

707 17th Street

General Building Information

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I. INTRODUCTION

We have designed this comprehensive 707 17th Street Customer Handbook to provide you with helpful information concerning the building. If you have any questions or need additional information, please contact the management office at 303-295-6200. Outlined below is a brief description of the handbook as well as information regarding the Owner and Management of the building.

This handbook is likely to be most utilized by the person who is responsible for managing your office, coordinating your needs and communicating them to the management office.

The customer handbook is organized in three sections that are color coded for easy reference. Section I, colored blue, consists of general information regarding the management and operations of the building. Section II, colored green, outlines the quality services available to customers along with suggested guidelines for your office. Section III, colored red, reviews all of the safety procedures in place throughout the building. Each section contains a table of contents for the topics covered within.

707 17th Street is owned and managed by Crescent Real Estate Equities, Ltd. We are responsible for the leasing and management of this building. The management team at 707 17th Street is a highly motivated team who take full responsibility for the coordination of resources. The objective of the management team is to ensure that our customers receive class "A" service and to provide, a smooth and efficient operation of our building, while enhancing the overall value and appearance of the property. Our customer focus, attention to detail and proven standardized procedures are consistent from one Crescent Property to the next. Thus, providing a consistent, high level of management and customer service.

II. MANAGEMENT

707 17th Street is managed by Crescent Real Estate Equities, Ltd. Our on-site team has been chosen for its expertise in managing corporate office properties and reflects depth in management over all functional operating areas. It is our objective to provide you with the highest quality service available to ensure your comfortable and continued tenancy.

The management office is located at 707 17th Street in suite 2150. Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. We are closed on Saturday, Sunday and observed holidays. To contact our office please call 303-295-6200. During non-business hours, you are welcome to leave us a voice mail and your call will be returned on the next business day. If your request needs immediate attention during non-business hours, please call our lobby attendants at 303-295-0335. The attendant on duty will have the appropriate personnel respond to your concern.

Your management team at the 707 17th Street is comprised of the following individuals:

<u>NAME</u>	<u>TITLE & RESPONSIBILITIES</u>
Ashton T. Steele	<u>Senior Property Manager</u> ~ Oversees all facets of building operations.
Daunine Lytle	<u>Assistant Property Manager</u> ~ Assists with building operations, prepares rent statements and coordinates building events.
Patrick S. Wing	<u>Operations Manager</u> ~ Oversees the engineering team of both the MCI Tower and Johns Manville Plaza.
Randal T. Tinsley	<u>Chief Engineer</u> ~ Manages the operation of the building's mechanical systems and supervises our engineering team.
Randi Jasper	<u>Administrative Assistant</u> ~ Provides assistance to the Assistant Property Manager with the daily operations of the building, assistance to the Property Manager of the 707 17 th Street and Johns Manville Plaza building.

Jasmine DeMont Administrative Assistant ~ Coordinates response to customer requests and ensures communications are distributed to customers.

Gabriella V. Barnes Property Accountant ~ Assists with lease administration, accounts receivable, accounts payable and financial reporting.

III. BUILDING HOURS

Normal hours of building entry are 6:00 a.m. to 6:00 p.m., Monday through Friday. Access to the building at other times requires a valid access card that can be obtained by contacting the management office.

Our office is officially closed on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day and the following day

Christmas Day and the following day

Crescent Real Estate also observes President's Day, Good Friday and Columbus Day. We realize that not all companies observe these holidays. In light of this, we maintain a limited staff on-site to serve our customer's needs.

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact our office in advance for appropriate arrangements.

If your office is open on the above holidays and you have a concern that requires immediate attention, please call our lobby attendants at 303-295-0335. The appropriate personnel will respond to your concern.

IV. AMENITIES

707 17th Street is one of Denver's premier class "A" office buildings. From our courteous staff to our convenient location, you're sure to find exactly what you need.

Our amenities we can offer you include:

- 24 hour on-site lobby attendants
- A covered garage
- Convenient overnight service drop boxes
- Light rail service
- Convenience store, credit union and ATM machine
- The Marriott Hotel located in our building can assist you with any overnight stay requests
- Two restaurants steps away from your front door ~ Allies American Grill and the Great Divide Pub and Grille
- Marriott Fitness Center and Spa privileges

Our location in the heart of downtown also places you within walking distance of restaurants, shopping, plays and sporting events. Local attractions and landmarks include:

- 16th Street Pedestrian Mall
- Buell Theatre (.5 mi)
- Convention Center
- Coors Field (1.5 mi)
- Denver Pavilions Shopping
- Invesco Field (4 mi)
- Pepsi Center (5 mi)
- Performing Arts Center (2 mi)
- Six Flags ~ Elitch Garden Amusement Park (2 mi)

V. HVAC SYSTEMS

General Services

Heating and air conditioning is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. and on Saturday from 8:00 a.m. to 1:00 p.m. The temperature of the building is maintained at a comfortable level and is controlled by an energy management system. Should the temperature level change abruptly or exceed a reasonable level in your suite, please call our office.

Heating and air conditioning is not regularly provided on weekends, holidays or after normal business hours. If you require HVAC service at these times, please contact our office in advance to schedule the service.

HVAC System Overview

Our cooling system is powered by three centrifugal chillers providing 2,400 tons of mechanical cooling or two flat plate heat exchangers providing 1,100 tons of mechanical cooling. During the summer, cool air is delivered by individual fans through a variable air volume system located in the ceiling of each floor.

Each floor is heated by radiant panels along the perimeter of the building. The heating units are controlled by individual thermostats and are interlocked to an off hours temperature setback control on each floor. In addition, we have a morning warm-up feature by which we heat the chill water loop with city steam. It is then sent the floor fans and discharges 95-degree air on to the floors during the early morning hours.

Energy Management

As you may expect, energy costs are the single largest expense in office buildings. In an effort to reduce costs to all customers, we have an on-going program to identify and implement energy conservation projects.

While the building is heated at all times during the heating season, a lower temperature is maintained in the evenings and on weekends. Chillers for building air conditioning are computer controlled to activate based on an optimum start program. The lighting, heating and cooling systems are monitored by a Delta Controls Building Automation system to limit the peak electrical demands and maintain the HVAC systems optimal efficiency.

The lights in each customer's suite are controlled by individual switches and activated to full power by the building automation system. The fluorescent lights in our building have been converted to highly efficient electronic ballasts and T-8 light bulbs. In order to reduce operating costs, please turn off all lights in your suite when you leave in the evenings. The night cleaning staff, when cleaning your suite, will utilize only the necessary electricity and turn all lights off when finished. Calculators, radios, office equipment, computers and coffee machines should also be turned off each evening as well. Every customer will benefit from these simple measures to conserve energy.

Computer Room HVAC

It is possible to obtain special air conditioning for any computer facilities you may have. Please contact our office for details concerning the requirements for this service.

Equipment Maintenance

Equipment maintenance is performed on a regular schedule from computer generated work orders unique to each piece of equipment. Preventative maintenance is also performed to provide information on equipment defects as they develop, thus allowing many repairs to be made at the most convenient time possible, rather than on an emergency basis after a breakdown has occurred. Our preventative maintenance schedules include vibration analysis, infrared temperature scanning, eddy current tests and various other electrical tests.

VI. DELIVERIES

All deliveries must be made to the dock area. The loading dock is located on the corner of 18th and Stout, on the 18th Street side of the building.

The freight elevator should be used for all deliveries. In order to maintain the class "A" appearance of our lobby and elevators, deliveries are not allowed through the lobby entrance or in the passenger elevators. Deliveries requiring the extended use of either the dock or freight elevator need to be scheduled with our management office in advance.

VII. MAIL SERVICE

The U.S. Postal Service delivers incoming mail Monday through Friday to the mailroom located on the lobby level. Outgoing mail may be deposited in the mailboxes in the mailroom. A schedule for delivery and pickup of mail is posted in the mailroom.

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

VIII. MOVING PROCEDURES

Customer Responsibilities Prior to Occupancy

The actual relocation of your company's offices begins with your ideas on how you would like your space to function and ends with you receiving keys to your office. In between, there is a tremendous amount of planning, estimating and decision-making that must be done all within the time frame set forth in the lease. We will assist you in every way possible to insure a smooth and comprehensive relocation.

Your move-in must be coordinated with Management in order to ensure a smooth, efficient relocation. Information concerning move-in procedures will be sent to you early in the construction phase. Any arrangements for various trades such as telephone and computer network installation should be coordinated through the management office. Items that should be completed prior to your move include:

1. Provide the post office with change of address information.
2. Notify the phone company to arrange for installation of new phones and equipment.
3. Provide original Certificates of Insurance for the moving company to our management office. Requirements are further specified in the "Instruction to Movers" section.
4. To avoid unforeseen conflicts, schedule your office move well in advance of your move date. Moves are permitted from 6:00 p.m. to 6:00 a.m. Monday through Friday. On weekends, our dock and freight elevator are available 24 hours to accommodate your move.

Customer Responsibilities Prior To Vacating

All customers, prior to moving out, need to adhere to the following procedures:

1. Schedule your move-out date with our office.
2. Provide original Certificates of Insurance for the moving company to our management office. Requirements are further specified in the "Instructions to Movers" section.
3. Contact the telephone company to transfer or disconnect phone service.
4. Review your lease for any specific move-out instructions such as removing cabling for computer rooms, etc.
5. Schedule a walk-through of your space after vacating.
6. Turn in suite keys and access cards to the management office.
7. Follow the "Moving Procedures" described in the following section.

Moving Procedures

Before engaging a moving or delivery company, please contact our office to discuss your arrangements. In an effort to act in the best interests of our customer and to protect the property, the following policies regarding movement of office furniture and equipment into or out of the 707 17th Street must be adhered to.

1. Provide our office with your date and time of move, customer contact person, moving company name and contact person. This information should be provided well in advance of your move.
2. A certificate of insurance for the moving company must be on file prior to your move. Insurance requirements are detailed at the end of this section.
3. Weekday deliveries require the use of the freight elevator on a first come - first served basis. The freight elevator cannot be reserved for exclusive use.
4. Moves must be scheduled between 6:00 p.m. to 6:00 a.m. Monday through Friday or on the weekend. Any attempted moves without prior office approval will be stopped.

Moving or delivery companies and the Customer will be responsible for leaving the building and premises clean by removing all cartons and other trash generated in the move. If you desire help in the clean up, personnel can be provided on a time and material cost/plus basis. This service can only be provided if the service is prearranged and our schedule permits. If you require the use of a trash dumpster during your move, please call our management office.

Any and all damage to the building, elevator areas and grounds which the Customer, moving company or its employees or agents cause will be the responsibility of the Customer. The following section contains information your mover should be aware of. A copy of this information should be provided to the moving companies bidding on your move.

Instructions to Movers

General: The mover shall perform all services required to move furniture, contents, office equipment, records and supplies. Moves must be scheduled from 6:00 p.m. to 6:00 a.m. Monday through Friday or on the weekend.

Dock and Freight Elevator Access:

1. **The dock cannot admit trucks over 13 feet 0" high** Access to the dock is off 18th Street between California and Stout Streets on the left as indicated by a sign that reads "Truck Entrance."
2. All loading and unloading for major moves must be scheduled with the management office.
3. 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 lobby attendants upon arrival and departure of the 707 17th Street.
4. Access to the office tower is limited to the freight elevator. **THE FREIGHT ELEVATOR IS NEVER RESERVED FOR EXCLUSIVE USE** and you must **leave room for others to get on and off the elevator as needed.** Moving companies cannot load up more than ½ of the freight elevator at any given time.
5. 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.

Inspection of the Premises: The mover is responsible for inspecting the customer's suite prior to the move so that the appropriate equipment and labor necessary can be arranged to ensure an orderly and efficient move.

Supervision, Labor, Materials and Equipment: The mover must furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated. Such equipment shall include among other things dollies, trucks, etc as may be required. All material handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease

and dirt. It is required that masonite floor covering material be provided by the mover and laid down to protect the flooring.

Crating, Padding and Packing Material: The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing material are to be removed by the mover.

Floor and Wall Protection: The mover should at all times protect and preserve the building from damage. All reasonable requests to protect the property must be complied with. This includes furnishing, installing and removing floor, carpet, wall and glass protective materials wherever necessary to protect the building from damage.

Permits, Franchises, Licenses or Other Lawful Authority: The mover, at their expense, will obtain all necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move begins, the mover may be required to produce evidence of such authorities to our company.

Insurance Requirements: Any moving company chosen by a tenant must show proof of insurance and bondability. *A valid certificate of insurance must be on file with the management office prior to a scheduled move or access to the building will be denied.* Our requirements are as follows:

Worker's Compensation: Statutory limits (if statutory limit ~ \$500,000)

Employer's Liability:

\$1,000,000 each accident for bodily injury by accident

\$1,000,000 each employee for bodily injury by disease

Commercial General Liability:

\$1,000,000 per occurrence

\$2,000,000 general aggregate

\$2,000,000 product-completed operation aggregate

\$1,000,000 personal and advertising injury

\$50,000 damage to premises rented to you

\$5,000 medical expense limit

Business Automobile Liability: \$1,000,000 occurrence basis

Umbrella Liability Insurance: \$5,000,000 occurrence basis

Causes of Loss-Special Form (formerly known as "All Risk") Property Insurance: 100% replacement cost of all of Contractor's Equipment and Contractor's other property.

Professional Liability: \$2,000,000

Certificate Holder & Additional Insured:

Crescent Real Estate Funding IX, LP, Owner
and Crescent Real Estate Equities Ltd., Manager
707 17th Street, Suite 2150
Denver, CO 80202

IX. BILLING PROCEDURES

Rent and customer charges are due and payable on the first day of each month without demand as stated in your lease. Late fees as permitted by the lease will be charged on all late payments. As a courtesy, customer charge statements are sent to each customer at the end of the month preceding the due date. If you have a question regarding your statement please contact our management office.

X. SECURITY

The security of our building and our tenants is a high priority. While we can't guarantee personal safety, we have taken steps that benefit our customers and minimize property damage and theft. Our system is composed of many elements including a computerized life safety system, a building card access system, two way radio communication between building staff and 24 hour lobby attendants. Specific elements of our system are outlined below. Bear in mind, however, that the ultimate responsibility for security in your suite rests with you.

Building Entry

Normal operating hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday. After hours entry requires a building access card. If you arrive at our building and do not have an access card, our lobby attendants will contact the authorized customer representative from your company to obtain approval for your entry to the designated floor and suite. Upon approval, our attendants will provide the access necessary. The authorized representative from your office can make arrangements for employee access cards by contacting our management office.

Vendor/Contractor Access

There may be special instance when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide notification to the management office that includes company name, individual name, and the date they will need access and the approximate time. Upon arrival to our building, they will need to check in with our lobby attendants to obtain a set of contractor's keys.

Customer Precautions

In public buildings, the ultimate responsibility for security must rest with each customer. Please insure, upon leaving your suite, that all entrances and exits are locked. During the day, offices, desks and entrance areas should never be left

unattended. Valuables, such as purses, should be locked up or taken with an employee when leaving a workstation.

Solicitation is not permitted within the building. If you notice a suspicious person within the building, please call the management office and provide as much detailed information as possible. If the individual can be located, he or she will be escorted off the premises. We also suggest that you require identification from repairmen who come to work in your office suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the management office immediately. An incident report will be completed and kept on file. It is the customer's responsibility to notify the Denver Police Department if you so choose. The insurance policy for the 707 17th Street does not cover personal belongings of customers. This would be the responsibility of each customer.

Incident Report

To provide an accurate record of every incident, our staff is required to write an incident report for any accident, theft or other incident occurring on the property. We would appreciate your cooperation in answering any questions our staff may have.

Special Keying

All suites in our building are keyed to a Building Master Key System. This key system is necessary so that the building staff and emergency personnel have access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite. If additional lock work for your suite is necessary, prior written consent must be obtained from the management office.

Emergency Telephone Number

In case of any emergency, such as theft, fire or other incident after normal business hours, we will notify a designated emergency contact from your company. This

procedure allows us to alert you as soon as possible in the event of any unforeseen circumstances.

XI. MISCELLANEOUS

Floor Load

Code requirements restrict placing loads upon floors that exceed the load per square foot for which the floor was designed. Our building has a floor load of 50 pounds per square foot in office areas. Should you find it necessary to utilize equipment that exceeds this rating, you must receive prior written approval from the management office. We do require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe.

ELECTRICAL REQUIREMENTS

The City of Denver's electric code is very strict concerning electrical wiring. Prior to any alterations of the electrical wiring, please submit specifications to the management office for review.

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 the blinds at the same levels throughout. Any window treatment other than blinds must be approved by the management office. In the event non-standard window coverings are the cause of damage to the standard blinds, you will be charged for necessary repairs.

707 17th Street

Customer Service Information

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I. INTRODUCTION

707 17th Street is one of the premier office facilities in Denver's Central Business District. This is the result of combining prestigious customers, a well-designed building, beautifully maintained surroundings, a convenient location and quality customer services.

In 2002, Crescent Real Estate Equities, Ltd. received one of the highest honors in the industry. We were awarded the **2001 National Commercial Real Estate Customer Service Award for Excellence** for companies in category III who manage 26 to 75 properties. This award is also called the "A List" Award and is named annually by the Building Owners and Managers Association (BOMA) and CEL & Associates. The award recognizes those companies whose management, performance and commitment to the highest level and quality of service are considered to be the best in the industry.

Crescent Real Estate Equities, Ltd. employs a highly trained professional staff to ensure that your expectations of quality in operations and services are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Our organization and attention to detail in combination along with our staff maintains the highest level of efficiency and keeps operations at the 707 17th Street running smoothly.

As part of our management responsibility, our program of standard services promotes the first class image of your company and the 707 17th Street. These services include:

- Premier office cleaning
- Common area maintenance
- Building maintenance
- Elevator maintenance
- Site identification

We can also coordinate requests for many other special services. In many cases your requests will be handled the same day by someone familiar to you. When we can do the work with our on-site staff, the advantages are many and include:

- Convenience
- Quick response
- Accountability
- Follow-up
- Quality Work

II. CLEANING

As a businessperson, you have a strong interest in the type of image you present to the business community. You want the level of your work to be evident to the most casual visitor. To convey your expertise you have chosen a distinctive business environment you feel will enhance the reputation you have built for quality and style. How well your work location is maintained also contributes to your image of efficiency and effectiveness.

The cleanliness and upkeep of your offices not only indicates the desirability of your services, but they also contribute strongly to the pride and productivity of your associates. Your employees spend more time in your offices and buildings than at home. The overall work environment reflects your interest in your employee's enthusiasm and well being.

With these factors in mind, we offer many cleaning services as building standard. In addition, we also offer specialized cleaning services on a chargeable basis.

Standard Services

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services on a daily, weekly, monthly, quarterly, semi-annual and annual rotations.

Specialized Services

Your offices represent a significant investment of corporate dollars. Even with the extensive cleaning program we offer, there may be times you see a need for additional services such as steam cleaning carpet, upholstery cleaning, tile or wood floor maintenance, etc. If you find your office requires a specialized cleaning service, please call our management office. We'll be happy to coordinate your requests with our cleaning company.

III. HEATING, VENTILATION AND AIR CONDITIONING

The building's standard operating hours are from 7:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. until 12:00 p.m. on Saturday, except legal holidays. We provide heating and air conditioning during these hours. The temperature of the building is maintained at a comfortable level and is centrally controlled. If the temperature level in your suite should change abruptly or exceed a reasonable level, please call our management office and we will correct the situation as quickly as possible.

After Hours Heating, Ventilation and Air Conditioning

Heating or air conditioning beyond the standard operating hours can be provided should you require it. Please contact our office in advance to authorize this special service and approve any necessary charges.

Additional Cooling Requirements

Computer equipment, personnel and conference rooms can require specialized cooling or ventilation. We can arrange the design and installation of additional equipment to meet the needs of your business.

Maintenance of Tenant Specific Cooling Systems

Above standard equipment requires special maintenance to insure its continued problem-free functioning. We can provide you with an ongoing preventative maintenance program as well as emergency service from our highly trained engineering service.

IV. SECURITY

General Information

Security plays an extremely important role in the overall smooth operation of the building. The security of the building and our tenants is a high priority. While we can't guarantee personal safety, we have taken steps that benefit our customers and minimize property damage and theft. Our system is composed of many elements including a computerized life safety system, a building card access system, two-way radio communication between building staff and 24 hour lobby attendants. As a reminder, even with preventative measures in place, we simply cannot predict when unforeseen circumstances will occur.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the building or need to investigate a theft. In public buildings, the ultimate responsibility for security must rest with each customer. Please insure, upon leaving your suite, that all entrances and exits are locked. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses, should be locked up or taken with an employee when leaving a workstation.

Solicitation is not permitted within the building. If you notice a suspicious person within the building, please call the management office and provide as much detailed information as possible. If the individual can be located, he or she will be escorted off the premises. We also suggest that you require identification from repairmen who come to work in your office suite.

Lobby Attendants

Our lobby desk is staffed 24 hours, seven days a week with two attendants. They are easily recognized as they are always dressed in uniform and have identification badges. Our attendants act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order and are on the alert for any unusual

activities within the building. Bear in mind, while our building is staffed with lobby attendants, it is not a guarantee of personal safety.

Building Entry

Access to the building is available 24 hours a day, seven days a week. Standard operating hours are from 6:00 a.m. to 6:00 p.m., Monday through Friday. Entry to the building at any other time requires a building access card. If you arrive at our building and do not have an access card, our lobby attendants will contact the authorized customer representative from your company to obtain approval for your entry to the designated floor and suite. Upon approval, our attendants will provide the access necessary. The authorized representative from your office can make arrangements for employee access cards by contacting our management office.

After-Hours Building Clearances

We realize there are times when a customer may require after-hours clearance for projects that can't be completed during normal business hours. This could include work on your equipment by contractors, delivery of goods purchased or a meeting with outside attendees. If a circumstance arises and you require after-hours clearance, please contact our management office.

Theft

Should you suspect that your offices have been broken into or if items are found to be missing, contact the management office and the Denver Police Department. Until personnel arrive, try to avoid disturbing anything in areas, which you feel, might have been affected by an intruder.

Lost and Found

Any individual finding lost item(s) should turn them in to the management office or to the lobby attendants. If you have lost an item, please call the management office.

V. REMODELING AND REDECORATING

This work can be either minor or major and includes any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repair carpets
- Installing new carpet
- Adding or removing walls
- Painting or wall covering

Our staff has the capability to organize the work through every phase of construction with minimum involvement on your part. During the beginning phases we meet with you and find out exactly what your requirements are. Depending on how extensive the work is, we will either have drawings prepared or we will make a written specification of the scope of work.

When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal proposal is prepared for completing the project. Upon your approval of the proposal, contractors are brought on-site and the work is coordinated through its completion.

VI. CUSTOMER SERVICE REQUESTS

To facilitate a quick response, customers should be familiar with the following procedures for requesting building services:

1. Call our management office at 303-295-6200 to report a service request. Our normal business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. If you call after normal business hours, you may leave a message on our voicemail and your service request will be dispatched the following business day. If your service request requires immediate attention, please contact our lobby attendants at 303-295-0335 and the appropriate personnel will be dispatched.

2. The following information will be necessary to dispatch the request:
 - Customer Name and suite number
 - Contact person
 - Nature of the request or problem

3. We will dispatch the proper personnel to service the request. The response time will vary, but the request can usually be categorized in the following manner:
 - Emergency calls include water leaks, chemical spill, etc and require an immediate response.
 - Comfort calls to adjust temperature are typically responded within 15 minutes.
 - Cleaning requests are taken care of the same evening by our cleaning company. If it is essential to be cleaned during normal business hours, we can arrange for a day porter to respond.
 - Special services requested by a tenant have a variable time frame depending upon the nature of the work involved.

VII. ADDITIONAL SERVICES

We offer a number of other services that increase the efficiency and convenience of doing business at our building.

Storage

Our building contains a number of storage areas located on the lower level and throughout the tower. The storage areas are available to lease. Please contact our management office for more information regarding storage space.

Deliveries

All deliveries must be made to the dock area. The loading dock is located on the corner of 18th and Stout, on the 18th Street side of the building. Customers should accept and sign for all deliveries and then arrange for immediate transport of these items to their suites.

The freight elevator should be used for all deliveries. No deliveries are allowed through the main entrance or in the passenger elevators. Deliveries requiring the extended use of either the dock or freight elevator need to be scheduled with our management office at least 48 hours in advance.

Other Special Services

The management office can quickly arrange a number of other special services. Our arrangements include, but are not limited to:

- Hanging pictures
- Installing keyboard trays
- Changing non-standard light bulbs

EMERGENCY TELEPHONE NUMBERS

Denver Police Department	911
Denver Fire Department	911
Bomb Threat	911
Medical Emergency	911

Please call the Lobby Attendants after you have placed your call so that we may assist emergency personnel upon arrival at our building.

LOCAL HOSPITALS

<u>Hospital Name</u>	<u>Main Switchboard</u>	<u>Emergency</u>
Presbyterian/St. Luke's 1719 East 19 th Avenue	303-839-6000	303-839-7111
Exempla Saint Joseph 1835 Franklin Street	303-297-7111	303-831-6700
Denver General 707 Bannock Street	303-436-6000	303-436-8100

OTHER HELPFUL NUMBERS

Rocky Mountain Poison Center	303-739-1123
Denver Health Nurse Line	303-739-1121
Urgent Care Clinics	303-496-6070

707 17th Street

Life Safety Information

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I. INTRODUCTION

Protection of your employees and the building is always forefront in the minds of our management team. We feel that by communicating with you about your role in the building and personal security, we can eliminate or reduce the risk of life threatening situations.

This book provides valuable information to ensure maximum protection for your employees. It should be read carefully by key managers and designated tenant floor wardens in your office. It is essential that these procedures are fully understood and followed should the occasion arise.

In the event of an emergency, the safe and quick evacuation of the affected area is the responsibility of the Civil Authorities and the individual employee. It is imperative that each employee become familiar with the procedures described on the following pages. If there are any questions, please call the management office before an emergency arises.

We are pleased to have you as a customer and hope that you will put forth the effort necessary to enhance the safety and security of all of us at 707 17th Street.

II. BUILDING AND CUSTOMER FIRE SAFETY

Introduction

Fire is perhaps the most common and most frightening safety hazard. To effectively manage a fire emergency, thorough knowledge of the building safety features, escape routes and evacuation procedures is beneficial. At the time a fire occurs, your responses need to be automatic and exact. The information and programs outlined in this section, in conjunction with fire drills, will provide maximum safety in advance of a fire.

Panic Control

Panic is a sudden, unreasoning terror, often spreading quickly and often accompanied by mass flight. Panic is caused by fear, although those involved may not know what they fear. People may be tempted to join a fleeing crowd; the flight of those in motion is enough to suggest the presence of something to fear. When this stage is reached, it may become difficult to control the group. Attempting to reason with such a crowd may be futile, but it may be possible to control the group by assuming leadership or distracting key members of the group. In any case, corrective action should be taken before the movement stage, if possible.

Panic Deterrents

1. Inform personnel what is expected of them in an emergency. Training, experience and knowledge are key factors in preventing panic.
2. Exemplify strong, competent leadership.
3. Eliminate physical causes for panic.

Antidotes for Panic

1. Provide assurance that emergency personnel are responding. Exert positive leadership. Reassure the group by giving information and instructions calmly.
2. Eliminate unrest. Dispel rumors. Identify troublemakers and prevent them from spreading discontent and fear.

3. Demonstrate decisiveness. Suggest positive actions. Indicate what to do, rather than what not to do.

These panic control recommendations are offered as a guide to action. In the final analysis, it is entirely up to you to properly react and control panic. The decision is yours.

Building Fire Safety Features

This building is constructed of structural steel and concrete to inhibit the spread and minimize the effects of fire on the building's structure. Our building is equipped with smoke detectors located in each mechanical, electrical and telephone room as well as both air handlers for each floor. In the event smoke is detected, an alarm is transmitted to our monitoring company who in turn notifies the Denver Fire Department. A master control panel in the Fire Command Center displays the exact location of the alarm.

Each floor has fire suppression sprinkler heads, which are automatically activated by heat or flame, and will immediately transmit an alarm to the building Fire Command Center and the Denver Fire Department.

Manual fire pull boxes are installed at all fire exit stairwells within the building. These are activated by pulling the alarm handle. Once activated, an alarm will sound and is automatically transmitted to the first floor Fire Command Center and the Denver Fire Department.

Fire Protection Equipment

This building is equipped with fire protection equipment, which is available to the Civil Authorities, building personnel and building occupants in the event an emergency situation arises.

1. Fire Standpipes

These are located in the fire extinguisher cabinets, which are located near fire exit stairwells and are labeled on the outside "Fire Extinguisher". These standpipes provide water to the Denver Fire Department.

2. Fire Extinguishers

The fire extinguishers are located in the cabinets near fire exit stairwells and are labeled "Fire Extinguishers". Unless an individual has been previously trained on the proper use of a fire extinguisher, it may be inadvisable to use them in an attempt to fight a fire. Time will be wasted attempting to read instructions and the ineffective use of an extinguisher may not control the fire, thus leaving the individual in close proximity to a growing fire.

Use of a portable extinguisher should only be considered when:

- Notification measures have been completed
- Evacuation has been initiated
- The fire has been confined to a small area and is not spreading quickly
- The person using the extinguisher has an unobstructed escape route that will not be blocked if the fire grows

The operation of all portable extinguishers is essentially the same, involving a simple four-step process dubbed the "Pass" procedure:

- | | |
|----------------------------|--|
| P ull the pin | (unlocks the control lever) |
| A im low | (point nozzle or hose at base of fire) |
| S queeze lever | (starts discharge) |
| S weep side to side | (continue until flames dissipate) |

3. Emergency Power Generator

The generator installed in our building provides power within a few seconds after losing normal power to the following areas:

- Emergency lighting systems in stairwells, exit lights and corridors
- Life safety systems
- One elevator in the low-rise, one in the high-rise and the freight elevator
- Fire Pump room

4. Elevator emergency controls are activated in the event of a building alarm. Immediately upon receiving an alarm, all elevators return to the ground floor allowing any passengers to access the lobby. The freight elevator will go to the LL-1 in the case of an alarm. The elevator doors remain open for use by emergency personnel. Emergency personnel are able to use the elevators through a fire control key switch located within the elevator. While under Fire Department control, the elevators cannot be summoned to any building level.

5. The fire pump is located in the dock mechanical room and is driven by a diesel engine.

6. Sectional sprinkler control valves are located on each floor in the mechanical room.

7. Stairwell pressurization fans, which increase the air pressure in the stairwells to limit smoke infiltration during a fire.

Communication Equipment

Communication with building occupants is critical in a fire emergency situation. Our building is equipped with the following equipment:

1. Audible alarm devices are programmed to sound on the fire floor, one floor above and below, as well as at the lobby level.

2. A public address system is present throughout the building for emergency personnel to issue instructions. This system may be used by building management for other emergency situations.
3. An evacuation graphic is located in the elevator lobby of each floor. An evacuation route is mapped along with “You are here” locations.
4. Emergency telephones are located in each elevator cab for two-way communication with the Security Desk in the tower lobby.

Recommended Fire Safety Features for Customer Spaces

Tenants should make arrangements to protect areas such as computer rooms, mail rooms, duplicating and storage areas with fire-rated extinguishers and or enclosures. If the size or value density of these areas is large, smoke detectors or a dry system should be considered.

Steps should also be taken to safeguard their businesses from the effects of a fire by protecting vital documents and company records. This can be done by off-site storage of duplicate records or fire-resistant storage cabinets. The specific method of protection will depend on the size and nature of the material involved.

Customer Responsibilities

Protection of your employees and the building is always forefront in the minds of our management team. We encourage each customer to review the following responsibilities:

1. Assigning specific employees to serve as Fire Wardens, Drill Coordinators, and other emergency staff as defined below.
2. According to Fire Department guidelines, "Responsibility for the planning and conduct of drills shall be assigned only to competent persons qualified to exercise leadership."
3. Those assigned as Drill Coordinators, Fire Wardens or assistants must attend training sessions a minimum of once a year. These trainings are coordinated/scheduled by Building Management.
4. Customers are responsible for keeping a list updated weekly of employees with mobility impairments at the Management Office with a copy posted in the Fire Command Center.

Emergency Staff

Position	Responsibility
Floor/Area Warden	Individual assigned to coordinate emergency evacuations or relocations of a specific floor or area and to ensure that all occupants have evacuated the building. The Floor Warden is also responsible for verifying the evacuation of all spaces, including rest rooms.
Floor Leader	Individual assigned to monitor people in his/her work area and responsible for their safe evacuation in an emergency.
Searcher	Responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, etc.
Stairway Monitor	Individual assigned to monitor the use of the stairway on a specific floor during an emergency evacuation.
Elevator Monitor	Individual assigned to monitor the elevator lobby during an evacuation to prevent the elevator from being used and to direct occupants to emergency stairways. If the elevator lobby has been constructed as an occupant refuge area, this individual explains to able-bodied personnel seeking refuge that the refuge area is only for those who are unable to self-evacuate.

Aide to Employees with Mobility Impairment (“buddy”)	Employee assigned to assist occupants with mobility impairments during emergencies and drills.
Assembly Area Monitor	Employee assigned to monitor assembly points and take attendance as occupants arrive.
Communicator & Runner	Staff assigned to the Command Post or assembly areas responsible for communication between assembly points and the Command Post.
Drill Evaluator	Individual assigned to monitor occupant actions during the drill and report their findings to the drill coordinator at the completion of the drill.

Floor Wardens

As a general rule, one Floor Warden is designated for every 20 employees. Each customer should appoint a floor warden and one alternate. Full-floor and multi-floor tenants will require multiple floor wardens and alternates. The people chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office. A floor warden should be someone who is reliable, respected by the other employees within your firm and capable of providing guidance in the event of a fire or other emergency.

An alternate will also need to be selected for every floor warden. The alternate will assist the floor warden or act in place of the floor warden in their absence. It is recommended that the alternate also become familiar with all aspects of the emergency procedures and attend floor warden training sessions

In the event of a fire or other emergency, this individual is in charge of the situation until emergency personnel arrive. The floor warden is responsible for making sure everyone is evacuated out of the space and standing near the exit stairwells.

Responsibilities

Floor Wardens are responsible for the occupant condition of their floor, for supervising Floor Leaders during an emergency, and for evacuating or relocating occupants during an emergency. Floor Wardens must be familiar with the layout of their floor, the details of the Emergency Response Plan, the location and operation of available alarm systems, fire protection equipment, coded door locks, and the location of routes to exit areas.

Administrative Duties

1. Each Floor Warden must pre-select two searchers to assist in the event of an emergency. Floor Wardens are responsible for working out a search plan for Searchers to follow in the event of an emergency on their floor.
2. Appoints personnel to the emergency team and fills vacant positions.
3. Maintains an updated roster of all Floor Leaders, Searchers, Stairway Monitors, Elevator Monitors, Aides to Employees with Mobility Impairments, and alternates.
4. Maintain an up-to-date list of physically challenged employees. This list should include the floor location and where (elevator lobby, stairwell etc.) on the floor they will wait for assistance.
5. Notify the Fire Command Center when changes in Emergency Organization personnel and physically challenged persons occur.
6. Ensures that all emergency team personnel know their assigned duties and locations in case of an emergency.
7. Pre-plans the handling of persons with mobility impairments during evacuation.
8. Floor Wardens should know and be able to identify all employees in their area of responsibility.

Emergency Duties

If there is a fire on a tenant floor, and the alarm has not sounded, the Floor Warden or person finding the fire is to:

1. Close any doors to the fire area.
2. Pull the fire alarm manual pull station at the nearest stairwell.
3. Call 911 from a safe area after relocation.

In the event that the fire alarm signal (audible and visual) is received, the Floor Warden should follow this procedure:

1. Advise the staff that when the building level they are occupying receives the fire alarm signal, the security officer on duty will advise them to remain where they are until the cause of the alarm is determined or if it is apparent they are in immediate danger.
2. If the fire department determines that there is an actual fire or building emergency that will require immediate action, remain calm and begin relocation/evacuation off affected floors. Please follow any directions given by Floor Wardens and/or Fire Department personnel.
3. Fire Wardens are to put on a red cap (provided by the Management Office) so they can be easily identified by other customers or the Fire Department. If possible, Fire Wardens should also carry a flashlight.
4. When instructed by the Fire Department, Fire Wardens are to prepare their group to relocate/evacuate, based upon Fire Department instruction from staging area. (Fire floor and the floor above and below the fire floor should have already relocated.)
5. **Any area affected by fire or smoke is to be evacuated immediately.** If safe to do so, searchers should make certain any or all doors leading into such an area are closed after checking that everyone is out of the area. Other searcher duties are as follows:
 - To search all restrooms and any other areas of their floors to ensure that all persons are aware of the fire alarm.

- They will assist any persons who may faint or become disorientated or suffer an injury.
 - Searchers should then keep in close communication with the Fire Warden in case other assistance becomes necessary.
 - If possible, close all doors. Contain the fire if possible.
6. Mobility impaired persons are to remain in the protected elevator lobby, stairwell landing or designated refuge area at all times with their “buddy” until the Fire Department arrives. If the Fire Warden relocates mobility-impaired persons, they must notify 911 or Fire Department personnel of the person’s location so that the Fire Department can rescue them.
 7. The Fire Warden can order relocation (downward if possible) to another floor if danger is present.
 8. If the occupants of a floor are directed by the Fire Department to leave the floor, it is to be done by way of stairwells.
 - Elevators are not safe in such an emergency and are automatically taken out of service.
 - To relocate in this building means no one will have to go more than 3 to 7 floors down in the stairwell.
 - To relocate/evacuate people, Fire Wardens are to lead the people downward in the stairwell, keeping to the right; this will allow firefighters ascending the stairwells clear passage. Also, people should not run or talk in the stairwell as the noise may hinder them from hearing instructions.

Floor Leader

Responsibilities

Operating under the supervision of the Floor Warden, the Floor Leader is responsible for monitoring people in his/her area. He/She is responsible for the safe evacuation of personnel in his/her work area during an emergency.

Duties

1. Supervises assembly of personnel in his/her work area.
2. Is responsible for orderly evacuation of all personnel in his/her area via designated exits.
3. Remains with the group throughout the evacuation period and leads them to predetermined safe areas.
4. Assists in training of all personnel in his/her work area.

Searcher

Responsibilities

Under the supervision of the Floor Leader, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, etc.

Duties

1. Checks all rooms including rest rooms, conference rooms, reception areas, and remote areas, closing but not locking all doors behind him or her.
2. Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
3. Evacuates non-employees found on that building level.
4. Reports to Floor Leader when his/her area is clear.

Stairway Monitor

Responsibilities

Under the direction of the Floor Leader, Stairway Monitors are responsible for an assigned exit and assist in the orderly evacuation of personnel.

Duties

1. Takes a position at his/her assigned exit and assists in the orderly evacuation of personnel.
2. Inspects stairwells for possible heat or smoke conditions before evacuation.
3. Instructs personnel to form single-file lines into the stairwell and directs personnel to exit along the right side of the stairwell.
4. Supervises and monitors evacuation flow while remaining calm and encouraging a calm and orderly evacuation.
5. Stays at the exit until Searchers have cleared all personnel from the floor.

Elevator Monitor

Responsibilities

Under the supervision of the Floor Leader, Elevator Monitors are responsible for making sure no one uses the elevators during a drill or an emergency.

Duties

1. Directs employees to the nearest stairway.
2. Must be familiar with the building evacuation plan and the location of all stairways.
3. Stays at his/her post until instructed to evacuate by the Floor Warden.

Aide to Employees with Mobility Impairment

Responsibilities

Under the supervision of the Floor Leader, the Handicapped Aide is responsible for making sure all persons with mobility impairments are evacuated or relocated.

Duties

Maintains an up-to-date list of physically challenged employees on the floor. If possible a "Buddy System" will be implemented in which one or two Aides will be responsible for evacuating or relocating specific physically handicapped co-workers.

Assembly Area Monitor

Responsibilities

Monitors assembly points and takes attendance as occupants arrive.

Duties

In case of total evacuation, occupants should exit the building. If an occupant is off their normally occupied floor they shall exit the building and head directly to pre-designated meeting area.

1. Please proceed to your designated meeting area that is at least 300 feet from the building and ensure all staff members evacuated the building.
2. Take attendance as occupants arrive to your designated area. If persons are unaccounted for, every effort must be made to ensure that the missing party has evacuated the building, including witness accounts of where the person was last seen.
3. Any person left unaccounted for after your efforts to locate, must be reported to the Fire Department with any information acquired.

Communicator/Runner

Responsible for communication between assembly points and the Command Center

Individuals with Impaired Mobility

The following procedures have been implemented to provide maximum safety for anyone who is mobility impaired in this building. Always include mobility-impaired individuals in your planning processes; they are the experts on their condition, and their input is always valuable.

A comprehensive list of mobility impaired people titled "INDIVIDUALS REQUIRING FIRE DEPARTMENT ASSISTANCE TO EVACUATE," shall be kept in the management office and the Fire Command Center at all times for use during any type of emergency. Included in the listings are: 1) the person's name; 2) the floor on which he/she works; 3) the name of the Floor Warden responsible; 4) the nature of the physical challenge; 5) where they will remain (elevator lobby/stairwell/ refuge area) and wait for rescue by the Fire Department. This list shall be updated weekly.

SPECIAL NOTE: All tenants are asked to keep the Management Office informed of any persons working in the building who have any impairment that could keep them from relocating without assistance in an emergency.

We ask each Fire Warden assign at least two people to be the mobility-impaired person's "Buddy." In this way, someone is always able to be with and stay with the individual. In the event of an emergency, the mobility-impaired individual should never be left alone. The "buddy" should always take the person to the protected elevator lobby the nearest stairwell landing or designated refuge area when there is smoke or fire, or if the Fire Department instructs everyone to leave the area.

Smoke and Fire Procedures

If you smell smoke:

1. Call the management office at 303-295-6200. Report the smoke by giving the location if possible and any other available details.
2. Notify your designated floor warden.
3. Wait for a response from building personnel. **DO NOT** use the elevators.

If you see fire:

1. Close all doors leading to the fire.
2. Pull the alarm if it's not already sounding.
3. Call the management office at 303-295-6200 to report the location and other available details.
4. Notify your designated floor warden. The floor warden will organize your evacuation. **DO NOT** evacuate unless instructed by emergency personnel or your floor warden.

* **Note:** In the event you smell smoke or see fire and our office is closed, please call 911 and then contact our lobby attendants at (303) 295-0335.

Evacuation Procedures

In most instances when evacuation of an area is required, only the fire floor and floors immediately above and below will need to be evacuated. In order to ensure a clear, uninhibited entry for the Fire Department into the building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the area designated by emergency personnel. The following procedures should be observed:

1. Control all unnecessary movement and noise. If the order to evacuate is given you will not be allowed back into the space until the Fire Department decides it's safe for re-entry. Individuals may be adamant about collecting personal valuables ~ inform them every second counts

in an emergency situation. Material items can be replaced....people can't. It will be up to the individual to make their decision.

2. Have people begin moving to the stairwells if you are in immediate danger or have been directed by the fire department to do so.
3. **Before opening any door check the door and doorknob for heat.** If it is warm, stay in the office and seal around the door seams using non-flammable materials. *DO NOT OPEN THE DOOR!* Use the pre-planned alternative exit to the corridor.
4. Before leaving the floor all offices should be checked and doors closed (*NOT LOCKED*). This will enable emergency personnel to enter your space.
5. If your door and doorknob are cool, prepare your associates for evacuation and descend to the re-entry floor. Refer to the building plan at the end of this section, which details re-entry floors.

- All stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants. Above all, do not use the elevators for evacuation.
- Line up your associates along the core wall and proceed to the stairwell. Keep in mind the stairwell closest to you could be compromised and you may need to proceed to the alternate stairwell.
- If there is smoke in the hallway, cover your mouth and nose with a wet cloth. Keep in mind clean air is closest to the floor and in some cases it might be to your benefit to crawl to the exit. Proceed quickly to your exit.
- Be certain all physically challenged personnel are accounted for and that a "buddy" is with them. They should wait on the

stairwell landing for the emergency personnel to arrive and take them to safety.

- When proceeding down the stairs, please stay next to the wall and in a single file line. Be as quiet as possible so that you can hear any instructions that may be given. For personal safety and to reduce noise in the stairwell, it's suggested that women in heeled shoes remove them before going into the stairwell.
- Once you are in the stairwell, if you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
- When you arrive to your re-entry floor, proceed into the corridor and wait for further instructions. Take a head count to determine if anyone is missing. This information should be relayed to emergency personnel.

If evacuation of an area is not possible because all routes are blocked by fire or thick smoke, the following procedures should be observed:

1. Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
2. If a phone is accessible, call building personnel with your location.
Management Office: 303-295-6200 – during business hours
Lobby Attendants: 303-295-0335 – after business hours
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke from penetrating your area.
4. Hang a cloth or other signal in the window to attract the attention of firemen.

5. DO NOT BREAK THE GLASS. Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering your area.

Fire Prevention Tips

Fire is a potential threat in any building. By following sensible and preventative actions, the overall threat to a building may be greatly reduced. Because the threat of fire is constant, the most effective means of fire prevention are those that are incorporated into general operating procedures. Some general tips for reducing the threat of fire include:

- Turning off electrical equipment when it's unattended. Remember to turn off your copiers, printers and coffee pots at the end of the day.
- Provide adequate ventilation for office equipment.
- Encouraging prompt reporting of improperly stored materials, blocked exit routes or inoperable building systems.
- Limiting use of extension cords. No lamp extension cords or multi-jacks should be utilized.
- Prohibit or discourage the use of portable space heaters. These can ignite combustible materials or cause a fire by overloading electrical circuits.
- Promptly reporting and repairing problems with electrical equipment and taking faulty equipment out of service. Electrical short circuits or frayed cords can cause a fire.
- Dispose of cigarettes and other smoking materials in metal receptacles, not in wastebaskets. As a reminder, smoking is not permitted anywhere in the 707 17th Street. We have a designated smoking area located outside our plaza entrance.

III. BOMB THREATS

General Information

Bombing and the threat of being bombed are harsh realities in today's world. Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Most bombs are homemade and are limited in their design only by the imagination and resources available to the bomber. Remember when searching for a bomb, suspect anything that looks unusual. Only a trained bomb technician should determine what is or is not a bomb.

The most common threats are made by direct telephone calls to a company or the Denver Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices.

There are two reasons for a caller to report that a bomb is to detonate at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device or somebody who is aware of such information.
2. The caller wants to create an atmosphere of anxiety and panic that disrupts normal business activity. This could be the ultimate goal of the caller.

Suspicious Items

Mail bombs have been used for purposes of revenge, extortion and terrorism. The physical appearance is limited only by the imagination of the bomber. Many have been contained in letters, books and parcels of varying size, shape and color. However, many often exhibit some of the following characteristics:

- Letter feels rigid, appears uneven or lopsided, bulkier than normal
- Oil stains present on the wrapping; mailing emits a peculiar odor
- Excessive amount of postage stamps; no postage or non-canceled postage
- No return address and sender is unknown
- Unusual restricted endorsements such as "Personal" or "Private"
- Addressee normally doesn't receive personal mail at the office
- Name, title or position inaccurate; common words misspelled
- Mailing appears to be disassembled or re-glued
- Handwriting appears distorted or foreign
- Protruding wires, tinfoil or string present
- Pressure or resistance noted when removing contents
- Package makes a buzzing or ticking noise
- Contents of parcel make a sloshing noise
- Excess wrapping or visual distractions
- Unprofessional parcel designated "Fragile ~ handle with care" or "Rush ~ do not delay"
- Package is hand-delivered or dropped off for a friend
- Packages arrives before or after a phone call from an unknown person asking if the item was received

If a suspicious mailing is present and contents are unverifiable do not open the article. Gently put it down while keeping it level. It should not be placed in water or a confined space such as a desk or filing cabinet. Isolate the mailing and secure the immediate area by evacuating all individuals within 200 feet. Contact 911 and the management office for professional assistance.

Bomb Threats Received by a Customer

All personnel, especially those at the telephone switchboard, should know what to do if a bomb threat call is received. A calm response to the caller could result in obtaining additional information.

Verbal Bomb Threats

When a bomb threat is called in the following procedures should be followed:

1. It is always desirable to have more than one individual listen to the call. Each customer should have a covert signaling system that will signal to other employees the type of call you are receiving and the need for a second person on the line.
2. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for this information.
4. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury of innocent people.
5. Pay attention to background noises, such as motors running, music playing and any other noise that may identify the caller's location.
6. Listen closely to the voice, accents and speech impediments.
7. **When the caller hangs up immediately press *57** so that the call can be traced. Then report the threat to the person in your office designated to receive such information so that building and emergency personnel can be contacted.
8. Do not make statements to the newspapers, radio or television news. Leave that to the police.

Written Bomb Threats

When a message received is recognized as a bomb threat, further handling of the object should be avoided and all materials should be saved. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting,

paper and postal marks. These will prove essential in tracking the threat and identifying the writer. Notify the Management office you have received a bomb threat and they will call the police.

Bomb Threats Received by the Management Office

In the event a bomb threat is received by the management office, the following guidelines will be observed:

1. The Denver Police Department will be notified immediately.
2. If the sender discloses the location of the bomb, floor wardens in the affected area will be notified. DO NOT touch or handle any suspected objects.
3. If the bomb threat is received against the building, and not a specific floor, all public areas will be searched by building personnel. The authorities and building staff will make a complete search of the suspected areas.
4. If the threat is made to a specific customer, we will enlist the customer's aid in searching the space. The reason is that you are familiar with your space and know what should or should not be in your suite.
5. Based on findings from the search, a decision will be made in regards to evacuating the building.

Conducting A Search

To be proficient in searching your suite, it is advisable to use more than one individual to search any area or room no matter how small. Volunteer personnel should be solicited for this function. When a room or particular area is searched, it should be marked or sealed with a piece of tape and reported to the supervisor of that area. The following search technique is based on a two-person search team. Keep in mind, there are many variations possible and the following contains only basic techniques.

1. When the team enters a room, they should move to various parts of the room, stand quietly with eyes closed and listen for a clockwork device. Keep in mind some background noises you may hear include traffic sounds, rain, wind and building systems. If you hear a ticking sound, evacuate the area and notify your floor warden. If no device is heard, continue with the remainder of the search.
2. Divide the room into two equal parts based on the number and type of objects in the room, not the size of the room. An imaginary line is then drawn between two objects in the room indicating search areas for each individual.
3. The room will then be searched according to average height of the majority of items resting on the floor. The first search usually covers items in the room up to hip height.
4. After the room has been divided and a search height has been selected, both individuals go to one end of the room division line and start from a back-to-back position. This is the starting point and the same point that will be used on each successive searching sweep. Each person now starts searching his/her way around the room, working toward the other person and checking all items up to the selected height.
5. The second search consists of looking at items from the hip to top of your head. Follow the same steps in step 4.

6. The third search consists of looking at items from the top of your head to the ceiling.
7. The fourth search consists of checking your ceiling, ventilation ducts and ceiling mounted light fixtures.
8. After completing your search, tape a sign marked "Search Completed" on the door or door frame.

Suspicious Object Located

Personnel conducting the search should be instructed that their ONLY mission is to search for and report suspicious objects. Under no circumstances should anyone move, jar or touch a suspicious object. When a suspicious object is discovered, it is recommended the following procedures be followed:

1. Report the location and accurate description to the appropriate floor warden. This information should be relayed immediately to the command center so that emergency personnel are notified.
2. Identify the danger area and block it off with a clear zone of at least 300 feet, including floors above and below the object. Notification to customers on floors above and below the bomb location will be handled by emergency and building personnel.
3. Check to see that all doors are open to minimize primary damage from the blast and secondary damage from fragmentation.
4. Evacuate the area and do not re-enter the space until emergency personnel have deemed it safe.

Customer Evacuation

Evacuation of the building is a decision to be made by each customer or Police and Fire Department officials. If you are ordered to evacuate, please follow these procedures:

1. After the order to evacuate is given over the public address system, please proceed quickly, but calmly, to the nearest stairway exit. Do not use or rely on elevators for evacuation. All persons shall leave the area immediately. Do not take time to gather valuables, personal or business items.
2. The floor warden and alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation order. Do not attempt to re-enter the suite once an evacuation order has been given.
3. Be certain all physically challenged personnel are accounted for and that a "buddy" is with them. They should wait on the stairwell landing for the emergency personnel to arrive and take them to safety.
4. Upon arrival at the rendezvous floor designated by emergency personnel, everyone should remain in the pre-arranged area. Please do not wander the floor or leave the floor unless directed to do so.
5. The floor warden and alternate should proceed with a head count to determine if anyone is missing from their office. If someone is missing, relay this information to emergency personnel.

If you are not ordered to evacuate by officials and you choose to do so, please inform the management office to let us know your decision. We will inform the Police and/or Fire Department.

Bomb Threat Checklist

For your convenience, a bomb threat checklist is included in the front of this binder.

Please keep it near your telephone so that it is easily accessible.

IV. MEDICAL EMERGENCIES

Persons in a building may become ill or be injured from a variety of sources. In the event that someone requires medical attention, occupants should know how to request assistance. Typically, response is most effective if the authorities are called directly by dialing 911. Direct calling to medical emergency service dispatchers allows information to be given directly to a dispatcher who can relay information to responding units.

When placing a call be prepared to provide the following information:

1. Building Name: 707 17th Street
2. Street Address: 707 17th Street, corner of 17th & California
3. Nature of the emergency
4. Location of the victim
5. Be sure to let the dispatcher know if the victim is not conscious or is having problems breathing.

While a call is being placed to 911, please have another individual contact the lobby attendants at 303-295-0335. Our building personnel can meet emergency personnel upon arrival, have an elevator ready for their use and direct them to your office.

Individuals should not attempt to move or assist an injured person unless he or she has had proper training or if the victim is in danger of further, severe injury.

V. POWER FAILURE

The building is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the surrounding geographic area.

All suites and common areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure. If a power failure does occur, the following guidelines should be observed:

1. Contact the management office at 303-295-6200, during business hours. After hours, please call our lobby attendants at (303) 295-0335. Turn switches to the "off" position on equipment in your office.
2. Our emergency generator will provide power to critical systems such as elevators, emergency lighting and alarm systems.
3. If you are trapped in an elevator during a power failure, wait for assistance ~ DO NOT PANIC. Your elevator may cease operation, however, IT WILL NOT FAIL. Do not force open the doors or try to escape through the roof hatch. You may reach building personnel by using the speakerphone located to the left of the elevator door beneath the call buttons.
4. Most power failures are short in duration and will not require any special procedures. If a power failure is expected to last a significant amount of time, we will conduct an orderly evacuation of the building. The reason for this is that our emergency generator can power emergency systems such as lighting, signs, and one elevator, in each elevator bank for a limited amount of time. We will contact our customers if an evacuation becomes necessary.
5. If an evacuation becomes necessary, please notify building personnel of any individuals who may be physically challenged and require assistance.

VI. SEVERE WEATHER

In general, our region has three types of weather activity which occur on a frequent basis and for which precautions should be taken ~ severe thunderstorms, tornados and winter storms.

Severe Thunderstorms

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity. Some terms to be familiar with include:

Flood forecast: Rainfall is heavy enough to cause rivers to overflow their banks or melting snow is mixing with rainfall to produce similar effects.

Flood warning: This forecast of impending flood describes the affected river or lake, the severity of flooding (minor, moderate or major) and when and where flooding will begin.

Flash flood watch: Heavy rains are occurring or are expected to occur. A flash flood can occur without any visible sign of rainfall in the area. Be alert to a possible emergency requiring immediate action.

Flash flood warning: Flash flooding is occurring or imminent along certain streams and designated areas. Immediate movement to high ground is imperative.

Tornadoes

In the event that a tornado threat is detected, the National Weather Service will issue advisories. Tornadoes can strike anytime of the year, but are most frequent in April, May and June. Terms to be familiar with include:

Tornado Watch: This means tornadoes, severe thunderstorms or both are possible.

Tornado Warning: This means that a tornado has been sighted in a warning area. Shelter should be taken immediately.

If a tornado warning is issued for Downtown Denver, public warning will come over the radio, television or the municipal warning system. Should you see any revolving, funnel-shaped cloud, report them immediately by telephone using the 911 emergency number. Place a call to the management office if time allows.

If we receive notification of a tornado warning in downtown Denver, an announcement will be made over the public address system. The following guidelines should be observed:

1. Move away from the exterior of the building to an interior area near the center of the building such as a stairwell or an elevator lobby.
2. As you move, try to close the doors of rooms, which have windows.
3. Go to the center corridor and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATOR.**
5. Do not go to the first floor lobby or outside of the building. If you are trapped in an outside office, seek protection under a desk.

After the weather has subsided, report any damage or storm related leaks to the management office.

Winter Storms

Strong winter storms have the power to immobilize an entire region. Even areas with typically mild winters can be hit with a major snowstorm or extreme cold. Winter weather may cause power outages, blocked roads and other transportation routes and freeze-ups of building systems.

In the event that winter weather is approaching, it is advised to monitor developments by listening to weather report updates, and keep aware of information regarding closings, advisories and requests by Civil Authorities for early, staggered or delayed departures. Snow, sleet or freezing rain may make pedestrian and vehicular travel dangerous or impossible.

Some terms used by the National Weather Service to warn of winter weather conditions include the following:

Winter storm watch: Severe winter weather is possible.

Winter storm warning: Heavy snow, sleet or freezing rain is expected.

Blizzard warning: Heavy snow and winds of 35 miles per hour are expected.

Severe blizzard warning: Very heavy snow is expected with winds over 45 miles per hour and temperatures below 10 degrees Fahrenheit. Visibility can be as poor as a few yards or less.

VII. EARTHQUAKES

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only for a few seconds or for as much as a minute. If an earthquake should occur, please follow these guidelines:

1. Try to remain calm, reassure others and remain in the building. Most injuries occur as occupants are trying to exit or enter buildings.
2. Persons inside the building should move away from windows or interior glass partitions and take cover under a sturdy object, such as a desk or table. Occupants in a corridor or elevator lobby where furniture is minimal should lay face down alongside an interior partition. If you find yourself outside the building, try to get into an open area away from buildings and power lines.
3. If you are in an elevator, please don't panic. Your elevator may cease operation, but it will not fail. If your elevator cab proceeds to the nearest floor and the doors open, please exit the elevator and remain in the elevator lobby. If you find yourself trapped in an elevator, you may use the speakerphone to the left of the elevator door beneath the call buttons to reach building personnel. If this phone fails, please be assured that all elevator cabs will be checked for occupants.
4. Don't be surprised if the electricity goes out or if elevator, fire and burglar alarms start ringing, and if sprinkler systems activate. Expect to hear noise from breaking glass, cracks in walls and falling objects.
5. Remember, aftershocks may occur for the next few minutes, hours or even days.

What To Do After An Earthquake

If the public address system is working, the management office will make an announcement regarding the situation. Should this system along with the telephone system not be available, we will attempt to contact each customer by sending personnel to each floor. Keep in mind, our movement throughout the building could be compromised and may take longer to reach you. Some steps you can take to assist in the situation include:

1. Remain calm and take time to assess your situation.
2. Help anyone who is hurt, administer emergency first aid when necessary. Cover injured persons to keep them warm. Seek medical help for those who need it.
3. Check for fires and fire hazards. Attempt to put out any fires immediately if you can. (see the section on "Fire Extinguishers" in the Fire Safety Section)
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
5. DO NOT light matches, use open flames or turn on electrical switches or appliances until you are certain there are no gas leaks.
6. DO NOT touch power lines, electrical wiring or objects touching them.
7. Do not use the telephone except to call for help or to report serious emergencies (medical, fire or criminal). Jammed telephone lines interfere with emergency services.
8. Be certain that sewer lines are not broken before resuming regular use of toilets.
9. Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
10. Listen to a radio for information about the earthquake and disaster procedures.
11. Be prepared to experience after shocks.

12. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning and there may be dangers from gas leaks, electric wiring, broken glass, etc.

If you choose to evacuate the building, please be advised the situation outside the building could be worse than the situation inside. If you must leave, please proceed to an area that is likely to have minimal damage or danger such as a park or parking lot. Keep in mind your transportation routes could be severely compromised. If at all possible, remain inside the building until you can adequately assess your situation and proceed safely to your destination.

VIII. OTHER EMERGENCIES

FLOODED BUILDING

Because of the extreme danger produced from water and electrical problems, the Denver Fire Department recommends:

1. Evacuate the area to a dry safe area
3. Call the management office during business hours at 303-295-6200.
If a situation occurs after business hours, please notify our lobby attendants at 303-295-0335.

NATURAL GAS EMERGENCY

The Marriott Hotel does utilize natural gas in their lower level kitchen area. Please adhere to the following if a natural gas odor is present in the building:

1. Leave the area and notify the Denver Fire Department by dialing 9-1-1.
2. Contact Excel Energy, Natural Gas Division, at 303-623-1234 and notify them of the situation.
3. Contact the Building Management to have it investigated.
4. Do not stop to turn off anything; do not close or open anything; have all smoking cease immediately, and evacuate out and away from the building as quickly as possible.
5. The individual who discovered the gas leak should identify him/herself to the Fire Department once outside the building.

Under no circumstances is anyone to return to the building for any reason until the “all clear” is given by the Fire Department.

ENVIRONMENTAL EMERGENCY

Notify the Denver Fire Department immediately, by dialing 9-1-1 (preceded by any number or code that may be required to reach an outside line), of any chemical spill

in the building, and quickly evacuate the affected area. Then call the Building Management Office at 303-295-6200.

Those persons with knowledge of the incident need to be available to the Denver Fire Department, Building Management and/or emergency response personnel outside the building in order to answer questions. A description of what happened, where, when, and the type of product(s) spilled will be extremely valuable. If possible, try to obtain the label from the product or container.

The Denver Fire Department and Building Management will make a decision regarding how to proceed once all the facts have been received. Restrict access to area to prevent additional exposures and place exposed personnel together in a contained/controlled area. The HVAC system should be shut down to reduce exposures, both inside and outside of the building. Only when the environmental hazard is removed will the affected areas of the building be allowed to be re-occupied.

WATER INTERRUPTION OR FLOOD

Water Interruption

A temporary interruption of the water supply may result in the disruption of building services. Without water, it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires.

Flood

In the event of a flood, we will evacuate and close the affected areas of the building. Flooding can cause great harm to electrical equipment that serves the building and disrupts the sanitary water supply. If there is a slow water leak (not considered a flood) in the restroom or a customer place, please inform the Building Management Office immediately.

Because of the extreme danger generated by floods and subsequent electrical problems, in the event of an actual flood:

1. Evacuate the area to a dry and safe place.
2. Call 9-1-1 for the Fire Department.
3. Explain the location of flood and probable cause, giving the building's address.
4. Call Building Management at 303-295-6200.

Follow these same procedures should the sprinkler system release within the building.

HOSTAGE SITUATION

Report any situation involving hostages to the Denver Police Department by calling 9-1-1 (preceded by any number or code, which may be required to reach an outside line). Helpful information to give the Police Department includes:

1. A physical description of the person(s) and their location
2. Whether or not they are armed
3. The number of hostages and their location
4. After the Police have been notified, inform Building Management of the situation.

Report the presence of suspicious individuals in or about the property to Building Management. A physical description of the person and the location they were last seen will also be important information to communicate.