively for a relatively short time, perhaps only a few seconds or for as long as a minute in a great quake.

In the event of an earthquake, please take the following precautions:

- Try to remain calm and to reassure others
- Get under a desk. Do not run for exits, since stairways may be broken or jammed with people. Power to elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
- Do not be surprised if the electricity goes out or if elevator and fire alarms start ringing, or if the fire sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
- Do not be surprised if you feel more than one shock. Also, aftershocks may occur – these are separate quakes that follow the main shock. Aftershocks may occur several minutes, several hours, or even several days afterwards.

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires.

After the earthquake, please report all safety hazards such as exposed wiring, broken glass, etc., to the Crescent Customer Care Center. The building's Emergency Action Team will conduct a thorough search for safety hazards and repairs will be made as quickly as possible. Please check with the Crescent Customer Care Center or Security Desk before leaving the building, as it may not be safe outside of the building due to falling debris and/or glass from other buildings.

Detailed information regarding what to do in the event of an earthquake is contained in the Emergency Action Plan booklet published by 707 17th Street building management and distributed to all Customers.

MEDICAL EMERGENCY

Medical emergencies can range from simple sprains to life-threatening situations. In these situations, summoning emergency medical personnel who can stabilize a victim and transport him to a medical facility is the first priority. Immediately call **911** and the Security Desk at (303) 295-6200 to report the location and nature of the emergency. Security will dispatch personnel to meet and escort the Fire Department medical personnel to the location of the emergency and secure elevators for their exclusive use.

It is recommended that Customers keep first aid kits, AED defibrillator and bottled oxygen on hand for emergency use.

POWER FAILURE

707 17TH Street has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it will typically affect either an isolated area of the building or a large geographic area of which the building is a part of.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure for several hours.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Crescent Customer Care Center.
- Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
- If you are instructed to evacuate the building, lock all areas of your premises. Stairways should be used for evacuation rather than elevators. Only disabled persons should utilize the elevators during power failure evacuations.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator may cease operation, but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the red button in the elevator to signal Security and notify them of your location. The building is equipped with an emergency generator, which will activate within a few seconds furnishing power to the elevators. The elevator will then be recalled to the lobby and the doors will open.

The Crescent Customer Care Center will notify you as soon as possible when power will be restored.



707 17th Street
AFTER HOURS HVAC REQUEST

Customer _____ Phone # _____

Date Service Required _____ Day of Week _____

Floor(s) On Which Service Is Needed: _____

Comfort Conditions _____

Hours of Service: From _____ To _____

It is my understanding that an additional charge(s) will be incurred (building standard rate) as a result of this request:

Customer Authorization (Please Print) _____

Form Filled Out By _____ Today's Date _____

Building Engineer Who Provided Service _____



707 17th Street
AFTER HOURS HVAC REQUEST

Customer _____ Phone # _____

Date Service Required _____ Day of Week _____

Floor(s) On Which Service Is Needed: _____

Comfort Conditions _____

Hours of Service: From _____ To _____

It is my understanding that an additional charge(s) will be incurred (building standard rate) as a result of this request:

Customer Authorization (Please Print) _____

Form Filled Out By _____ Today's Date _____

Building Engineer Who Provided Service _____

707 17th Street Access Form

So that we won't have difficulty reading your information, please print or type your company information

Tenant Name _____

Address _____ Telephone _____

_____ Facsimile _____

After Hours Authorized Tenant Contacts

Name _____ Title _____

Home _____ Pager _____ Cell _____

Name _____ Title _____

Home _____ Pager _____ Cell _____

Name _____ Title _____

Home _____ Pager _____ Cell _____

****If an employee lacks keys or cards necessary to access your suite, do after hour contacts want to be called to provide authorization? Or lobby attendants can log onto our access card program at the desk and confirm whether or not the employee has authorization to access your floor/suite. This can used as a guideline to provide access if you choose. In order to do so, the employee would have to provide a driver's license for identification.**

****If an employee requests after hours lights or HVAC for your suite, do after hour contacts want to be called to provide authorization? As a reminder, after hours HVAC has costs associated to them. Or lobby attendants can log the employee requesting the service and will be billed on your monthly statement.**

Call after hours contact for authorization

Use building system as a double check & provide access if employee's card is still activated.

Authorized Vendor List Please list any vendors you would like to have authorized delivery access both during and after hours. You can specify "After Hours" next to those that you want to be granted access during off hours.

If a vendor is **NOT** on your approved list, do you want to be called "After Hours" to provide authorization for dock/suite access?

_____ **YES** _____ **NO**

Any vendor that you would like to have authorized access to make a delivery should be included on your list. Remember to include companies that provide overnight delivery services, delivery of office supplies, vending machine products, etc. Any changes to this form must be in writing and forwarded to our management office.



707 17th Street
AUTHORIZATION FOR BUILDING ADMITTANCE

Today's Date: _____
 Tenant / Company: _____
 Requested By: _____
 Contact(s) Name and Number: _____

NAME OF PERSON(S) COMPANY TO BE ADMITTED	DATE(S) TO BE ADMITTED	HOURS (FROM-TO)	VEHICLE SIZE/TYPE	AREA TO BE ADMITTED (Floor, Suite, Other)

Work to be Performed: _____

*****Note: Entry into the loading dock is on a first come, first served basis. As a reminder please keep all deliveries (unloading and loading) to a 30 minute maximum. The authorization of this request is not for reserved parking.*****

Certificate of Insurance (C.O.I.) on file (*if applicable*): ____
 (Please note: C.O.I. MUST be on file in Management Office prior to any work/move/deliveries in building)
 Please call or fax the Management Office: O: 303-295-6200, F: 303-295-0660

Certificate Holder & Additional Insured:

MS Crescent Two SPV, LLC
 and Crescent Real Estate Limited Partnership, its managing agent
 707 17th Street, Suite 2150
 Denver, CO 80202

Elevator Usage: Freight Elevator _____
 (If this invoices a move, masonite MUST be put down and elevator pads hung in elevator)

Fire Alarm System Off Line (*if applicable*): Time: From: _____ To: _____

Please deliver to Property Management Office, Suite 2150 or fax to 303/295-0660

To Be Completed By Crescent Property Management

Building admittance request acknowledged and approved: _____ Date: _____
 Chief Engineer or Asst. Chief has been notified _____ Date: _____ (yes/no)
 CC: Lobby Attendant (security)
 Engineering



Bomb Threat Check List

Time Reported: _____ Date Reported: _____

Exact words of caller:

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____
6. When did you place the bomb? _____
7. Where are you calling from? _____
8. What is your name? _____
9. Where do you live? _____

Description of caller's voice:

Male: ____ Female: ____ Young: ____ Middle Aged: ____ Old: ____ Accent: ____

Background noise _____ Was the voice familiar? _____

If so, what did it sound like?

Other voice characteristics:

Time caller hung up: _____

Remarks:

Name, address and telephone number of recipient:



Customer Contact & Information Form

Please complete the entire form below, save it to your computer hard drive, and return it via e-mail to the property management administrative contact for your firm's respective building as soon as possible. This electronic form can be completed directly from your computer. To move between fields, use the Tab key or click on the field that you wish to update and begin typing.

The information contained within this form is confidential and will be used by Property Management personnel to assist your firm with daily business needs. Please remember – in order to best serve you, our Customer, it is very important that updated information be made available to the Crescent Customer Center at all times; therefore please ensure if any of the information requested within this form changes that a designated representative of your firm completes any updates and returns the revised form to your property management administrative contact as soon as possible.

Date: _____

FIRM INFORMATION

Firm Name: _____

Building: _____ Suite #: _____

Main Tel: () - - Fax: () - -

DAILY CUSTOMER CONTACTS

The individual(s) listed within this section are persons who Property Management may contact concerning daily business needs. Daily Contact(s) will receive e-mail correspondence notifications about general building updates and events.

Name: _____ E-mail: _____

Direct: () - - Fax: () - - Title: _____

Does contact need ROSS work order system training? Yes No

Does contact need Computrols after hours air scheduling system training? Yes No

Name: _____ E-mail: _____

Direct: () - - Fax: () - - Title: _____

Does contact need ROSS work order system training? Yes No

Does contact need Computrols after hours air scheduling system training? Yes No

ADDITIONAL E-MAIL BLAST NOTIFICATION CONTACTS

This section is optional. E-mail blasts are used to notify Customers about general building updates and even (Please Note: Daily Contacts will receive all general e-mail correspondence in addition to individuals listed below)

Name: _____ E-mail: _____

Name: _____ E-mail: _____

Name: _____ E-mail: _____



Customer Contact & Information Form

ACCOUNTING CONTACT

Please complete this section if a person other than the Daily Contact should be contacted for accounting needs. If statements are to be mailed to a location other than your firm's Greenway Plaza address, please indicate below.

Name: _____ E-mail: _____

Direct: () - _____ Fax: () - _____ Title: _____

Mailing Address (for Monthly Statements only): _____

City: _____ State: _____ Zip: _____

FORMAL CORRESPONDENCE CONTACTS

The individuals listed below will receive formal and lease related correspondence materials from Crescent.

Name: _____ E-mail: _____

Direct: () - _____ Fax: () - _____ Title: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Name: _____ E-mail: _____

Direct: () - _____ Fax: () - _____ Title: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

ACCESS CONTROL AUTHORIZATION CONTACTS

The individuals listed in this section are designated representatives of your firm who have the ability to authorize building, parking, and suite access through Greenway Plaza Security.

Name: _____ Direct: () - _____

E-mail: _____

Name: _____ Direct: () - _____

E-mail: _____

Name: _____ Direct: () - _____

E-mail: _____



Customer Contact & Information Form

EMERGENCY CONTACTS

Persons listed within this section may be contacted both during and after normal building hours in emergency situations. Please ensure that designated contact persons and their contact information are always updated!

Name: _____ Title: _____

Home: () - _____ Mobile: () - _____

Direct: () - _____ E-mail: _____

Name: _____ Title: _____

Home: () - _____ Mobile: () - _____

Direct: () - _____ E-mail: _____

Name: _____ Title: _____

Home: () - _____ Mobile: () - _____

Direct: () - _____ E-mail: _____

SERVER/COMPUTER ROOM INFORMATION & IT CONTACTS

This section will provide information to Property Management that could prove useful and assist us in serving your Customer, during an emergency or unforeseen situation. Please keep in mind, initial contact will be made with the Emergency Contact(s) listed above.

How many server rooms does your company have? _____

Location (Floor and/or Suite #) and Square Footage (approximate) of each Server/Computer Room: _____

Name: _____ E-mail: _____

Direct: () - _____ Fax: () - _____ Title: _____

Name: _____ E-mail: _____

Direct: () - _____ Fax: () - _____ Title: _____

LOCAL PRINCIPALS/PARTNERS FOR FIRM

Name: _____ Title: _____

Name: _____ Title: _____

Name: _____ Title: _____

TOTAL NUMBER OF EMPLOYEES IN GREENWAY OFFICE: _____



Customer Contact & Information Form

FIRE WARDENS

Fire Warden certifications are valid for five years from the date of training. Property management recommend having more than the minimum required number of Fire Wardens certified in case of employee absence or turnover. NOTICE TO ALL TENANTS AND FIRE WARDENS – It is the responsibility of the Fire Warden or Customer to inform Property Management in the event of vacation, leave of absence, transfer, sickness, employee turnover, etc.. in order to make necessary revisions regarding replacements or substitutes (Fire Safety Plan, page 9). If your firm has employees who need to be certified, please contact your designated property manager or administrative contact for additional information.

Name: _____ E-Mail: _____

Suite #: _____ Date of Certification: _____ Direct: () - _____

Name: _____ E-Mail: _____

Suite #: _____ Date of Certification: _____ Direct: () - _____

Name: _____ E-Mail: _____

Suite #: _____ Date of Certification: _____ Direct: () - _____

MOBILITY IMPAIRED

Please notify Building Management, in writing, of individuals who are no longer employees of the company (or if they have relocated to another floor) so that their names can be removed (or their locations updated).

Name: _____ Physical Condition: _____

Suite #: _____ Direct: () - _____ Mobile: () - _____

Name: _____ Physical Condition: _____

Suite #: _____ Direct: () - _____ Mobile: () - _____

Name: _____ Physical Condition: _____

Suite #: _____ Direct: () - _____ Mobile: () - _____



LANDLORD'S APPROVAL FOR OUTSIDE CONTRACTOR

Customer Requesting Work:	_____
Building/Suite Number:	_____
Person Requesting Work:	_____
Customer Contact:	_____
Phone Number:	_____
Fax Number:	_____
Description of Work:	_____ _____ _____ _____
Date:	_____
Contractors Name:	_____
Property Manager:	_____
Crescent Contact:	_____

*If Customer contemplates the use of a Third Party Contractor to perform the proposed work, Customer acknowledges that work cannot commence until signed by Property Manager.
MS Crescent Two SPV LLC. will charge an administration fee of fifteen percent (15%) for all work handled under this work order.*

Property Management Fax Number (303)295-6200

Authorized Customer Approval:	_____
Date of Approval:	_____