

**The Monadnock Building**

# **TENANT HANDBOOK**

Updated 10/2007  
685 Market Street  
San Francisco, California

## INTRODUCTION

### Overview

*Cushman & Wakefield manage the Monadnock Building on behalf of the Prudential Insurance Company of America. The information presented in this Tenant Information Package is intended to familiarize you with our building, staff and services. Please take the time to review it thoroughly and retain it in a convenient place for future reference. If there is any additional information you need, do not hesitate to contact us.*

The Monadnock Building opened its doors for business in 1907, having withstood the great San Francisco earthquake and fire of 1906 while under construction. The Monadnock Building survived the earthquake because it was the first steel frame, concrete encased building erected in San Francisco. The Monadnock Building, which over time was home to the executive offices of the nation's largest railroads, a Prohibition-era speakeasy and a legendary jazz club, flourished for decades until falling into disrepair in the latter half of the century. In 1977, the then-owner, unwilling to renovate the building, was persuaded by the architectural firm of Whisler-Patri to sell the building rather than tear it down. The Monadnock Building was sold to a private investor who subsequently sold it to the AT&T pension fund in 1986. The Monadnock Building was then completely renovated, modernized and restored to its original grandeur by the architectural firm of Whisler-Patri and Charles Pfister. The Monadnock Building is now an historical landmark building. It is centrally located in downtown San Francisco, with close proximity to the North Financial District, Union Square and the Moscone Convention Center. As one of the premier Class B buildings in San Francisco, the Monadnock Building has excellent accessibility to all forms of public transportation, including BART, MUNI, and the historic Street Cars that run from Fisherman's Wharf to the Castro.

## *GENERAL INFORMATION*

### Management Office

Office Hours: 8:30 a.m. to 5:30 p.m., Monday through Friday.

Any questions, comments or requests regarding any service rendered by the Management Office for the benefit of the tenants will be promptly handled by calling the Management Office. The Property Manager can be contacted by calling (415) 344-0004 ext.14 or the Assistant Property Manager can be contacted at ext. 11, between the hours of 8:30 a.m. to 5:30 p.m., Monday through Friday. The Property Manager can also be reached at any time by calling the Security Desk at 344-0004 ext. 12.

All rent checks should be sent to the address that is printed on your monthly rent statements. These statements are sent as a courtesy only. Rent is due on or before the first of the month. Questions regarding rent payments should be directed to the Management Office.

## *BUILDING HOURS*

The Monadnock Building is open:

Monday through Friday	6:00 a.m. to 9:00 p.m.
Saturdays	9:00 a.m. to 5:00 p.m.
Sundays	12:00 p.m. to 4:00 p.m.

HVAC hours run Monday through Friday, 7:30 a.m. to 6:30 p.m. The building does not have central air-conditioning, but rather, above ceiling heat exchangers spread throughout the floors. Extra hour HVAC is available at the prevailing rate.

## *LIFE SAFETY SYSTEMS*

The Monadnock Building is equipped with life safety systems to protect life and property in the event of an emergency. The building incorporates a fire sprinkler system, with the water flow monitored by an outside alarm company. In the event of a fire, the sprinkler heads in the affected area will discharge. With the first water flow signal; the San Francisco Fire Department will be dispatched to the building in approximately three to five minutes.

The building also has a local fire alarm. Unless you have been advised that a test is in progress, you should follow pre-established evacuation procedures when you hear the alarm. Upon occupancy, new tenants will receive Life Safety training from Building Management; for existing tenants, refresher-training sessions can be scheduled at anytime by contacting the Management Office.

The halls and stairwells, which provide direct access to the street level, are made to withstand a fire for one hour. The building is also equipped with ABC type fire extinguishers located in the hallways and in the kitchens of most suites. Please familiarize yourself with their locations. If you would like a brief training session on the use and handling of these fire extinguishers, please contact the Management Office.

These safety systems are designed to save lives, prevent injuries and loss of property. Still, your own safety may depend on your orderly and rational conduct if an emergency should occur.

### ***BUILDING SECURITY***

The Monadnock Building has 24-hour security coverage, with a guard station located in the lobby. The lobby doors are unlocked during normal business hours.

It is essential to the safety of all tenants that any suspicious person(s) be reported to Security as soon as possible. If an employee encounters a person who is wandering or causing a disturbance, he or she should contact the security desk immediately by dialing 415/344-0004 x12 or calling Security on their cell phone at 415/850-1198. Obtaining a thorough description can be extremely helpful in identifying an individual to Security or the police.

**REMEMBER:** It may not be safe for a single person or someone who feels threatened to confront an offending individual. If an individual appears to be unlawfully entering a space and/or poses a threat to a person's safety, **IMMEDIATELY** contact the police by dialing 911. Then, if time permits, contact our Building Security as well.

### ***CARD KEY ACCESS***

Before and after normal business hours (see Building Hours section above), all office tenants will need a building-issued card key to access their space.

Access to the building lobby will be facilitated through the use of a card key reader. Access to floors 2-10 will be restricted by card key in the single passenger elevator that will remain functioning after hours. Tenants will still need to retain suite keys to access their space. The guard will not lend out suite keys to tenant space without prior authorization, so both suite keys and card keys must be provided to employees who will access the space after hours.

When exiting the building after-hours, it is important that your employees key-out on the reader built into the security desk. Visitors will be asked to sign-out in our

guest register. This will allow us to keep accurate records of who is physically present in the building in case of an emergency.

The maintenance of the card keys is the responsibility of a designated tenant administrator. Online administration of the keys is facilitated through the website [www.onefacility.com](http://www.onefacility.com). If a card key is lost or stolen, tenants must contact their tenant administrator to have the key disabled.

Lost card keys will be subject to a \$25.00 replacement charge.

## *PROPERTY REMOVAL*

Personal belongings should be placed in a secure, locked area at all times. It is important that any loss of property be reported immediately.

To further regulate the removal of property from the building, the following system has been implemented with security:

Tenants wishing to remove large items from the building must have their tenant administrator put a notice in [www.onefacility.com](http://www.onefacility.com) for the Guard to verify.

Every time property of a questionable nature is removed from the building, security will check for permission to remove the property. If permission is not found, security will attempt to contact your tenant administrator by telephone. If we are unable to verify authorization of the property removal, we will ask tenants to delay the property removal until such time that we can confirm authorization.

Security will not ask for passes from regular delivery agents, for packages from couriers, or for shipments usual to your business, occurring within normal business hours, and if the delivery agents are recognizable to the security officers. Items that security will NOT ask for a pass to inspect include: bags, coats, laptops, bicycles, or any other personal items of a non-suspicious or mundane nature.

The purpose of this program is only the refinement of a normal security measure. The security of your personal belongings at work remains first and foremost your own responsibility. We cannot accept any liability through your participation in this program for items that may go missing in your suite or for other breaches of security that occur.

Please be sure to lock your suite door before exiting for the evening.

## *STAIRWELLS*

The stairwells are for emergency exiting only and are not intended for floor-to-

floor use. For tenant security, stairwell doors are locked from the stairwell side. Once you enter the stairwell, you may exit only at the street level. Blocking open the stairwell doors is a fire code violation and compromises the integrity of the building's life safety systems.

### *DISABLED PERSONS*

Please advise us of any special requirements for disabled personnel, or persons who may require assistance in the event of an evacuation.

If assistance is required to enter the building, ring the buzzer located to the right of the building's main doors. A security officer will respond quickly.

When the building's main doors are locked and the guard has toured out of hearing range, call his cellular phone (415/ 850-1198) from the public telephone in front of the building.

The fire alarm for this building is a timed **honking sound** or flashing strobe light; these signal an evacuation of the building. Leaving all prosthetic equipment behind, proceed to the northeast stairwell with the assistance of an aide for the disabled. (The northeast stairwell, located off each elevator lobby, has the largest landing area.) **Do not attempt to use any elevator during a fire alarm as they will not be available for your use;** direct your aide to walk downstairs to notify Security of your location. The S.F.F.D. may or may not choose to relocate you, but their plan is to assure that you are safe behind fire-fighting lines.

The elevator lobbies on each floor are refuge areas for the disabled. Also, wheelchair-accessible toilets are available in each restroom.

### *MESSENGERS, PICK-UPS, AND DELIVERIES*

Bonded messengers (i.e., UPS, Federal Express) are allowed to make deliveries to the floors. Any other large deliveries i.e. furniture, copiers and an abundance of file boxes will need to be scheduled so that we can ensure the availability of the freight elevator. These deliveries must occur via the sidewalk elevator located on Stevenson Street. If a delivery will take more than 20 minutes it will need to be made before or after regular business hours. (Before 6:00 a.m., after 6:00 p.m.)

Prudential Insurance Company of America requires that Cushman & Wakefield retain a copy of each supply/delivery vendor's certificate of insurance and keep a record of it in the Building Office. Because of these requirements we can not permit any deliveries until we have the proper insurance certificate on file.

## *MOVING FURNITURE AND FREIGHT ELEVATOR USE*

The freight elevator will be available for tenant use by appointment only. Arrangements can be made by contacting the Management Office

Furniture movers will be required to provide protection for all existing improvements including, but not limited to, the floors, walls, carpeting, and elevator and door openings. The cost to repair any damage will be the responsibility of the Tenant.

## *MOVE IN / MOVE OUT*

Tenant moves into and out of the Building, must be scheduled through the Building Office a minimum of one week in advance. Such moves must be scheduled after 6 p.m. weekdays or on weekends. All pertinent information regarding a tenant's move must be given to the Building Office and include the date, time, and the name of the moving company. Please have your moving company contact the Building Office to discuss insurance requirements.

## *JANITORIAL SERVICE*

At the close of each business day, experienced personnel will vacuum, sweep, dust and generally clean every office and all public areas of the building in compliance with specifications established by building management and by the tenant's lease. The regular maintenance program also provides for periodic washing of the windows and periodic cleaning of areas not reached during the daily routine. For emergency cleanup and/or trash overlooked by the night janitor, contact the Building Office.

If additional or special janitorial services are required, contact the Building Office.

## *TRASH REMOVAL*

Trash is removed from your office space nightly, Monday through Friday. If you want to dispose of material that is not in a trash container, it should be clearly marked as "Trash." However, as a precaution, do not leave anything on the floor near the trash can that you do not want discarded. Tenants having large quantities of trash to remove, i.e., old forms, bulky items, etc. can call the Building Office for removal.

The building participates in a recycling program with Golden Gate Disposal. The Building Office will provide appropriately marked boxes or bins for your suite. The janitors will pick up white paper, mixed paper, cans and bottles, and broken down cardboard.

## *AIR TEMPERATURE CONTROL*

The Building Engineer regulates air temperature and airflow. Since the position of the sun, amount of cloud cover and outside temperature will affect the interior temperature, maintaining optimum comfort levels for all tenants can be challenging at times. Building standard temperature ranges from 68 to 76 degrees. Should the air in your office deviate from a comfortable range, please advise the Building Management promptly.

## *LIGHT REPLACEMENT*

Our maintenance personnel provide light replacement. For service, call the Building Office. In order to conserve energy, we encourage you to review your lighting requirements periodically to determine where energy savings are possible. Should you find that you have excess illumination in your suite, please call so that the engineer may evaluate what changes can be made. When exiting your office in the evening, please be sure that all lights are turned off.

## *TENANT SERVICES*

All calls for tenant services must come through an authorized tenant representative. Any request for maintenance or services above and beyond those agreed upon in the tenant's lease will be recorded on a tenant service work order that will accompany the employee or vendor performing the service. Upon completion, your signature will be requested for chargeable services including: keys, furniture moving, special cleaning and special light bulbs.

If a major project is requested that requires the assistance of an outside contractor, the Building Office will solicit bids, submit the best one for the tenant's approval and oversee any subsequent work activities. There will be a management fee charged to the tenant for such projects, which will be quoted in the proposal submitted for approval.

The following is a partial listing of additional services available to tenants (prices are subject to change):

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| 1. HVAC for extra hours         | \$65 per hour  |
| 2. Engineering services         | \$35 per hour  |
| 3. Additional janitorial        | \$25 per hour  |
| 4. Additional security guard(s) | \$25 per hour, straight time and<br>\$37.50 overtime and holidays. |
| 5. Extra keys                   | \$2 each plus labor charge   |

## *PARKING*

The Monadnock Building does not have a garage facility. There are numerous garages in the nearby vicinity, including an 800-car public parking facility located directly behind the building. For further information, contact the Building Office.

Bicycles may not be taken up the elevators into the offices. We have a bike room with industrial strength racks available on the ground level to store your bicycles if you choose to ride to work. Access to the room is monitored by security. However, the Building is not responsible for lost or stolen bicycles.

## *STORAGE*

The Monadnock Building has storage facilities conveniently located in the Basement level. Storage rooms range in size from 60 to 800 square feet. Contact the Management Office for terms and availability.

## *AMENITIES*

The Monadnock building's prime location places it within walking distance of the finest convention facilities, hotels, shops and restaurants San Francisco has to offer.

The Moscone Convention Center contains 1.35 million square feet, with a further expansion of 773,000 gross square feet planned for completion in 2003. The Sony Metreon, located a block from the Convention Center, is a retail/entertainment development that opened in June of 1999. The Metreon features a 15-screen cinema, including an IMAX theater, a flagship Microsoft, Sony and Discovery Channel retail shops, as well as various restaurants and other entertainment attractions.

The Union Square Shopping District is the center of retail activity in the San Francisco Bay Area and contains approximately five million square feet of retail space. The shops clustered in the Union Square District represent the who's who of upscale shopping ranging from major department stores such as Neiman-Marcus, Nordstrom and Saks Fifth Avenue, to boutiques such as Tiffany & Company, Cartier, Escada, Celine, Hermes and Bulgari, Niketown, Levi's Store and the Banana Republic, Gap and Old Navy flagships. Recent additions to the area include Zara, H&M, and a Bloomingdales' with numerous retailers and restaurants.

Some of the finest hotels are located within the area, including the famous Sheraton Palace Hotel, the Marriott, the "W" Hotel and the Four Seasons, which opened in October of 2001. There are over 14,000 luxury hotel guestrooms within a radius of eight city blocks from the Monadnock Building.

The area around the Monadnock Building offers the best in culinary delights. Casual or fine dining exists on either side of Market Street. O La La Café, located conveniently in the building's retail level, offers brewed and espresso coffee, pastries, cakes, hot sandwiches, and snacks. Coffee connoisseurs can easily find their favorite brew- Starbucks, Peet's, The Coffee Bean & Tea Leaf, and Tully's are all within walking distance of the building, as are many smaller specialty cafés. Specialty's Bakery and Grain D'or are located on the same block as the Monadnock Building, and Subway is right around the corner. The Galleria at the Post Montgomery Center has an upscale dining court that offers Chinese, Middle Eastern, Burrito, Chili, Soup, Japanese, and Italian cuisine. Fine-dining in the Four Seasons and the Palace Hotel offer elegant alternatives to the more casual lunch. The choices are endless.

## *COURTYARD*

Tenants who wish to schedule functions in our elegant private courtyard should contact the Building Office for details on availability, restrictions and costs.

## *MAIL*

1. A postal carrier will deliver incoming mail to the tenants' suites.
2. A plastic box is in place at the Security Desk where outgoing mail can be dropped daily for a 4 p.m. pick-up.

Note: A Federal Express and A DHL "self-serve station" is available on the first floor.

## *ELEVATORS*

Five elevators service the Monadnock Building. The freight elevator is the first from the left.

Should you be in an elevator when a stoppage occurs, remember you are perfectly safe **and** you are not alone.

- ◆ Towards the bottom of the elevator control panel is a red button marked "**alarm**". Pushing this red button activates an alarm at the Security Station and alerts the Security Officer that there is a problem. The Security Officer, from our panel, can immediately identify the car involved and its location.
- ◆ Allow the guard to silence any pressed alarm; it interferes with communication.
- ◆ If you are unable to get a response and continue to be trapped, the next step to take is to press the button at the bottom of the control panel identified with

a telephone symbol. Once you press this button, a call is placed to Otisline. An operator will answer the call and attempt to remotely troubleshoot the elevator. If they are unable to fix the problem, they will dispatch a tech to our building to assist. Otisline will also attempt to contact the security guard to establish communication with them.

If we cannot free up your car, we will call for an elevator mechanic, informing you of what we are doing. These calls take absolute precedence, so you can expect a prompt response.

Be calm. Be patient. We will do everything we can for you. You are safe - just temporarily inconvenienced.

Elevator Capacity: Elevator #1 (freight) has a weight capacity of 3,500 pounds and #2 through #5 each can handle 2,000 pounds. If any unusually heavy items are to be transported in the elevators, the Building Management must be notified first.

## *SUITE DOORS*

Due to Fire Department code regulations, all suite main entry doors must be kept closed and not propped open to the hallways. If your suite entry doors need to remain open for business purposes, it is fire code regulation that they be on magnetic holders that are tied into the building's Life Safety System.