

Woodside Office Center Tenant Information Handbook

Section 1: Building Operations

Cushman & Wakefield U.S., Inc.

Operator for

MACH II Woodside LLC c/o Ellis Partners

Building Management Phone: 415-464-8646

Afterhours Emergency Phone: (888) 638-1729 – **To be used only during an afterhours emergency.**

Operations/Maintenance Department

Cassidy Turley Commercial Real Estate Services, Inc. d/b/a Cushman & Wakefield Property Management

The Property Management Department is responsible for handling tenant calls and service requests of the following nature:

- Emergency situations.
- Reports of temperature discomfort.
- Service and repair requests.
- Lock work and key requests.
- Light bulb/tube replacement.
- Requests for special cleaning or issues regarding existing cleaning.
- Questions concerning monthly statement.
- Special work requests.

Building Management Office

Cushman & Wakefield

100 Drakes Landing Rd Suite 210 Greenbrae, CA 94904

Hours of Operation

Monday through Friday

Open: 9:00 AM

Close: 5:00 PM

Closed: Saturdays, Sundays, and Holidays

Building Holidays

New Year's Day, President's Day, Memorial Day, July 4th (Observed) Labor Day, Thanksgiving Day, Christmas Day (Observed). Services are not provided on these days unless arranged in advance with Building Office. Please note that office may have additional holidays where services are still provided.

Custodians

Daytime custodial personnel are employed for the purpose of daytime cleaning. Custodial personnel are responsible to stock restroom supplies, police the common areas and exterior of the building, and spillage clean up as needed.

Custodians can also assist tenants by request only through the Building Office.

Cleaning Services

A responsible cleaning contractor has been contracted by Cushman & Wakefield U.S., Inc. on behalf of Ellis Partners to commercially clean your office space and all public areas. This service is conducted after normal business hours Monday through Friday.

Cleaning responsibilities include but are not limited to the emptying of trash, dusting accessible areas, vacuuming carpets, sweeping hard surface floors, and spot cleaning as necessary.

A detailed cleaning schedule can be obtained by calling the Building Office. Arrangements can be made through the Building Office for special cleaning services not included in the regular daily cleaning contract, such as carpet cleaning, ceiling cleaning, and blinds washing.

Information on **Pandemic Preparedness** can be found on 37 of this Handbook.

Deliveries

Packages, furniture and office machinery requiring the use of dollies or carts should be delivered via the Front Entrance – lower level through the Garage, between the hours of 8:00 AM and 5:00 PM, Monday through Friday. Use of the elevators during this time is on a first come, first served basis.

Any large deliveries (i.e., more than one trip on an elevator or deliveries requiring the use of elevator pads) should be made after hours **Monday through Friday.**, 3:00 PM through 6:00 AM, or

by appointment Saturday or Sunday. Contact the Building Office to reserve the Service Entrance and arrange for elevator pads to be hung in the elevator.

Building personnel are not permitted to accept deliveries of any kind (furniture, supplies, typewriters, etc.) on your behalf.

Cushman & Wakefield U.S., Inc. cannot be held responsible for deliveries made to the building lobby.

Maintenance Personnel

Daytime maintenance personnel are available for minor repairs, light bulb changes, and other related duties.

Maintenance personnel are available *by request only* through the Building Office.

There will be a minimum charge for any non-standard work performed by a maintenance person on tenant-responsible items. For billing purposes, time is calculated in 15-minute increments and charged at the then applicable hourly rate. Tenants will be asked to sign a Work Order authorizing the work to be performed.

Due to insurance requirements, maintenance personnel have been instructed that **under no circumstances will Tenants be allowed to use Building tools or equipment.**

Service and Repair Requests

The Building Office is ready to accept your service requests. In order to assure proper communication, we recommend that each tenant appoint one person in the company to relay maintenance requests to us. This can minimize communication breakdown and prevent mishandled requests.

The Building Office can accommodate most requests; however, particularly complex job requests may limit our ability to comply.

All service requests should be directed to the Building Office. They should not be relayed through a member of the Maintenance Department. Only requests registered in the Building Office will be acted upon.

Be as specific as possible when identifying the location of a problem (i.e.: the name/location of the person's office). This will help expedite service.

Service requests for non-building standard lights or work outside the scope of Landlord's normal responsibilities are at the Lessee's expense. Labor and material rates are available upon request from the Building Office.

Gratuities

Employees of Cushman & Wakefield U.S., Inc. have been instructed by Management not to accept gratuities or gifts. Tenants are requested not to offer gratuities to maintenance, custodial, or office personnel of Cushman & Wakefield U.S., Inc. Your cooperation will help us insure equal treatment and service for each tenant.

Tenant Contact Person

We ask each tenant to appoint one person to act as liaison with our staff. This will minimize duplicate service requests from within the same office. Ideally, this contact person will be the only person authorized to make requests. Please designate a back-up contact person to fill in during vacation or illness.

Typical requests would be:

- Temperature adjustment.
- Replacement of burned out light bulbs.
- Requests for special cleaning or complaints regarding existing cleaning.
- Requests including changes in the physical space or changes with locks and keys.

It is important that we have the home phone number of the tenant contact person and the back-up contact person so that we can notify you of any after-hours emergency. These phone numbers are given to management only and are held in the strictest confidence.

We would appreciate your appointment of these individuals and due notification so we may acquaint him/her with our operations.

Please fill out and submit the forms at the end of this document.

Solicitors

Out of respect for your privacy, we do not allow solicitation of any kind within the Office Building Project. We would appreciate your help in this regard by notifying the Building Office of any solicitors within your office.

Phone: (415) 464-8646

Lost and Found

As there is no on-site office, if you find something or lose something, please report to the office and we will assist by sending a message to tenants regarding the item.

Directory Changes

Any changes to the Building Directory Kiosk must be requested in writing through the Building Office.

Insurance

Ellis Partners, Mach II Woodside, LLC and Cushman & Wakefield U.S., Inc. cannot insure tenant's personal property against loss or damage.

It is the tenant's responsibility to obtain and pay for insurance covering office furniture, business equipment, etc.

We recommend that you check your insurance coverage to assure that you have sufficient coverage for all of your personal possessions housed in the building.

Ellis Partners, Mach II Woodside, LLC and Cushman & Wakefield U.S., Inc. cannot insure cars or personal property left in cars in the parking areas. Please inform all personnel that they are responsible for their own belongings (i.e.: stereos, radar detectors, packages, etc.).

Vendor Insurance

Ellis Partners, Mach II Woodside LLC and Cassidy Turley Commercial Real Estate Services, Inc. d/b/a Cushman & Wakefield require that any vendors entering the building on behalf of tenant must have a current certificate of insurance on file with the Building Office. Please contact the Building Office with the name and number of the vendor and the work that they are contracted to complete.

Elevator Secure Mode

From time to time you may require the services of an outside contractor for work not performed under the Lease. If it is necessary that the contractor work in your space after Building Office business hours, or on Saturday or Sunday, you must have approval from the Building Office.

Rental Payments

Checks should be made payable to MACH II WOODSIDE, LLC and mailed to:

MACH II WOODSIDE, LLC
c/o Cushman & Wakefield U.S., Inc.
1390 Timberlake Manor Parkway, Suite 230
Chesterfield, MO 63017

Statements showing recurring monthly charges, as well as any non-recurring charges for keys, materials, repairs, remodeling, or other services authorized in writing by your company through the Building Office will be mailed to you on or before the first of each month. **The statements are sent as a courtesy and rent payments are due by the first of each month or as specified in your lease.** If you require ACH or Wiring Instructions please contact the Building Office.

Tenants should contact the Building Office immediately upon receipt of the monthly statement if there are any questions regarding the amount(s) due for the current period.

Leasing/Marketing Department

Cushman & Wakefield – Whitney Strotz
Larkspur Landing
Larkspur, CA 94939
415-451-2406

Please contact the Leasing/Marketing Office for any information related to leasing additional space or referring someone to us who may be interested in leasing office or industrial property in the San Francisco metropolitan area.

Building Rules and Regulations

The following are the Lessor's Rules and Regulations which are referred to in the Lease, and the Lessee agrees that its employees and agents, or any others permitted by Lessee to occupy or enter Premises, will at all times abide by them.

VIOLATION OF THESE RULES CAN RESULT IN A DEFAULT OF THE LEASE.

Lessor shall not be liable for the non-observance of said rules and regulations by any other tenant. The following rules and regulations shall apply to the Premises, the Office Building Project, and the appurtenances thereto:

1. Lessee shall not suffer or permit the obstruction of any Common Areas, including driveways, walkways and stairways.
2. Lessor reserves the right to refuse access to any persons that Lessor in good faith judges to be a threat to the safety, reputation, or property of the Office Building Project and its occupants.
3. Lessee shall not make or permit any noise or odors that annoy or interfere with other lessees or persons having business within the Office Building Project.
4. Lessee shall not keep animals or birds within the Office Building Project, and shall not bring bicycles, motorcycles or other vehicles into areas not designated as authorized for same, except for assistance dogs for the disabled, or wheelchairs or electric or motorized vehicles for individual transport of disabled persons.
5. Lessee shall not make, suffer or permit litter except in appropriate receptacles for that purpose.

6. Lessee shall not alter any lock or install new or additional locks or bolts on the doors or windows of the Premises.
7. Lessee shall be responsible for the inappropriate use of any toilet rooms, plumbing or other utilities. No foreign substances of any kind are to be inserted therein.
8. Lessee shall not deface the walls, partitions or other surfaces of the Premises or Office Building Project.
9. Lessee shall not suffer or permit anything in or around the Premises or Building that causes excessive vibration or floor loading in any part of the Office Building Project.
10. Furniture, significant freight and equipment shall be moved into or out of the building only with the Lessor's knowledge and consent, and subject to such reasonable limitations, techniques, and timing, as may be designated by Lessor. Lessee shall be responsible for any damage to the Office Building Project arising from any such activity.
11. Lessee shall not employ any service or contractor for services or work to be performed in the Building, except as approved by Lessor.
12. Lessor reserves the right to close and lock the Building on Saturdays, Sundays and legal holidays, and on other days between the hours of 6:00 P.M. and 7:00 A.M. of the following day. If Lessee uses the Premises during such periods, Lessee shall be responsible for securely locking any doors it may have opened for entry.
13. Lessee shall return all keys at the termination of its tenancy and shall be responsible for the Cost of replacing any keys that are lost.
14. No window coverings, shades or awnings shall be installed or used by Lessee other than the Building standard windows shades.
15. No Lessee, employee or invitee shall be allowed upon the roof of the Building, except as permitted by special mention in the Lease.
16. The Building is designated as a non-smoking facility. Lessee shall not suffer or permit smoking or carrying of lighted cigars or cigarettes in areas reasonably designated by Lessor or by applicable governmental agencies as non-smoking areas.
17. Lessee shall not use any method of heating or air conditioning other than as provided by Lessor.
18. The Premises shall not be used for lodging or manufacturing, cooking or food preparation (microwave ovens for Lessee's personal use excepted).
19. Lessee shall comply with all safety, fire protection and evacuation regulations established by Lessor or any applicable governmental agency.

20. Lessor reserves the right to waive any one of these rules and regulations, and/or as to any particular Lessee, and any such waiver shall not constitute a waiver of any other rule or regulation or any subsequent application thereof to such Lessee.
21. Lessee assumes all risks from theft or vandalism within the Premises and agrees to keep its Premises locked as may be required.
22. Lessor reserves the right to make such other reasonable rules and regulations as it may from time to time deem necessary for the appropriate operation and safety of the Office Building Project and its occupants. Lessee agrees to abide by these and such rules and regulations.

Additional Rules and Regulations:

23. No Lessee, or any person or firm associated with the Lessee, shall at any time bring or keep upon the Premises any flammable, combustible or explosive fluid, chemical or substance other than typical office cleaning supplies.
24. Lessee shall immediately notify Lessor and the Building Office of any serious breakage, sickness, fire or disorder which comes to Lessee's attention, either in a tenant area or in any common area of the Building.
25. IMMEDIATELY, upon hearing the fire signal, each person will:
 - a. Pick up wearing apparel and personal belongings; do not carry umbrellas or other large objects with you.
 - b. Walk – DO NOT RUN-to the nearest stairway, enter, and proceed to exit the Building. Do not use the elevators. Do not linger. Keep moving.
 - c. You will be advised when it is safe to re-enter the Building. Anyone discovering a fire will follow the directions posted on each fire alarm box, and then station himself or herself outside the Building to direct the responding fire equipment to the location of the fire.
26. Lessee shall not permit the use of any device or instrument within its Premises that would be disturbing to normal sensibilities of other tenants. This includes sound reproduction systems, television sets, phonographs, radios or excessively bright, changing, flashing, flickering or moving lights, which are audible or visible beyond the confines of Lessee's Premises. No Lessee shall make any unseemly or disturbing noises or disturb or interfere with occupants of the Office Building Project or neighboring buildings or Premises or those having business with them, whether by the use of any musical instrument, radio, talking machines, whistling, singing or in any other way. No

Lessee shall throw anything out of the doors or window or down the corridors or stairs of the Building.

27. Lessor will not repair or maintain suite finishes which are non-standard, such as kitchens, bathrooms, wallpaper, special lights, etc. However, should the need arise for repairs of items not maintained by Lessor, Lessor will, upon request, arrange for the work to be done at Lessee's expense.
28. Lessee is responsible for care and maintenance of its own fire extinguishers, the number and size being determined by the code of the City of NOVATO. Such extinguishers shall be checked and recharged annually at Lessee's expense.
29. The use of space heaters is strictly prohibited in the Office Building Project for fire and life safety reasons. The Lessor will remove any space heaters found in the Building.

Parking Rules and Regulations

1. Parking areas shall be used only for parking by vehicles no longer than full size, passenger automobiles, light trucks or SUVs, herein called "**Permitted Size Vehicles**".
2. Lessee shall not permit or allow any vehicles that belong to or are controlled by Lessee or Lessee's employees, suppliers, shippers, customers, or invitees to be loaded, unloaded, or parked in areas other than those designated for such activities.
3. Lessor reserves the right to reasonably allocate parking spaces between compact and standard size spaces, as long as the same complies with applicable laws, ordinances and regulations and to allocate and assign parking spaces among Lessee and the other tenants of the Building or to restrict the use of certain parking spaces for certain tenants.
4. Users of the parking area will obey all posted signs and park only in the areas designated for vehicle parking.
5. Unless otherwise instructed, every person using the parking area is responsible for parking and locking his or her own vehicle. Except as provided in the Lease. Lessor will not be responsible for any damage to vehicles, injury to persons or loss of property, all of which risks are assumed by the party using the parking area.
6. The maintenance, washing, waxing or cleaning of vehicles in the parking area is prohibited.
7. Lessee shall be responsible for seeing that all of its employees, agents and invitees comply with the applicable parking rules, regulations, laws and agreements.
8. Lessor reserves the right to amend or modify these rules and/or adopt such other reasonable and nondiscriminatory rules and regulations as it may deem necessary for

the proper operation of the parking area. Any modification, amendment, or supplement to the Rules and Regulations shall be binding upon Lessee ten (10) days after Lessor's deliver of notice of such change to Lessee.

9. Such parking use as is herein provided is intended merely as a license only and no bailment is intended or shall be created hereby.

Additional Parking Rules

10. No disabled vehicle, automobile, truck, trailer, or bicycle shall be left on the Office Building Project for more than forty-eight hours without Lessor's consent. In the event that this rule is not complied with, the Lessor shall have the right to tow away said vehicle at the expense of the Lessee without notice.
11. Tenant agrees to supply upon request a list of all employees and their respective automobile type and license plate numbers for Lessor's file. Lessee also agrees to update this list no more than twice per year upon Lessor's request.

Security

Good office security requires everyone's cooperation. For your protection, please help by observing the following:

- Never leave your reception area unattended.
- Corridor doors should be closed at all times. Be certain that all doors are locked when you close your office or leave the reception area unattended. Be particularly vigilant before or after normal working hours, and during lunch and coffee break periods.
- Advise employees never to leave purses or other valuable items on or under desks. Cash, stamps, blank checks, and portable dictating equipment should be secured in locked cabinets or desks.
- It is suggested that all items of value should be engraved where the engraving can be easily observed without dismantling the object. This greatly increases the risks burglars and thieves must take to steal your property.
- If an employee leaves your firm under adverse conditions without turning in his/her keys, notify the Building Office at once to request rekeying the locks. (This service would be a charge to your company.)
- Be suspicious of people who might enter your office area to ask for directions or to fill out job applications.

- Out of respect for your privacy and building security, OWNER NAME and Cassidy Turley Commercial Real Estate Services Inc. d/b/a Cushman & Wakefield prohibit solicitation in its buildings. Please notify the Building Office whenever there are any solicitors in your building.
- Demand to see proper identification of anyone who represents himself as a public utility employee, cleaner, etc., before giving the person access to any areas of the building under your control.
- Report any malfunctioning lock or door closer immediately to the Building Office.

After Hours Security

The management personnel have been instructed that under no circumstances shall they ever unlock a tenant's door, or grant access to any tenant or employee, tenant contractor, or tenant vendor. Please arrange for an authorized employee to provide access for such people.