



1801California

1801 California Street, Denver, CO

| TenantHandbook

Everything you need to know about your home away from home

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Introduction

Welcome

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Information Guide (the "Guide") for the exclusive use for the tenants of 1801 California. It will assist you in becoming familiar with the features, facilities, operating procedures and the staff who provide services to the Building.

We at Brookfield consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to *outstanding* service.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

The most current copy of the Guide will always be located on our website at <https://www.mytenantapp.com/properties/denver-1801-california/> under the "Tenant Handbook" section of the "myProperty" tab.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Guide or about the Building.

Brookfield Privacy Statement

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

Our Privacy Principles

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

Information We May Collect

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

Brookfield Privacy Statement (Continued)

Information Disclosure

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

Your Awareness and Permission

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

Brookfield Protects Customer Information

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

For More Information

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to privacyofficer@brookfield.com.

Management Office and Operations

Management Office

As the managers of 1801 California, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the Property Management Office and we will be happy to assist you, where at all possible.

1801 California Building mailing address is as follows:

Brookfield Properties
1801 California St., Suite 200
Denver, CO 80202

The Property Management Office hours and telephone numbers are:

Monday to Friday: 8:00 a.m. to 5 p.m.

Phone: 303-383-1801

Management Directory

General Manager

Michelle Brown

Phone: 303.382.8402

Email: michelle.brown@brookfieldproperties.com

Property Manager

Laura Cain

Phone: 303.382.8403

Email: laura.cain@brookfieldproperties.com

Assistant Property Manager

Penfield Belton

Phone: 303.382.8407

Email: penfield.belton@brookfieldproperties.com

Property Assistant

Martin Cunningham

Phone: 303.382.8405

Email: martin.cunningham@brookfieldproperties.com

Administrative Assistant

Kyler Epperson

Phone: 303.383.1801

Email: kyler.epperson@brookfieldproperties.com

Chief Engineer

Spencer Frank

Phone: 303.382.8404

Email: Spencer.Frank@brookfieldproperties.com

Security Director

Bryon McDaniel

Phone: 303.595.7029

Email: Bryon.McDaniel@brookfieldproperties.com

Leasing Agent

Nick Pavlakovich

Phone: 303.813.6438

Email: nick.pavlakovich@cushwake.com

Hours of Business Operation

Office Towers

Monday to Friday 6:00 a.m. to 6:00 p.m.
After hours, weekends and holidays have r estricted access (access cards only).

Building Entrances

Monday to Friday 6:00 a.m. to 7:00 p.m.

Statutory Holidays

Unless otherwise stipulated in your lease, the designated statutory holidays for the Building are:

New Year's Day	Memorial Day	Independence Day	Labor Day	Thanksgiving Day	Christmas Day
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Leasing Information

For information regarding additional office space requirements, please contact Nick Pavlakovich at nick.pavlakovich@cushwake.com.

For information regarding available storage in the building, please contact the Property Manager and you will be provided with applicable rates and space availability.

Emergency Numbers

Emergency 911

(When dialing from an internal telephone system, you may have to dial "9-911")

Poison Centre

1.800.222.1222

Local Business Directory

For your convenience, we have compiled a directory of businesses located in the surrounding area that may be of service to your company.

Banks

Bank of the West - 303.202.5535
Bank of Colorado - 303.308.0000

Taxi Cabs

I Am Yellow Cab - 720.865.2740

Hospital

Saint Joseph Hospital - 303.812.2000

Retail Tenants

Guard and Grace
<https://guardandgrace.com> 303.293.8500

1801 Eatery http://www.1801eatery.com	303.297.1940
Ink! Coffee https://www.inkcoffee.com/	303.295.1140

Tenant and Building Services

Corporate Environmental Profile

The Brookfield Properties Office Division is part of the larger Brookfield Properties global real estate services company that provides best in class management and development capabilities on behalf of Brookfield Asset Management. As such, we are proud that the environmental performance of our portfolio directly contributes to Brookfield Asset Management's Environmental, Social, and Governance best practices. Visit the Brookfield Asset Management 2018 ESG Report to learn more about the positive impacts we are helping to make.

Angus Anywhere

<http://www.ng1.angusanywhere.com/tenant/Trizec/Brookfield/default.aspx>

Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your Property Manager is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the Service Portal via Angus Anywhere online system at:

<http://www.ng1.angusanywhere.com/tenant/Trizec/Brookfield/default.aspx>

Tenant Insurance Requirements

Tenants are always required to have an updated/compliant COI on file with building management.

Events

Tenant events are allowed if thorough communication with building management is maintained. Depending on the event, certain precautions will need to be taken to make sure the building is not liable for any damages or incidents that may occur. Please contact the management office for more information regarding future tenant events at 1801 California.

Signage

Signage for tenants is available and can be done through vendor help and building management. Contact the Management Office for logistics/pricing.

Smoking Policy

Smoking/vaping of any kind is prohibited at 1801 California. Please make sure to stay off building property and smoke/vape on the public streets surrounding the building.

Moving and Delivery Guidelines

Moving and Deliveries of large/bulk items needs to take place outside of normal business hours (9 a.m. and 3 p.m.). Vendors will need to have a Vendor Access form submitted as they're required for vendors. Please contact the Management Office to get the appropriate forms.

Loading Dock Location, Hours of Operation and Deliveries

Loading dock entrance is on 18th St between California and Stout St (on the right side of the street). Dock is open 6 a.m. – 6 p.m. After Hours form will need to be submitted for any arrivals and/or deliveries outside of normal business hours.

Parking Location, Operation Hours and Charges

The parking garage is managed by **SP+**. If you have any parking queries, please contact SP+ directly.

Address: 1890 Stout St, Denver, CO 80202
Phone: 303.292.6126

Additional Services

We offer a conference center, a fitness center, electrical vehicle charging station, and electronic recycling. Please contact the Management Office for more information regarding these services.

Lost and Found

Please take all lost and found items to front desk security to be stored safely.

Bicycle Racks

As a tenant of 1801 California, you are welcome to use the Bike Cage located at the dock. Please note, you must walk your bicycle down the ramp and to the bicycle rack. You must sign a waiver that indemnifies BPREP 1801 California Street Owner LLC, their parent companies, subsidiaries, partners, officers, agents, and employees, from and against any and all claims, demands, costs, and expenses for property damage, theft, or personal injury, arising out of or in connection with the use of the bike cage in the 1801 California dock for the parking of bicycles.

Accessibility

We have wheelchair accessibility on 18th St entrance and at our Stout St entrance.

Brookfield's ADA Actions

Brookfield Properties is committed to the removal and prevention of barriers to accessibility, and to meeting the accessibility needs of its employees, tenants, customers, members of the public, and other third parties who have disabilities, in a timely manner.

Customer Feedback Process

If any issues arise regarding accessibility, tenants and visitors are encouraged to email accessibility@brookfield.com with any questions or concerns they may have.

This helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter or in person at our Management Office. In all cases, an Accessibility Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavor to provide a response within 24 hours.

Security and Life Safety

Building Security

The security and safety of the tenants of the Building are one of our highest management priorities. Security can be reached at 303.893.9345.

Security Guard Coverage

Security officers are on duty throughout the property and garage twenty-four hours a day, seven days a week. The Building also employs electronic surveillance devices throughout certain common areas. Two-way radio communication between the Management Office, Security Console and property staff provide quick response to any issue.

Access Control

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the building is restricted. 1801 California is open to tenants at all times via card access. During times the building is closed, only tenant employees using their security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper authorization are referred to property security at all other times.

After Hours Access for Contractors

To gain access to the building after-hours and on non-business days, tenants must submit a Vendor Access Form and a current Certificate of Insurance (COI) for the vendor requesting access. Please contact the Management Office for more information regarding these procedures.

Brookfield Emergency Alert System

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency notifications to a dashboard that 1801 California can monitor in house.

Locksmith Services

Keys will be provided upon move-in. All additional locks, keys and lock changes must be installed by our preferred locksmith. A fee is charged for this service and is billed as an extra service. No additional locks will be allowed on any door without written permission of landlord. All key and lock requests should be submitted using the Angus work order system. There is a charge for damaged or lost access cards.

Additional Security Services

Tenants may require security services in addition to those typically provided on a day-to-day basis by security personnel. If extra security measures are required, the tenant should call the Property Manager to discuss these needs and the best way to fulfill them.

Security Escorts

Security will provide escorts to vehicles and public transportation within a one block radius. Due to the nature that security has other tasks this service may require a waiting time as it is on a first come first serve basis and cannot be scheduled. Please inquire at the lobby desk or with Central Operations at 303.893. 9345.

Theft

To prevent unauthorized removal of material or equipment from the building, the "Property Removal Authorization" form, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. The form should be submitted to the Property Management Office to confirm the authorized tenant representative. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

If property belonging to a tenant, employee, or visitor is stolen, notify the Denver Police Department and the Property Management Office immediately. (After normal business hours, the call will be automatically forwarded to Central Operations.) A security officer will respond as quickly as possible to take an incident report and assist the Denver Police Department.

Incident Reports

All incident reports will be filled out on-site from a security guard and filed for reference. Incident reports will be passed along to the appropriate person in charge to handle the investigation of each report.

Solicitation

For the privacy of our tenants, solicitation and hand-billing is not allowed in 1801 California. To report solicitation, please call the Property Management Office.

Suite Security Measures

- Valuables such as women's purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet - put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage - 30 minutes just after opening and before closing - when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.
- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost, change the lock. All re-keying must be done through the Property Management Office.
- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.
- Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as radios, pocket calculators, pens and desk ornaments.
- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.
- Serial numbers of all important corporate items should be recorded to aid police in recovering property in the event of loss or theft.

Emergencies

Power Failure

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. In the event of a power outage, remain CALM and call the Property Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system. During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

Elevators

Once emergency power is activated, each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. One elevator per bank is available for use during a power outage, with use restricted to emergency personnel. In the unlikely event of a power loss, announcements will be made providing regular updates via the Fire Alarm System.

Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

Bomb Threat

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

1. Remain calm.
2. If the threat is via telephone try to keep the caller talking as long as possible.
3. Ask the person to repeat the message.
4. Write down the message and obtain as much relevant information as possible. Below are some of the items you want to identify along with other information which will aid in an investigation:
 - a. Time the call was received?
 - b. When is the bomb due to explode?
 - c. Identification of the caller?
 - d. Why was the bomb put there?
5. Try to recall every statement made by the caller and find out as much as possible about the caller. For example:
 - a. Sex
 - b. Age
 - c. Voice characteristics (educated, low, high-pitched, accent)
 - d. Speech (fast, slow, nervous, slurred throat drinks or drugs)
 - e. Manner (calm, angry, hysterical, humorous)
 - f. Background noises (road traffic, music, giggling, aircraft)

Fire Alarm Systems

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that will include the activation of the evacuation tone and strobes lights on those floors, the release of the stairway re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Evacuating Endangered Occupants and Fire Drills

Brookfield prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors and employees. This is accomplished through fire and life safety education, as well as planning for emergencies. It is important that each tenant and their employees be familiar with emergency exits, equipment, evacuation plans, and well informed on all issues related to fire and life safety. Tenants are given materials and are educated in response procedures for both fire and non-fire related emergencies. Fire Drills are conducted twice a year and an emergency action plan (EAP) drill is conducted annually. We also hold seminars for building staff and tenant representatives. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

Medical Emergencies

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

Janitorial and Cleaning

Daily Services

This is specific to each tenants' lease. Please contact the Management Office for more information regarding your daily cleaning schedule.

Special Cleaning Services

Commercial Cleaning Systems (CCS) can accommodate a wide variety of special cleaning services and should be contacted directly regarding any additional cleaning services you may want. Please feel free to contact them via phone 303.733.8997 or website <https://ccsbt.com/>.

Central Building Services

Heating, Ventilating and Air Conditioning (HVAC)

HVAC schedule is from 6 a.m. to 6 p.m. Mon-Fri and 8a.m. to 2p.m. on the weekends. HVAC can be changed upon request by tenants via work orders through Angus. HVAC cannot be sectioned off across the floor.

Elevators

There are 4 elevator banks that make up 1801 California.
A Bank services floors 2-13
B Bank services floors 15-26
C Bank services floors 27-39
D Bank services floors 39-52

Lighting Control/Light and Ballast Replacements

Lighting schedules can be altered just as HVAC can. A work order will allow engineering to change the schedule upon tenant request.

Specialty Lighting

Tenants can change their lighting within their suite if it follows code. Contact the Management Office to make sure any alterations are approved.

Telephone, Internet and Cable TV

Conference rooms and lobby have Wi-Fi that can be connected to. Please see front desk security if there are any issues with connecting.

To install new cabling please contact Summit Riser at 1.866.778.6648.