

**One Market Plaza
Electronic Tenant® Portal**

Created on July 1, 2025

Amenities: Catering

Our on-site food court and restaurant establishments offer catering services.

Please contact them for more information:

- Café Elena: (415) 543-8933
- Mixt Greens: (415) 227-4555
- One Market Restaurant: (415) 777-5577 (Special Events)
- Starbucks: (415) 543-6345
- Osha Thai: (415) 974-OSHA (6742)
- Wine + Wall: (415) 243-WINE

Amenities: On-Site Shops / Services

The following shops/services are available on or near the premises during business hours:

- Dentist
- Drug Store (Walgreens across Spear Street)
- Florist / Gift Shop (at Rincon Center)
- Full Service Bank
- Bank of America
- Food Establishments
 - Café Elena
 - [Starbucks](#)
 - [Osha Thai](#)
 - [Mixt Greens](#)
 - [One Market Restaurant](#)
 - [Wine and Wall](#)
 - Super Duper
 - [Rosa Mexicano](#)
 - Una Mas
 - Poke Cali
 - Ladle and Leaf
 - [Cuia](#)

Amenities: Showers

Shower facilities for both men and women are located on the Basement Level 1 Across from the parking attendant stand. To obtain access, you must register with the [Management Office](#). Use of the facility is on a first come basis. To access the shower rooms, visit the Security Information Desk to receive an access code. One Market Plaza reserves the right to revoke the privilege of using the facility for any abuse of these privileges.

The facilities are available from 7:00 AM until 6:00 PM, Monday through Friday. For further information contact the [Management Office](#).

Amenities: Notary Services

Notary Public

What is a Notary Public?

- A Notary Public is a public servant appointed by state government to witness the signing of important documents and administer oaths.

How does a Notary identify a signer?

- Generally, the Notary will ask to see a current identification document or card with a photograph, physical description and signature. A driver's license, military ID or passport will usually be acceptable.

Does notarization make a document "true" or "legal"?

- No. A notarization typically means the signer acknowledged to the Notary that he or she signed the document or vouched under oath or affirmation that the contents of the document were true.

If you are in need of this service please contact:

Paramount Group, Inc.
Management Office
Steuart Tower, Suite 1470
Kathy Nguyen
(415) 814-6480

Amenities: Pavilions Event Space

The Pavilion Event Space at One Market Plaza is one of San Francisco's premier event venues.

One Market Plaza is committed to the San Francisco community by playing host to some of the most exciting events of the year. One Market Plaza also makes the Pavilion Event Space available for others to hold special events in this dramatic space. In addition, there are two landscaped patios on the 7th Floor with incredible panoramic views of the Bay.

The patios are free for all tenants to use during the day, and can be rented and reserved for private functions for a fee. For information about Building scheduled events or how to arrange an event for your company, please contact Stephen Boro (Exhibits / Events Planner) at (415) 814-6442 or events@pgre.com.

Amenities: Storage

Storage is available on a permanent or temporary basis. If you require storage space within the building, please contact the [Management Office](#).

Emergencies: Overview

The Emergency Procedures section is designed to assist you before, during and after an emergency. Familiarize yourself with your work place environment, the people who work there, the building's and your company's emergency preparations and procedures. Take precautions necessary to provide for the services mentioned in this book and test them before you need them. Every situation is different which means your response will have to differ.

This section is not a substitute for common sense. If you have a question, suggestion, or concern contact your floor warden, Supervisor or the [Management Office](#). Discuss the contents of this manual with your co-workers. Rehearse and walk through the procedures.

Every reasonable effort has been undertaken to ensure the accuracy and completeness of this section. However, every emergency is different. In an emergency, use good common sense. Always use your initiative, intuition and good judgment to assure your own personal safety.

It is very important that each tenant have an established set of internal procedures in addition to the information provided herein. These should include:

- Contact procedures for after hours incidents.
- Emergency supplies.
- List of CPR / First Aid certified personnel.
- Internal bomb threat notification list and procedure

Material presented in this section is intended to be simple and instructional. Please read it and know it. It does not cover every set of circumstances that may develop, only ones that are likely to occur. It is the duty of every employee to know what action to take before, during and after an emergency.

Emergency Floor Warden System

The following job positions and responsibilities are critical for an effective Emergency Response Team (ERT).

Floor Wardens

Floor Wardens and Assistants link the effort to the employees. Employees of tenants on every floor are designated as Wardens and are responsible for a specific area. They recruit fellow employees who are given special assignments in emergency management. Assistant floor wardens relieve floor wardens in their absence and assist at all other times. Other emergency roles include searching the floor, appointing persons to regulate the use of stairways and elevators in times of emergency, and assisting the disabled during relocation. Each floor must have an emergency team charged with the following responsibilities:

1. Know the physical layout of the floor and adjacent floors.
2. Know the location of the nearest stair exit, alternate stair exit and the direct route to each.
3. Know the location, condition, and usage of the Fire Extinguishers.
4. Know the names and work locations of persons with physical disabilities. Assign an employee to the disabled person to assist them during an emergency. Provide a list of all disabled persons to the Fire Life Safety Director and update monthly.
5. Know emergency telephone numbers and procedures.
6. Know how to assume control, maintain calm and prevent panic.
7. Instruct co-workers in their emergency roles.
8. Know how to notify Fire Life Safety Director of:
 - The location of disabled persons.
 - Adverse conditions on the floor.
9. Prepare a fire emergency relocation plan for their- assigned space. Post the list of emergency team members and relocation plan in an obvious location.
10. Know that the location of the nearest building red emergency telephones in the stairwells and how to use them.

Assistant Floor Wardens

1. Assume the responsibilities and duties of the Floor Warden in his/her absence.

2. Provide assistance to the Floor Warden in performing the required duties.

The floor wardens or assistant floor wardens will ask fellow employees for assistance in assuming the following roles in an emergency. These team members should be identified on the floor by signs or team list postings. Members must wear the provided orange vests or arm bands. Team members will meet quickly at the elevator lobby to assemble and then perform the following four duties. Wait no more than 30 seconds. If there are not sufficient team members, recruit volunteers.

Search Monitors

At the direction of the Floor Warden begin a search of the area. Always work in pairs and search all work areas, coffee rooms, supply rooms, and rest rooms to confirm that everyone heard the Fire Alarm and is beginning to relocate. Be absolutely certain that no one is left on the floor. Close all doors as you proceed. If a person refuses to leave, make a note of name and location and advise fire department using stairwell phones. Advise the Floor Warden when the floor is vacant.

Elevator Monitors

At the direction of the Floor Warden, assume a position outside the elevator lobby to direct people away from the elevators and to the exit stairs.

Stairwell Monitors

At the direction of the Floor Warden, assume a position at the stairwell door instructing employees to walk single file down the stairs and go down four floors and re-enter the building. If on the fifth floor or lower, persons will exit the building. Do not hold the stairwell doors open. Keeping them closed will prevent smoke from entering the stairwell.

Disabled Person Assistants

At the direction of the Floor Warden, assist disabled persons. Disabled persons unable to negotiate the stairs are to enter the stairwell with their assistant once it is safe to do so and stay there for relocation by the SFFD. One assistant is to be assigned to each disabled person and remain with them in the stairwell. A second person is to notify a firefighter or Life Safety Director as to the location of the disabled person. This can be done by using the stairwell phones or notifying them directly if leaving the building.

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Emergencies: Bomb Threat

- Remain calm and keep the caller on the line.
- Ask questions.
- Use the [One Market Bomb Threat Card](#) to gather information. Determine as much about the caller as you can including:
 1. When is the bomb going to explode?
 2. Where is it right now?
 3. What does it look like?
 4. What kind/size of bomb is it?
 5. What will cause it to explode?
 6. Did you place the bomb?
 7. Why?
 8. What is your name?
 9. What is your address?
- Listen carefully for background noises.
- Write down the threat as you heard it.
- Leave the phone off the hook. Do not use it to make phone calls. Authorities may be able to trace the call back.
- Notify the San Francisco Police 911.
- Notify Security at (415) 357-1465.
- Wait calmly for further instructions from Security.
- Do not mention the call to anyone.

Once the [Management Office](#) has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

Suspicious Packages or Mail Bombs

Signs include: sloppy package, stamps instead of a postage meter, no return address, heavy for its size, stains, chemical odor, misspelled words, poor handwriting and/or references to "confidential, open only by (name of recipient):"

If a suspicious mail item contains a powdery or granular substance:

- DO NOT SHAKE OR SMELL THE ITEM
- IMMEDIATELY ISOLATE AND COVER IT
- Notify the police at 911 and security at (415) 357-1465

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and security at (415) 357-1465.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

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Emergencies: Civil Disturbance

- Should you witness an unruly crowd or one that threatens your safety notify Security at (415) 357-1465.
- Remain within the building. Do nothing to antagonize the demonstrators. Inform all other personnel to do likewise. Do not travel to other buildings, unless you are directed to do so by Security personnel.
- Close all drapes in exterior rooms and then avoid window areas. You could become a target. Lock all doors.
- Report to the core area of the building (away from the exterior of the building).
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Use good judgment and remain calm and stay in your office / department unless you are in an unsafe position or instructed to leave by Security personnel.
- Secure all valuable materials in a vault, safe place or at least out of sight.
- Cooperate. Certain services may be limited during a disturbance. Access will be restricted. Withdraw from the area until it is safe to enter. Your safety is the primary concern.
- If a demonstrator enters the premises, keep calm, be courteous and avoid an incident. Avoid actions or verbal responses that may provoke the situation. Avoid arguments, provocative statements or entering into a debate with a participant. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous and provocative. Do not try to reason with them. Call Security to have the individual removed if you can do so without incident.

Emergencies: Earthquake

Earthquake Preparedness

As recommended by the SF Fire Department, all employees should have stored supplies of:

1. Food and water for a minimum of three days.
2. Sturdy shoes without high heels.
3. Warm clothing.
4. Duct tape and large and small heavy-duty plastic bags.
5. Flashlights with batteries / TV-Radio with batteries
6. Emergency family phone list with long distance phone numbers which will help all family members check in with each other.

Earthquake proof your work area in advance:

1. Large bookcases should be bolted to the wall.
2. Heavy objects should be stored on lower shelves.
3. Strap computers and monitors to desks at their base.
4. Keep cabinets and drawers latched.
5. Do not sit under objects that could fall on you.

During an Earthquake

Once the shaking starts:

- Stay calm.
- Duck and cover under a hard surface like a table.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- **STAY IN THE BUILDING.** Do not run outside. Debris may be falling.
- Do not use the stairwells until they are safety checked and you are notified that they are safe.
- Help others stay calm.

After the Earthquake

Once the initial shocks have subsided:

- Remain calm, be prepared for aftershocks. Make sure that you are OK.
- Check your immediate area for safety hazards and report to Floor Warden or Supervisor.
- Check for injuries and give first aid as necessary. You may voluntarily assist the victim to the degree that you are trained.
- Do a check for hazards that may have been caused by the quake.
- **DO NOT** light matches or flames.
- **DO NOT** use the elevators.
- **DO NOT** use the telephone except in extreme emergencies. Place all phones back on their receivers.
- Extinguish any fires if possible and if you are trained to do so.
- **DO** turn off all electrical devices.
- Turn on a battery-powered radio to find out what is going on in the Bay Area.
- Turn off electricity if necessary.
- Turn off water if necessary.
- Be prepared for aftershocks.
- Turn off gas if you smell it or see a broken pipe.
- The Fire Control Center will keep you informed via the building communication system on the situation inside the building.

EARTHQUAKE FLOOR WARDEN PROCEDURES

- After the quake subsides, get out flashlights. Even if the power is still on, it may not stay on long. Have a dust mask ready to put on.
- Gather the occupants of the building together at your pre-selected gathering place. Determine if everyone is accounted for by performing a head count.

- Institute a thorough search of your floor, checking stairwells, bathrooms, elevator lobbies, closets, etc.
- Attend to injured people.
- Prepare a condition report for your area. This report should contain:
 1. The number of people on your floor.
 2. The number of injured people on your floor, with a brief description of their injuries.
 3. A brief description of any apparent structural damage on your floor, i.e. ceiling collapse, large cracks in core walls, broken glass, if stairwells are usable, persons stuck in an elevator, broken pipes, etc.
 4. Any other immediate needs you have.
- Notify the Fire Control Center of the condition of your floor using the red phone in the stairwells.
- Take out and turn on a battery operated radio. Assign someone to keep track of what is going on in the rest of the area.
- Take inventory of your emergency supplies. Remember, you may be staying in the building for a few days. Conserve your supplies.
- The Moscone Center will be set up by the [American Red Cross](#) as a Mass Care Causality Center and will be providing first aid care to the walking wounded as well as shelter and food service.
- If there is a fire in your area, pull a fire pull station.

RECOMMENDED TENANT EMERGENCY SUPPLIES

Tenants must have their own emergency supplies.

An emergency such as a major earthquake could so severely disable emergency response that tenants may have to provide for their own medical care and food and shelter for a period of up to three days. The following list of supplies would be helpful to have on hand:

- Food for all employees. This could be as simple as granola bars or crackers to disaster survival foods.
- Water - The bare minimum requirement is 9 ounces of water per person, per day for three days.
- First Aid Kit - The number one injury post-earthquake is be cuts and bleeding. Be sure to have adequate dressing and bandage materials and a box of latex gloves.
- Fire extinguishers - ABC type.
- Heavy gloves - leather-palmed.
- Household bleach - Chlorine, for purifying water.
- Feminine supplies (can be used for dressings).
- Survival blankets.
- Flashlights and extra batteries and bulb.
- Battery powered or solar or crank radio and extra batteries.
- Simple tool kit: Wrenches, hammer, pliers, screwdriver, ax, 36" crow bar.
- Sanitation supplies (if the sewers do not work): Plastic bags, garbage can with a secured lid, disinfectant, toilet tissue, disposable towels.
- Whistle / horn to call for help/attract attention.
- Sheet plastic (paint drops), duct tape (to cover broken windows).

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Emergencies: Elevator Malfunction

Elevator Malfunction, Recall, and Emergency Service

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency call button within the cab will alert onsite security that the elevator is malfunctioning. Please provide the cab number as referenced in each cab along with your name and the current condition of passenger(s). The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Automatic Recall: In each elevator lobby, there is a smoke detector that activates this system. If any of these devices sense smoke, all elevators will close doors and return to the ground floor, where they will remain with doors open, until released by building or fire department personnel. This system may also be activated or bypassed manually from a key switch located in the Fire Control Center.

Manual Recall: In the event of a fire alarm in the building, the Security staff will recall the elevators from the Fire Control Center.

Emergency (Firefighter's) Service: After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of firefighting.

Elevator Earthquake Response: When a moderate or severe earthquake occurs, a seismic switch for each elevator car in the basement senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

Emergencies: Emergency Contacts

EMERGENCY PHONE LIST

FIRE:
Emergency 911
only:
POLICE:
Emergency 911
only:
MEDICAL /
AMBULANCE 911
BUILDING (415)
SECURITY 357-
1465

Building Hours: Monday – Friday 7:00 AM to 6:00 PM

NON EMERGENCY PHONE LIST

Police
Department (415)
Non- 553-
Emergency 0123
Number
Fire
Department (415)
Non- 558-
Emergency 3300
Number

Hospitals:

St. (415)
Francis 353-
Hospital 6000
900 Hyde
Street
San (415)
Francisco 206-
General 8000
Hospital
1001
Potrero
Avenue

In the event of a city-wide disaster:

Mass Care Facility: Moscone Convention Center
Howard Street between 3rd & 4th Street

Location of Nearest Street Fire Alarm Pull Box:

At each corner of the Building: Spear & Market, Spear & Mission, Steuart &
Mission, Steuart & Market

If you call 911 as a result of a medical emergency, please be sure also to notify the Security Department (415) 357-1458 with your name, call back number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. The Management Office is aware of the noise, as well as the source of the

alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management and security may to attend to the situation as quickly and efficiently as possible.

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Emergencies: Evacuation

Relocation / Evacuation

- Remain calm.
- The fire alarm and/or announcement over the public address system is notification that a possible emergency exists within the building or floor. Listen carefully and follow instructions.
- Close all doors as you exit. Do not reenter space for personal belongings.
- Emergency team members shall have and wear a form of identification: i.e. vest, hat, or armband.
- Floor Warden Team members will assemble quickly at a pre-designated area and then perform the following four duties: Search Monitors, Elevator Monitors, Stairwell Monitors and Disabled Person Assistants.
- Do not use elevators. Move in an orderly fashion toward the stairs.
- Do not hold fire stairwell doors open. Stairwells must be kept closed to prevent smoke from entering.
- People occupying the fire floor, the floor above the fire, and the two floors below the fire will relocate down four floors within the building. Note the symbols on the door when exiting your floor and re-enter on the floor with the same symbol. This applies to the sixth floor and above only. By doing so the stairwells will quickly be clear of occupants, thus allowing for a fast and efficient response by the fire fighters to the area of the fire. You will be notified immediately if you are on an affected floor.
- Anyone on the fifth floor or below will evacuate out of the building and wait at a pre-designated area. Designate an area for your employees to meet before an emergency exists and practice your efforts. In a complete building evacuation, Justin Herman Plaza has been designated as the One Market Plaza meeting area.
- Be prepared to take a head count. No person is to leave the area of the building until they are recognized and accounted for.
- Standby for further instructions. The full-scale evacuation of high rise buildings is not practical due to the large number of building occupants. The on-duty Fire Life Safety Director and the Fire Department will direct relocation. If the whole building were to be evacuated using the stairwells, the great number of occupants would impede fire fighters from gaining quick access to the fire.
- Disabled persons unable to negotiate the stairs are to enter the stairwell once it is safe to do so and stay there for relocation by the SFFD. Notify a firefighter or the Fire Life Safety Director as to the location of the disabled person.
- The floor warden is to notify the "Fire Control Center" on the red phones in the stairwells as to the results of the head count when exiting the floor.

When relocating use caution when you approach a closed door:

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, go to an alternate exit.
- Brace yourself, and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.
- Enter the area carefully and close the door behind.
- Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke. If it is possible, place a wet cloth over your mouth and nose; this will make breathing easier.
- Follow the wall to the nearest exit and leave the building.

What to do if you are trapped in a building

- First of all, stay calm. Try to go to a room with an outside window and stay there. Close the door.
- If there is a working telephone in the room, call the Fire Department, 911, and tell them exactly where you are, even if you see fire trucks below.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- To keep smoke out of your refuge area, use clothing, towels, newspapers, etc. to stuff the cracks around the door and cover the air vents.
- Above all, think before you act and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

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Emergencies: Fire & Life Safety

Fire and Life Safety Features

Sound of Fire Alarm

WHEN THERE IS AN ALARM, "A LOUD, ASCENDING, WHOOPING SOUND" WILL BE HEARD FROM THE SPEAKERS AND STROBE LIGHTS WILL FLASH ON THE AFFECTED FLOOR.

Public Address

This system allows one-way communication to any combination of floors, elevators and stairwells. The PA system will be used during emergencies and non-emergencies to provide relocation/evacuation instructions, false alarm and other emergency and non-emergency information. (See "[Announcements in an Emergency](#)", attachment for examples of some announcements you may hear).

Fire Alarm

The Fire Control Center ("FCC") is located in the main lobby in the Spear Street Tower. The life safety system, an Edwards Software Technology (EST) system, is monitored 24 hours a day, 7 days a week by the alarm monitoring company and the Security officer on duty. The alarm annunciation panel is located in the FCC. Fire alarm pull stations and smoke detectors are located by stairwells and elevator lobbies. Activation will send an audio/visual signal to the firefighter's control panel (lobby level) identifying the location and cause of the alarm. The Lobby Firefighter's control panel located in the FCC on the first floor monitors the building alarm. Remember to always pull a pull station where there is a fire. The Fire Department must also be called by dialing 911.

Emergency Power and Lighting

There are four emergency generators that power all life safety equipment, emergency lighting, and bring one elevator at a time in each bank to the lobby. One elevator will continue to operate in each bank on emergency power once all other elevators have been recalled to the lobby. Emergency lighting is provided for egress in the hallways and stairwells.

Emergency Evacuation and Relocation Maps

These maps are located in the elevator lobbies and at the stairwells on each floor.

Stairwells

Fire rated doors and wall construction within the stairwells afford occupants required exit protection. The stairwells are pressurized with air is exhausted out from the top of the building. A fire phone system is located on every fourth landing. Stairwell doors automatically unlock during a building alarm. Emergency stairwell exits are located on the east and west sides of both buildings.

Spear Tower Stairs

West: Ground level to 43rd Floor
East: Basement level 1 to Roof

Steuart Tower Stairs

East Ground level to 28th Floor
West Basement level 2 to Roof

Lobby Door Release System

Certain doors surrounding the elevator lobbies and located in fire-rated walls are equipped with magnetic hold-open devices. If a smoke detector in the building is tripped, these devices will release the doors on all floors, impeding the spread of fire and/or smoke.

Extinguishers

ABC fire extinguishers are located throughout the building. If you use an extinguisher that is in a public hallway, notify the Building Management Office so that a full replacement can be secured. Extinguishers in tenant spaces are the responsibility of the tenant.

Standpipes and Fire Hoses

The standpipes are located in both stairwells. There are fire hoses in the ground floor lobbies. These are for use by the fire department only.

Sprinkler Systems and Fire Pump

One Market Plaza has an automatic sprinkler system. An electric and diesel fire pump located in the basement provides system pressure. Activation of any sprinkler head will sound an alarm on the affected floor and will summon the security and engineering personnel. There are two identical 4,000-gallon water tanks located on the top floors of each tower. This additional water storage helps overcome the pressure difference if flow occurs on the upper floors.

Fire Prevention

- Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas that produce lots of trash such as storage areas, duplication areas and kitchens.
- Do not overload electrical outlets with multi-plugs or extension power strips.
- Keep electrical cords in good repair. Inspect periodically and report frayed cords to your office management.
- Flammable solvents are not allowed on your floors as noted in the lease.
- In areas with sprinklers, there must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
- In areas with electrical panels or subpanels, there must be 36 inches of clearance around all boxes.
- Keep all hallways free of boxes and trash. They must be kept open and unobstructed to provide for a quick exit.
- Blocking fire doors open is a direct violation of the Fire Code and will cause smoke and fire to spread throughout the floor.
- Check all electrical equipment at the end of the day to make sure it is turned off. This includes copiers, coffee pots, fax machines, computers and printers.
- Vehicles parked in the loading dock or garage must be turned off to prevent accumulation of gases.

Fire Emergency

IF YOU ONLY SMELL SMOKE:

- Call Security at (415) 357-1465.
- Investigate, look around your area and report any findings to Security.

IF YOU HEAR A FIRE ALARM:

- Listen closely and follow instructions from the public address system.
- Do not set off another pull station unless you see a fire.
- Begin the relocation procedures below, if instructed to do so.

IF YOU FIND FIRE:

- Pull the fire alarm (fire pull station).
- Call the Fire Department at 911 from a safe area.
- Call Security at (415) 357-1465.
- Assist others in evacuating if it is safe to do so.
- Use an extinguisher only if it is a small fire and you are trained to do so.
- Restrict the fire by closing doors.

Begin relocation procedures:

- All Floor Wardens: Assemble team at elevator. Wait no more than 30 seconds for team members to assemble. If there are not sufficient members, recruit volunteers.
- Search Monitors: Work in pairs and sweep the floor to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and classrooms. Pick up elevator monitors as you exit.
- Elevator Monitors: Stand by the elevator lobby doors reminding everyone not to use the elevators or enter the elevator lobbies. Direct them to the stairwells.
- Stairwell Monitors: Assume a position at the stairwell door instructing everyone to walk slowly, single file down the stairs, stay to the right and go down four floors then re-enter the building. Assist disabled persons into the stairwell when finished. (If you are on the fifth floor or lower, instruct them to exit the building and go to the pre-designated area).
- Disabled Person Assistants: Move the disabled person to the stairwell. If he or she is able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with the person in stairwell and send another person to inform the SFFD or Security of the situation. A firefighter will move the person down the stairs.
- All team members reassemble at the stairwell and leave the floor together.
- Report status of floor to Floor Warden, then the Fire Department or Security.

Use of Extinguishers

Dry chemical fire extinguishers are located at strategic points around the building. They are the first line of defense against fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. Extinguishers should only be used on small fires. Small is defined as no larger than a small office trash can. If a fire is discovered while it is still small enough for the extinguisher to be effective:

- Security and the Fire Department should be called before attempting to extinguish any fire with a fire extinguisher.
- Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire. Follow the acronym P A S S.
 - **P**ull the retaining pin.
 - **A**im the nozzle at the base of the flames, and
 - **S**queeze the handle completely. This will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
 - **S**weep from side to side. Go slightly beyond the fire area with each pass. Once the fire is out wait before leaving the area. You may need to make a further application, in case the fire re-ignites.
- Cover your mouth and nose whenever possible with a wet cloth. When you extinguish a fire, a great amount of smoke may be generated, so be very careful. The smoke may also generate noxious fumes, exercise caution. Smoke inhalation is the major cause of fire deaths in this country.
- Begin evacuation procedures if it is not feasible to use an extinguisher. Close as many doors behind you as possible to contain the fire to the smallest area.

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Emergencies: Flooding

In the event that a flood causes damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Management Office personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergencies: Medical Emergency

In the event that an accident or illness affects one of your employees or a visitor to your office area, please:

- Stay calm and gather the information.
- Call emergency services at 911.
 - Identify yourself, your company name and your location - (provide legal address as 55 Spear Street, followed by tower name and suite number).
 - Describe the emergency situation.
- Call Security at (415) 357-1465. Security will hold an elevator in the lobby.
- Advise fellow employees of the emergency and ask for assistance.
- Assist the victim to the degree you are trained. If blood is present, be sure to have a pair of latex gloves on. Know where latex gloves are kept on your floor. If there are no gloves, use plastic trash bags to prevent fluids from getting on skin.

Emergencies: Power Failure

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the Public Address System, please remain in your offices.

Emergency generators power all life safety equipment, and emergency lighting, and will also bring one elevator at a time in each bank to the lobby.

Emergencies: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by the Management Office, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Emergencies: Toxic Hazards

- Notify security by dialing (415) 357-1465.
- Report information. Give your name, the exact location of the material released, telephone number and your extension. Report any injuries. Identify the type of materials involved, if known. Describe the effect of the incident, i.e., the activity of the hazardous material and its reaction on the surroundings; describe the colors, smells or visible gases being produced.
- Listen for announcements that will clearly state whether you should “shelter-in-place” or evacuate.

Outdoor Release – Shelter in Place instructions

- For an outdoor release, people should remain indoors in rooms where outdoor air infiltration is very low.
- Station an ERT member at each stairwell telling people not to go outside (Do not physically attempt to stop anyone). Inform anyone leaving that they will not be allowed back inside.
- Move people to the inner part of the building (no windows to the outside).
- The rooms should have doors that are fairly effective at preventing airflow from the hallways (e.g. they should have no gap or only a very small gap at the bottom of the door).
- Bathrooms are a poor choice, because they often have an exhaust duct that leads directly to the outside. If the exhaust fan is left on, then air will be drawn into the bathroom from other parts of the building, which will become contaminated.
- Remain calm.
- Use phones only for emergency calls.
- Listen to the public address system for announcements.

Indoor Release – Evacuate

- Evacuate the building.
- At the direction of the Police or Security, set up evacuation areas upwind of the building.
- Segregate people known to be exposed to avoid contaminating others via contact with clothes or skin, and tag or mark these people for medical treatment and decontamination.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Portal is meant to provide you with a better understanding of One Market Plaza and to facilitate your company's operations. There is a great deal of information contained within this portal; take the time to familiarize yourself with this portal and it will become a valuable resource for you and your company. Please note that the Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the [Management Office](#), and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

Welcome to One Market Plaza; a premier [Paramount Group](#) property.

Introduction: Tenant Representative

Communication is the most crucial element in implementing the policies and procedures in the Tenant Portal. To ensure effective communication, we at Paramount Group would like you to designate a "tenant representative" as the contact between your company and the management office staff.

Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office. We suggest that all communication from your company to the [Management Office](#) be channeled through your tenant representative.

Introduction: About One Market Plaza

One Market Plaza features a 42-story Spear Tower, a 27-story Steuart Tower and a six-story annex and retail space totaling more than 1.6 million square feet. It is strategically located on the beautiful Embarcadero in San Francisco's downtown financial district. The property is near the BART, ferry, bus, freeways, world-class hotels and shopping areas.

[Click here](#) to access our One Market Plaza Building Summary.

Introduction: About Paramount Group

We are a best-in-class owner, operator and manager of Class A office properties. Our trophy buildings are some of the most sought after addresses in New York City, Washington, D.C. and San Francisco.

Since our founding in 1978, we have been the landlord of choice for the world's largest names in the financial, legal, professional services and media industries-a true testament to the quality and location of our properties combined with our sterling reputation for hands-on tenant service.

As a vertically-integrated enterprise, we employ a highly experienced in-house team of commercial real estate professionals across all facets of our business, which includes asset management, leasing, acquisitions, redevelopment and financing. Our senior management team, led by Chairman, CEO and President Albert Behler, is highly regarded in the industry for its proven track record of success.

We live and breathe excellence in everything we do. We demonstrate integrity in every transaction and relationship. These values are our lifeblood and permeate our entire organization from the top down. This is what sets us apart and allows us to maintain our dominant position in a highly competitive and dynamic industry. This is what makes us [Paramount](#).

Introduction: BOMA 360 Designation

One Market Plaza in San Francisco, CA earns BOMA 360 Designation in Recognition of Excellence in Building Management.

One Market Plaza in San Francisco, CA has been designated a BOMA 360 Performance Building by the Building Owners and Managers Association (BOMA) International. The BOMA 360 Performance Program validates and recognizes commercial properties that demonstrate best practices in building operations and management.

"We are proud to designate One Market Plaza as a BOMA 360 Performance Building in recognition of the high standards the management team has achieved in every aspect of building operations and management," said BOMA International Chair Ray H. Mackey, Jr., RPA, CPM, CCIM, partner and chief operating officer, Stream Realty Partners, L.P. "By achieving the BOMA 360 designation for your building, you demonstrate to your owners, tenants, prospective tenants and the community that your property is being managed to the highest standards of excellence."

The BOMA 360 Performance Program is a groundbreaking building designation program that evaluates properties in six major areas: building operations and management; life safety / security / risk management; training and education; energy; environment/sustainability; and tenant relations / community involvement. The BOMA 360 Performance Program takes a holistic approach to evaluating a building's operations and management and benchmarks a building's performance against industry standards. The program comes at a critical time, as building owners and managers are looking to differentiate themselves in a demanding market.

Please [click here](#) for the NYinc.com Article about BOMA 360 Designation at One Market Plaza

Please [click here](#) for information on the BOMA 360 Performance designation, visit:

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Operations: Accounting

Payments by check:

PPF Paramount One Market Plaza Owner, L.P.
P.O. Box 11558
New York, NY 10286-1558

Payments by wire:

Account Name	PPF Paramount One Market Plaza Owner, L.P. - Lockbox Account
Bank	The Bank of New York Mellon
Account Number	890 0672 579
ABA Number	021 000 018
Swift Number	IRVTUS3N

Bank of New York Customer Service:

Phone: (800) 332-4550

For billing questions please contact the [Management Office](#) at (415) 814-6480.

Operations: Management

Paramount Group Inc.'s Management Office for One Market Plaza is located in Suite 1470 of the Steuart Tower. The office hours are from 8:00 AM to 5:00 PM Monday through Friday. We can be reached via telephone at (415) 814-6480 or facsimile at (415) 814-6440.

Address:

Management Office
Paramount Group, Inc.
Steuart Tower
1 Market Plaza, Suite 1470
San Francisco, CA 94105

Phone: (415) 814-6480

Fax: (415) 814-6440

Security:

(415) 814-6458 / (415) 357-1465

Our experienced Management Team is able to fulfill every customer need expected of a first class high rise office building. The on-site Building Engineering Staff consists of 15 engineers. With 3 shifts a day, 7 days a week, an engineer is always available to respond to all emergency and normal service requests.

The Building Management Staff consists of the following:

<i>Property Manager</i>	Lisa Spearman	(415) 814-6460	lspearman@pgre.com
<i>Sr. Associate</i>	Jeffrey Hsieh	(415) 814-6442	jhiesh@pgre.com
<i>Sr. Associate</i>	Sylvia Luna	(415) 548-2998	sluna@pgre.com
<i>Associate</i>	Kathy Nguyen	(415) 814-6445	knguyen@pgre.com
<i>Tenant Services</i>			
<i>Coordinator</i>	Kyle Isom	(415) 814-6480	kisom@pgre.com
<i>Chief Engineer</i>	David Montanez	(415) 814-6446	dmontanez@pgre.com
<i>Assistant Chief Engineer</i>	Chase Romo	(415) 814-6447	cromo@pgre.com
<i>ABM Parking</i>	Sheldon Lau	(415) 814-6462	sheldon.lau@abm.com
<i>Portfolio Director</i>			
<i>of Security</i>	Dominic Yin	(415) 814-6438	dyin@pgre.com

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Operations: Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Heating, ventilation, air conditioning (HVAC), and janitorial service are not supplied on these holidays, but are available upon request. There is a tenant charge for these services on holidays.

The Building is open on Christmas Eve and New Year's Eve, if these days fall on a weekday. If Christmas Day and/or New Year's Day fall on a weekend, the Building office closes early on the Friday proceeding the Holiday weekend. A list of official Building holidays will be sent every year to all tenants.

Operations: Leasing

The leasing company for One Market Plaza is Jones Lang La Salle Americas, Inc. located at One Front Street, Suite 1100, San Francisco, CA 94111.

The main phone number is (415) 395-4900. Listed below is the contact information for the authorized representatives:

<i>International Director</i>	Chris T. Roeder	(415) 395-4971	chris.roeder@am.jll.com
<i>International Director</i>	Wes Powell	(415) 395-4901	wesley.powell@am.jll.com
<i>Managing Director</i>	Ted Davies	(415) 395-4972	ted.davies@am.jll.com

Please [click here](#) for the Jones Lang LaSalle Leasing Brochure for One Market Plaza.

Policies: Rules & Regulations - Tenant

Please contact the [Management Office](#) for insurance requirements.

Policies: Rules & Regulations - Contractors

BUILDING HOURS

Weekdays - 7:00 AM to 6:30 PM

The building is accessible after hours with the submittal of a [Contractors Access Permit](#) signed by the [Management Office](#). The Contractor Access Permit must be turned into the Management Office by 12:00 PM on the business day prior to the date of requested service / access. For keys, see Security.

All deliveries are received through the loading dock.

PROPPING OF DOORS

No propping open of exterior doors, gates or of interior doors such as electrical and mechanical rooms is permitted. For keys, see the Management Office or building Security.

HOURS OF ELEVATOR USAGE

Access to a freight elevator for material delivery is available during the following low-volume hours only:
Weekdays: Before 7:00 AM; After 6:30 PM

During the hours of 7:00 AM to 6:30 PM, deliveries are first come, first served and parking is limited to 30 minutes at the dock.

PROTECTION OF ELEVATOR INTERIORS

Please notify the [Management Office](#) 48 hours before elevators are to be used for material hauling and/or freight. The Management Office can have the paneled elevator walls blanketed. All elevator surfaces except the ceiling need to be covered. Repair of any scratching of elevators, grooves, walls and/or doors will be charged at contractor's expense. The contractor is required to lay down masonite and/or corner and wall protection.

DAMAGES

Repair of any damage to any public area including, but not limited to, restrooms, lobbies, tenant doors, and elevators, will be billed to the contractor.

BUILDING STAFF

The services of any Building staff or the Building vendor's may NOT be directly solicited by general or subcontractors. Such services may be requested through the [Management Office](#) if needed. The only exception to this is a request to open a door to help in the use of a key in which case engineering or security can be contacted directly.

Do not call the building staff to clean up after subcontractors, to help with loads, etc. Any violation will be billed back with an administrative fee plus an hourly rate.

Contractors are asked to please leave an emergency phone number, pager number and job site number with Security and the Management Office the FIRST day of your work on-site.

FIRE SPRINKLER OR FIRE EQUIPMENT WORK

No work may be done on any fire sprinkler, or any other fire equipment without 48 hours advance notice to the Management Office and Engineering.

PAINTING AND NOISE

Painting may take place on occupied floors only after 6:00 PM and before 6:00 AM on weekdays and anytime on weekends. Varnishing can only take place with 2 full days of air circulation before the next regular business day. Air must be requested to be on all night the night of any painting / varnishing.

All work generating excessive noise or inconvenience to adjacent office tenants must be performed before 4:30 AM and after 6:00 PM or on weekends. This includes, but is not limited to, such items as use of power fastening equipment, carpet tack strip, drilling into deck or slab, concrete sawing, chipping, and other power tool operations. All trash must be disposed of by the contractor and may not be put into building garbage bins or compactors. Contractor will be billed accordingly, if this occurs.

Care must be taken when removing trash from the Building to prevent dropping it into elevator grooves, in lobby, or in garage areas.

ROOF / STAIRWELLS

The roof is off limits unless a mechanical tie-in is in process. Doors to the roof and stairwells must be closed at night.

JANITORIAL SERVICE

There is no janitorial service on a floor if the entire floor is being built-out. You are responsible for cleaning the restrooms and providing paper products. Do not use the restrooms on other floors. Contractors and Subcontractors should not be on other floors and/or roof.

CHECK IN / OUT

All Contractors / Subcontractors are to check in and out daily with Security, Engineering, and the [Management Office](#).

USE OF LOBBY

- Workers are to be professional and quiet at all times.
- No yelling in lobby / no radios.
- Do not prop open doors.
- Oil any squeaky wheels so as not to cause undue noise in lobby and in corridors.
- Clean up any debris caused by deliveries on driveway and parking adjacent to your delivery and/or trucks.
- Do NOT take hand carts on stairs.
- Any part of the lobby or elevators which could get damaged or will receive heavy materials will be your responsibility to protect.
- Contractors and laborers are not to eat lunch or lounge in the main concourse area of the lobby.

AS-BUILT DRAWINGS

Please provide the [Management Office](#) with as-built drawings for mechanical, electrical, fire life safety, and plumbing if applicable. Immediately upon completion of project electrical drawings should include circuit identification. Contractor should also provide revised panel directories and any applicable warranty information.

The Corporate Approved Vendor List can be found on our [Forms](#) page.

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Policies: Insurance Protection

Please contact the [Management Office](#) for insurance requirements.

Policies: Moving Procedures

All tenants moves into, out of, or within the Building must be coordinated with the [Management Office](#). Please notify the [Management Office](#) of your proposed moving date so that use of the freight elevator and loading dock can be scheduled. The moving contractor must provide evidence of liability insurance coverage at least five days prior to the day of the move.

We require that all moves be undertaken during non-business hours to simplify access to the Building and minimize any inconvenience to other tenants. The Management Office will attempt to accommodate your schedule in every way possible.

The following guidelines apply to all moves in or out or within One Market Plaza. Any tenant's moving contractor who does not adhere to the following guidelines will not be allowed to enter the premises or may be required to discontinue the move.

- Clean masonite sections are to be used as runners on all finished floor areas where heavy furniture or equipment will be moved with wheel or skid type dollies. Masonite must be at least 1/4" thick and be taped together to prevent sliding.
- All walls, door facings, elevator cabs and other areas along the path will be inspected by Building Security in conjunction with the mover before and after each move. The mover must provide and install protective coverings on all walls, door facings, and other areas to be followed during the move.

Any damage to the Building or fixtures caused by the move will be repaired by the Building and paid for by the moving company and/or tenant.

Any and all trash or refuse generated as a result of the move shall be removed from the Building by the moving company on the same day as the move.

After Hours Moves and Deliveries

Use of the loading dock and/or freight elevator(s) before or after dock hours and on weekends must be arranged in advance through the Management Office. Please complete and submit the [One Market Plaza Guest/Vendor Access Permit](#) no later than noon of the day prior to the requested service. Movers need to check in with Security in the Spear Tower lobby. A card key will be provided by Security to operate the freight elevator.

- To help avoid scheduling conflicts, we ask that you provide us with a minimum of ten (10) business days advance notice. One Market Plaza cannot guarantee anyone exclusive use of the freight elevator or loading dock. Elevators are reserved on a first-come, first-serve basis and may have to be shared if there is a duplication in tenant requests.
- In the evening, from 6:00 PM until 1:00 AM, you may have to share the freight elevator with the janitorial staff for the removal of trash.
- The Management Office has the sole discretion in reserving the dock and/or elevators and can refuse to make a reservation if it might create a disruption, inhibit access for other tenants, endanger finishes or inordinately inconvenience other tenants, contractors or Building services.

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Policies: Loading Dock

Loading Dock Deliveries

The One Market Plaza loading dock is located off Spear Street. Regular deliveries occurring Monday through Friday during dock hours are restricted to thirty minutes. For the mutual benefit of all tenants, use of the loading dock and freight elevator(s) is provided solely on a first-come, first-served basis. For special or contracted deliveries, arrangements should be made through the [Management Office](#).

Dock Parameters

Dock hours are 6:00 AM until 6:00 PM with a 30 minute limit. The dock will accommodate up to a twenty-seven (27) foot bobtail truck. Garage entry on Spear Street is 13 feet 6 inches in height.

Freight car dimensions: Height: 10' Width: 5' 10" Depth: 6' 11"

Door: 8' high Door: 3' 10" wide

Freight Capacity: 4,000 pounds

Loading Dock Rules & Regulations

- Dock hours are 6:00 AM until 6:00 PM
- Garage entry on Spear Street is 13 feet 6 inches in height.
- The dock will accommodate a 27-foot bobtail truck.
- There is a thirty minute time limit at the dock. Extension of time limit requires Dock Master approval in advance of parking.
- After 6:00 PM all access to the dock and the freight elevator must be approved by the [Management Office](#).
- No unloading in center of the dock area at any time.
- No double-parking in dock area unless approved by Dock Master.
- No parking for in-house moves during business hours. Load or unload only.
- No two trucks from the same company at the same time for the same jobs allowed at the dock.
- Only one dumpster allowed on either side of dock at one time.
- No bicycles or motorcycles in dock area at any time.
- Delivery of sheetrock into the building (Monday - Friday) must be completed before 7:00 AM or after midnight.
- Contractors must at all times clean up their own debris.
- No trucks can unload their cargo unless they are docked.
- Loading dock is not to be used as a transfer depot - truck to truck, etc.
- No trucks are to unload any cargo at any time on the entry ramp.
- No cargo is to be left on the dock walkway.
- No passenger vehicles (except at the discretion of the Dock Master).
- Telephone on the Dock Master's desk is to be used for Paramount Group, Inc.'s business ONLY.

These Rules and Regulations will be strictly enforced. If you have any questions please call the [Management Office](#) at (415) 814-6480.

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Policies: Alterations & Remodeling

Tenant Alteration Projects

Requests to make alterations should be sent, in writing, to the [Management Office](#). Alterations that are approved can be performed only by an approved union contractor. All construction contractors, including general, electrical, plumbing or phone contractors, must register with the Management Office prior to performing any work in the Building. Installation of communications equipment, computer or alarm systems must also be coordinated with the [Management Office](#).

Prior to the start of any alterations please submit a written scope of work, the exact location of the work, time frame of the project, plans as may be applicable, and a listing of the general contractor / subcontractors. The Management Office will review your submittal and advise you of further requirements, if any, prior to granting approval. The above documentation should be submitted in accordance with your lease.

As stipulated in your lease, tenants, their contractors, and / or vendors must provide the [Management Office](#) with a current certificate of insurance, naming PPF Paramount One Market Plaza Owner, L.P., Paramount Group, Inc., Morgan Stanley Real Estate Advisor, Inc., their affiliates and subsidiaries and their respective members, officers, directors and employees, and Paramount Group, Inc., as Agent, as Additional Insured's, for any contractor or vendor performing work in the building on the tenant's behalf prior to that work being carried out.

The One Market Plaza certificate of insurance requirements details the requirements and wording for certificates of insurance needed for movers, contractors and vendors. It is the tenant's responsibility to obtain these certificates and to supply them to the Management Office prior to authorizing any move, repairs or improvements within the premises. Failure to do so may impede access into the building for the mover, contractor or vendor for who these insurance requirements are not met.

Trade Union Recognition

To ensure One Market Plaza remains in compliance with various collective bargaining agreements building engineers, janitors, and security officers (among others), tenants must, at all times, only contract with those vendors, contractors or movers who are signatories to collective bargaining agreements covering the work or activity related to their contract. Failure to comply with this provision may result in tenants' work or contractors being stopped, and the tenant being held financially liable for any charges incurred as a result of any work stoppage, walk off, or "wild cat" strike by any building personnel, or any other union affiliated contractors working on behalf of Paramount Group Inc., other tenants, or other contractors in the building. It is the sole responsibility of each tenant to ensure that any vendors, contractors and movers with whom they directly contract are a unionized workforce subject to collective bargaining agreements. Please use the Guest & Vendor / Access Permit Form in the [Forms section](#) for after-hours guest and vendor access and the Contractor Assistance / Access Permit Form that must be completed on a daily basis for contractor access. Additional copies may be requested from the [Management Office](#).

Communications Installations

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the Management Office prior to the day on which the work is due to start to ensure that house cabling lines are properly assigned and code requirements are met. Please submit requests for changes or new installations on the proper forms included in this Tenant Portal.

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Policies: Smoking

One Market Plaza provides a smoke-free environment for its tenants and their visitors. Smoking is prohibited in corridors, stairwells and common areas. Those who wish to smoke will find a smoking area outside all entrances.

Smoking is allowed only at the curb and at least 25 feet from exits, entrances, operable windows, and vents per S.F. Health Code, Article 19F.

Security: Overview

One Market Plaza is equipped with a comprehensive life safety system that includes a full sprinkler system with flow detectors, smoke detectors, fire alarm pull stations, a public address system, strobe lights, fire stairwells and an elevator recall system. All Building personnel are rigorously trained, tested, and certified to conduct life safety and emergency response operations.

One Market Plaza is equipped with a monitored surveillance system, elevator control, and an after-hours card key access system. Building tenants are required to carry and show One Market Plaza Photo ID Badges at all times when accessing the Building or elevator banks. The Security Staff consists of 23 Full-Time and 6 Part-Time Security Officers. They conduct security duties including patrolling 24 hours a day, 365 days a year.

Security: Access Procedures

PHOTO ID BADGES:

All tenants at One Market Plaza (i.e., employees of companies officing or otherwise doing business at One Market Plaza) are asked to carry a One Market Plaza Photo ID Badge, as issued by the [Management Office](#) in order to avoid being required to sign in with Security prior to entering either the Spear or Steuart Towers. This initial cost is free, but there will be a \$20.00 charge for replacement photo ID badges that are lost.

BUILDING ACCESS: Normal Building Hours (Monday - Friday 7:00 AM to 6:30 PM)

One Market Plaza Resident Customers (Tenants and their employees):

During normal building hours, anyone wishing to enter either the Spear or Steuart Towers without signing in with Security must have a One Market Plaza photo ID badge. The badge is to be presented to Security at either interior lobby checkpoint or at the Spear Street outer lobby checkpoints in order to gain access to either tower. Anyone entering through the Spear Street lobby will be required to again present their One Market Plaza ID badge at the Steuart Tower interior lobby check point in order to gain access to the Steuart Tower.

One Market Plaza Visitors:

During normal building hours, anyone who has not been issued or has misplaced their One Market Plaza photo ID badge must sign in with Security at the security console in the Spear Street lobby or at the designated sign in desk at either of the interior lobbies, at which time they will be asked to present a valid form of identification (current State or Federal ID, State issued driver's license, or passport) and will be issued a date-stamped One Market Plaza Visitor badge.

One Market Plaza Visitors Groups and VIP's:

To help expedite access for groups during regular business hours, visitor/guest lists for VIP's or groups consisting of ten (10) people or more may be faxed to the [Management Office](#) in advance for pre-approval. This will allow visitors and guests to be checked in very easily, with a minimum of delay. Lists should be submitted to the Management Office for approval at least 24 hours in advance to ensure adequate time to process. A representative from your facility must greet your guests at the Spear Street entrance, assist with check in and handing out visitor badges. If a guest's name is not known, as in "John Smith and Guest" the Guest will be asked to give his/her name.

VIP's and visitors whose identity must remain confidential for reasons of security will, nevertheless, need to receive access clearance from the Management Office prior to arrival. Notice must be given to the Management Office via fax, letter or e-mail. Please address your access request Confidential / Attention: Ralph Brignone, Director of Security and Life Safety to make the necessary arrangements. The fax number is (415) 814-6440. Clearance will be issued in advance and your company representative must greet and escort your VIP from the Spear Street entrance to your suite.

Contractors & Vendors:

During normal building hours, any contractors or vendors requesting access to either of the towers will be required to sign in with Security at the security console in the Spear Street lobby or loading dock at which time they will be asked to present a valid form of identification (current State or Federal ID, State issued driver's license, or passport) and be issued a date-stamped One Market Plaza Contractor's ID badge.

Couriers & Delivery People:

During normal building hours, any couriers or delivery people requesting access to either of the towers will be required to sign in with Security at the security console in the Spear or Steuart Street lobbies, at which time they will be asked to present a valid form of identification (current State or Federal ID, State issued driver's license, or passport) and will be issued a date stamped One Market Plaza Delivery ID badge.

PLEASE NOTE: SECURITY WILL NOT ACCEPT DELIVERIES OR PACKAGES AT ANY TIME. Should the intended recipient or authorized representative thereof not be available to accept them, they will be turned away.

Loading Dock Deliveries:

One Market Plaza customers will be required to submit a monthly list of recurring deliveries to the [Management Office](#), including vendor name and a general description of the delivery. All other deliveries must be coordinated by an authorized signatory through the Management Office in writing 24-hours in advance. In the event that an unexpected/unannounced delivery arrives, Security will call the authorized signatory. If no authorized signatory is available to accept the delivery, it will be turned away.

BUILDING ACCESS -- After Hours (Monday - Friday 6:30 PM to 7:00 AM and All Day Sat/Sun)

One Market Plaza Resident Customers:

After hours, any customers wishing to enter the Building must be in possession of a One Market Plaza Access Card. No access into the building will be granted if customer does not have an Access Card.

PLEASE NOTE: Any guests accompanying Access Cardholders will be required to sign in with Security and present a valid form of identification (current State or Federal ID, State issued driver's license, or passport) prior to being admitted to the Building.

One Market Plaza Visitors:

After hours, anyone who has not been issued or has misplaced their One Market Plaza Access Card must sign in with Security at the security console in the Spear Street lobby and:

- Present a valid form of identification (current State or Federal ID, State issued driver's license, or passport), and
- Be previously cleared in writing by an authorized Customer signatory with a Guest Access Card left for them with Security or Management Office. Security will not escort, card, or key access anyone to the elevators or suites. Security will call the authorized signatory to inform them a visitor has arrived. If these criteria are not met, the guest or visitor WILL NOT BE GRANTED ACCESS, WITHOUT EXCEPTION.

PLEASE NOTE: Any lists of after hour's visitors or guests to the [Management Office](#) must be received in writing or via email with adequate time for processing. Forms and guest lists submitted after 12:00 PM on Fridays and on Holiday weekends may not be processed and the guests or visitors in question may not be granted access if these forms/lists are not submitted in a timely manner. Security has been instructed to adhere strictly to the aforementioned criteria and will deny access to any person not meeting said criteria, regardless of title, rank, or state of agitation.

One Market Plaza Parking Visitors:

Only monthly parking is allowed after normal building hours. No parking visitors will be admitted after 6:30 PM.

Contractors & Vendors:

After hours, any contractor or vendor access requests will only be approved if the named job foreperson is the same as the person who shows up to do the work. His/her name is to be provided on the Contractor's Access form submitted to the Management Office and he/she MUST provide a valid form of identification when signing in with Security. Any additional crew or staff will only be admitted upon verification of the designated Foreperson's authorization to enter the Building. Each contractor crew member or staff person will provide photo ID and sign in too.

PLEASE NOTE: If the Foreperson leaves the site or is not the same person who arrives to perform the service in question, no one from the crew or staff will be granted access to the Building. In order to prevent unnecessary delays in service, a second name or contact should be provided on each Contractor's access form and designated as "Next in Charge" on site.

Couriers & Delivery People:

After hours, any couriers or delivery people will be required to sign in with Security at the security console in the Spear Street lobby and have their delivery confirmed by the intended recipient or authorized representative thereof by phone, at which time said recipient or authorized representative will be asked to

meet the delivery person in the Spear Street Lobby to receive their delivery. Security will not escort, card, or key access any couriers or delivery people to the elevators or suites.

PLEASE NOTE: Security will not accept deliveries or packages after hours should the intended recipient or authorized representative thereof not be available to accept them, and any suspicious or unusual after hours deliveries will be subject to search regardless of that person's availability.

Loading Dock Deliveries:

One Market Plaza customers will be required to submit a monthly list of recurring deliveries to the Management Office, including vendor name and a general description of the delivery. All other deliveries must be coordinated by an authorized signatory through the [Management Office](#) in writing 24 hours in advance.

PARTIES / EVENTS: All Hours

For all parties / events Customers must provide the [Management Office](#) a list of the intended number, and when possible, names of all guests. All lists must be provided by an authorized signatory to the Management Office, in writing, 24 hours in advance. Lists must be submitted on the Guest Access Request Form. A Greeter must be provided in the building lobby. If the guest list changes on the day of the party, an amendment shall be faxed or e-mailed to the Management Office before 12:00 PM on weekdays. Guests will sign in on a Guest List after being verified by the Greeter. Host shall be responsible to ensure that sign-ins are conducted.

One Market Plaza Event Guests:

All Guests will be required to sign in with Tenant Greeter in lobby and be escorted to the suite.

Thank you for your cooperation and adherence to the above outlined procedures for accessing the Building. As with any security measures, there will be inconveniences, but the policies put in place by Paramount Group, Inc. are intended to provide a level of security commensurate with other class A office buildings in downtown San Francisco.

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Security: Building Access Card Keys

To enhance security, One Market Plaza has a card access system. This system allows you to limit which employees will have after-hours access into the Building and onto your tenant floor. In addition, the system can track entries into the Building.

Please provide a list of employees who are allowed to enter the Building outside of normal Building hours. (Building hours are 7:00 AM to 6:30 PM, Monday through Friday.) Your list should indicate which individuals need on-site parking privileges in accordance with the terms of your lease.

Building access card keys will be issued when requested by an authorized signatory. \$20.00 for replacement cards. The charge will be billed on your monthly statement. If you need to add employees in the future, please submit via the Access Card Key Request Form.

If you plan on having visitors enter your premises after hours, please provide a letter to the [Management Office](#), on your company letterhead, with an authorized signature. Visitors will need a key to enter your suite unless accompanied by an employee.

In the case of lost cards or terminated employees, please notify the [Management Office](#) as soon as possible. We will delete the card from the system.

Note: Building personnel are not authorized to unlock any areas for tenants. Employees and visitors must have keys to enter tenant suites.

Security: Emergency After Hours Contact Procedures

Please provide the [Management Office](#) the contact forms stating at least three individuals who may be called during normal business hours and/or after hours in the event of an emergency or to authorize admittance of an employee into the building without an access card.

[Click here](#) for the Tenant Contact Form.

Security: Authorized Signatories

We ask that you designate one or more people to act as liaison between your company and the [Management Office](#). Please list them on the Tenant Authorized Signatures form. Have them sign in ink, next to their typed name. One Market Plaza requires two completed forms, one for use by the Management Office and the other for Security. If you need to make changes in the future, please submit a new form. This will replace the previous form on file.

These authorized signatories will have the authority to:

1. Order lock changes, installation and additional keys (billable & non-billable).
2. Approve subtenant billable charges and requests.
3. Receive Temporary and Permanent Access Card Keys, Photo ID Badges and Property

Removal Passes, and sign these to authorize Building entry or property removal.

1. Authorize interior office space to be unlocked.
2. Change, add or delete names of authorized personnel.
3. Order after-hours air conditioning or ventilation service (billable).
4. Inspect the Building security log.
5. Request access to telephone closets.
6. Order janitorial services not included in normal cleaning (billable).

Security: Safeguarding Your Workplace

Although we try to maintain a secure working environment, many people enter the building every day, and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

1. Lock all doors when leaving your suite unattended.
2. Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when leaving them unattended.
3. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults. Do not leave combinations where they can be found or easily deciphered.
4. Notify the [Management Office](#) if you see loiterers, peddlers or canvassers on the premises.
5. Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.
6. During business hours, One Market Plaza Photo ID Badges must be shown to Security to gain access to Spear or Steuart Towers.
7. The Management Office recommends that you keep all personal valuables locked up during non-business hours. Although the security staff patrols the building throughout the night, we cannot guarantee the safety of unsecured valuables or personal items.

Security: Locked Premises

Building personnel are not authorized to open any locked entry for a tenant or a vendor hired by the tenant. Each employee must have a key to gain entry.

Security: Stairwells

Stairways are for emergency use only. Should you become locked in a stairwell, emergency telephones are located on every fourth floor throughout the Building and can be used to summon security for assistance.

Stairwell doors are locked from the stairway side for your protection. Blocking open the stairway doors damages the doors, negates the balancing of the air conditioning system for your offices and creates a serious problem from the standpoint of security and fire protection. It is also a violation of local fire codes.

Security: Key & Lock Policy

Two keys per lock will be provided to the Tenant without charge. No additional locks or latches shall be installed any door and no locks shall be changed without the written consent of Landlord. Tenant, at the termination of their Lease, shall return to Landlord all keys to doors in the Building. Tenant shall not alter locks or install new locks without approval from Landlord.

Security: Lost & Found

Please report any lost or missing items to security. Items found on the premises are kept for one month.
Please call (415) 814-6458 to inquire if something has been turned in.

Security: Property Removal

Anyone wishing to remove property from the building must present a building pass, signed by an authorized tenant representative, to the security staff. The pass should describe the item(s) being removed and the date of removal.

Anyone without a pass must leave the property at the security desk or in the dock area until a pass is obtained. If you require a Property Removal Pass Form, please contact the [Management Office](#).

Security: Solicitation & Loitering

Canvassing, soliciting, peddling and loitering are not allowed within the building.

If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the [Management Office](#) immediately at (415) 814-6480, with a description of the solicitor and where he or she was last seen. Please encourage your receptionist to be aware of solicitors and the Building policy preventing soliciting. Employees should be encouraged to question strangers within your offices and report all suspicious persons to Building Security at (415) 814-6458 or (415) 357-1465.

Security: Security Guard Escort

A first floor lobby guard will accompany anyone requesting an escort to his/her car to the parking garage and will wait until the car has been started. Call Security at (415) 814-6458 or (415) 357-1465.

Escort can also be provided to pedestrians traveling to the BART station, Ferry Building, and temporary Transbay Terminal.

Services: Bicycle Parking

You may park bicycles on the 2nd basement level of the on-site parking garage during business hours. Overnight storage of bicycles is not allowed. Bicycle owners must register their bicycle with parking management. Bicycles are not allowed elsewhere in the building and should not be parked or secured on any handrails as this may violate ADA (Americans with Disabilities Act) requirements.

Please use proper locking techniques when securing your bicycle to the bicycle rack. One Market Plaza cannot be held responsible for lost or stolen bicycles.

Services: Building Signage & Directory

The Building directory in the main lobby displays your company name and suite number. There are also signs in each elevator lobby and suite signs at each door. If you require additional listings in either lobby or wish to make changes to your current signage, please contact the [Management Office](#) at (415) 814-6480. Charges may apply.

If you wish to display a sign or notice in any public area of the building, prior written approval from the Management Office is required.

Services: Elevators

There are thirty-five passenger elevators in seven banks: low, mid-low, mid-high and high-rise. There are also three freight elevators. In addition to the tower elevators, there are two shuttle elevators. One services the Plaza to Level 2 Basement and the second services Bayside to Loading Dock

There is an emergency light and phone system in each elevator. The phone has backup power from both a battery and the emergency generator. The communication system in each elevator is connected to the fire control room.

The following systems have been installed to protect persons using or attempting to use the elevators during a fire:

Automatic Recall: In each elevator lobby, there is a smoke detector that activates this system. If any of these devices sense smoke, all elevators will close doors and return to the ground floor, where they will remain with doors open, until released by building or fire department personnel. This system may also be activated or bypassed manually from a key switch located in the FCC.

Manual Recall: In the event of a fire alarm in the building, the Security staff will recall the elevators from the FCC.

Emergency (Firefighter's) Service: After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of firefighting.

Elevator Earthquake Response: When a moderate or severe earthquake occurs, a seismic switch for each elevator car in the basement senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

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Services: Engineering

The on-site Building Engineering Staff consists of 15 engineers. There is a Chief Engineer, 1 Assistant Chief, and 12 Journeymen / Apprentice / Utility engineers. With 3 shifts a day, 7 days a week, an engineer is always available to respond to emergency requests. For after hour emergency requests please contact Building Security at (415) 357-1465.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the [Management Office](#) as well.

[Tenant and Contractor Access Form](#)

[Corporate Approved Vendor List](#)

Services: HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the Building operate Monday through Friday, 7:00 AM to 6:00 PM. If at any time during working hours you desire adjustment to the temperature within your suite, place a service request on the Aware on-line system or contact the [Management Office](#). To avoid damage and minimize delays, please do not adjust thermostats without assistance. Remember to turn off all lights in areas that are not in use. This conserves energy and helps the HVAC equipment operate more efficiently. Please keep blinds closed when in direct sunlight.

HVAC services after business hours are available upon request (24 hour prior notice required), and can be scheduled through the Aware on-line system. The after-hours HVAC charge is subject to adjustment based on floors requested and current market rates.

Services: Janitorial

One Market Plaza contracts a full range of janitorial services. A staff of janitors cleans the property each night Monday through Friday. All standard janitorial services are provided and miscellaneous additional services can easily be provided and arranged at tenant expense by ABM Janitorial. A janitorial manager is present Monday through Friday during business hours to conduct walkthroughs and meet with tenants. Three forepersons supervise the janitorial staff.

If a small cleaning problem should arise during work hours, please place a work order via the [AwareManager](#) online work order system or contact the [Management Office](#).

If you have any questions or comments regarding the janitorial services, please notify the [Management Office](#).

Services: Mail Service

The US Postal Service mail room is located on the first floor basement, adjacent to the loading dock. Access to the mailroom is via the Spear Tower service elevator (elevator A8 in the bank that serves floors 6-18). This facility is a sub-station operated by the U.S. Post Office. Questions related to the delivery of mail can be directed to the Embarcadero Postal Station at (415) 536-6412 or to the Post Master at (415) 550-5001.

Incoming mail is typically delivered by late afternoon. Outgoing mail is accepted at this facility and can be deposited in the mail box beside the mail room. Mail is typically picked up at this location at 5:00 pm Monday - Friday.

Mail is delivered through the Vertical Improved Mail (VIM) method. Each tenant is assigned a mail box and provided a key by the management office. New tenants should contact the USPS (1) week prior to moving at <https://moversguide.usps.com/> to declare their business change of address and contact the [Management Office](#) at (415) 814-6480 prior to having their mail delivered to the building. Tenants moving out of the building should also contact [USPS](#) for forwarding of mail and return the mail box key to the Management Office.

Your company's mailing address should read as follows:

Spear Tower Tenants

Firm Name (or individual name)
Spear Tower
1 Market Plaza, Ste _____
San Francisco, CA 94105

Steuart Tower Tenants

Firm Name (or individual name)
Steuart Tower
1 Market Plaza, Ste _____
San Francisco, CA 94105

To ensure that mail is delivered correctly and in a timely manner, please be sure that the tower and suite # is specifically referenced. Mail that does not include either may be returned to the sender. Questions related to your mailing address can be directed to the Address Management Systems at (415) 550-5465.

No holiday or other weekend service is provided. The nearest United States Post Office is located on Steuart Street between Mission and Howard Streets (in the Rincon Center). The Building cannot assume responsibility for or accept delivery of packages from any common carriers such as Federal Express, UPS, or Special Delivery. You must make arrangements for delivery during your business hours.

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Services: Maintenance Requests

If you experience a problem within your suite that requires maintenance assistance and/or repair, please have your tenant representative submit a service request Monday through Friday, 8:00 AM to 5:00 PM. Work orders placed after 5pm will be dispatched the following day. For after hour emergency work order requests and short notice overtime HVAC requests, please call our 24 hour security at (415) 814-6458.

1. Submit a service request via the Aware on-line system
 - Tenant Log in Interface: pgi.awareportal.com
 - Click "log in" at upper right hand corner
 - Enter username and password:
 - Email address: Tenant's email address
 - Password: pgi (default password at this time for all tenants) please change once you are utilizing system. If you forget your password, please contact the [Management Office](#) at (415) 814-6480.
2. Tenants will receive a confirmation email when the work order is opened and dispatched AND when the work order has been completed.
3. If you are unclear how to use the on-line Aware system or have no access to a computer, you may also call the [Management Office](#) at (415) 814-6480.
4. Provide your name, company name and suite number.
5. Describe the problem as accurately as you can and a contact person.

The management staff will address the problem as soon as possible, sending someone to assist you or make whatever other arrangements are necessary. If the repair or maintenance work is not the landlord's responsibility, the tenant will be charged for such work at landlord's cost plus appropriate mark-up. Please make your service request directly on-line or to the Management Office. Maintenance personnel are required to receive instructions and assignments from the Management Office only. This procedure helps the management staff keep track of your requests and ensures that they are resolved in a timely fashion.

Lighting / Electrical: If you need light bulbs or ballasts installed, please place a service request via the Aware on-line system or contact the Management Office at (415) 814-6480.

Keys: New tenants receive two keys per lock set. You can purchase additional keys for \$3.00 from the [Management Office](#). Requests for lock work, except for desks and filing cabinets, should be made via the Aware system. Alterations to locks can be made only with approval from the Management Office. If you need to activate or deactivate a keycard, please contact the [Management Office](#) within 24 hours. Lost access cards will incur a replacement charge of \$20.00.

Tenant Owned Equipment: Unfortunately building staff are not allowed to make repairs on tenant owned equipment such as dishwashers and microwaves.

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Services: Parking

Parking for tenants and visitors of One Market Plaza is available at two locations. The on-site two-level basement garage has a capacity of approximately 170 cars and offers valet parking. Administration and operation of the garage is directed by ABM Parking located in the B1 Level at One Market Plaza. Please contact Sheldon Lau, ABM Parking at:

Direct Office Line: (415) 814-6462

On-Site Garage: (415) 777-2292

An access card is required to enter and exit the garages after hours. Replacements for lost cards can be obtained for a small fee. For your protection, each tenant using the garage will be asked to complete an information sheet that includes a description of his or her vehicle, license plate number, etc.

Although the garage is patrolled by building security, Paramount Group is not responsible for vehicle theft or damage. Please lock your vehicle at all times, and do not leave it in the garage overnight. If an overnight stay becomes necessary, please notify the [Management Office](#) and security.

Services: Pest Control Services

Tenants must call the [Management Office](#) to arrange for pest control services. There is a charge for this service.

Services: Telephone / Connectivity Service

Montgomery Technologies is the appointed riser manager of One Market Plaza to perform and monitor all vertical work on the telephone and data cables in the building's vertical risers. They will serve as the exclusive manager of the building's internal wiring systems and can assist you with all your telecom and low voltage needs. All access to the MPOE (Main Point of Entry) and telecom work in the building riser closets will need to be coordinated through Montgomery Technologies. Tenants will be able to use their vendor of choice for phone and data cabling within the suite.

In addition, Montgomery Technologies is able to provide the following services:

- Montgomery Technologies can assist with ordering your telecom service, extending your circuits, installing and programming your phone systems / VOIP, and perform inside wiring and cabling including CCTV and access control.

Please contact Montgomery Technologies on any questions you may have regarding their services. Questions and access to telecom areas should be directed to their call center at (844) 824-0100 or email at service@montgomerytech.net. More information can also be found in their handbook or by visiting [their website](#).

Services: Trash, Recycling & Composting

One Market Trash, Recycling, Composting Collection Program

One Market Plaza has implemented a commingled recycling and composting program that can realistically divert 75% or more of the building's waste system. The effectiveness of the program is heavily dependent on tenant participation and they are looking for our support in order to make One Market Plaza a green place to work. The City of San Francisco has set a goal of zero waste by 2020, meaning all waste generated will be diverted to recycling or composting and has taken proactive initiatives including credits for trash bills to commercial buildings that can divert more than half of their waste stream. Participation in the program therefore helps the environment and will help reduce disposal costs which will be seen in the form of lower operating expenses.

[One Market Plaza's Green Office Guide](#)

[Recycling Reference Material](#)

[Composting Reference Material](#)

[Monthly E-waste Pickup](#)

[FAQ](#)

Building Standard Recycling and Refuse Program

In order to keep our recycling and refuse program uniform throughout the building, we kindly request our tenants to follow the building standard when purchasing and placing receptacles in your space. Tenants still using the caddies are requested to transition to the 28 Qt black waste bin.

Private Office and Workstations

- Each office or workstation should have (1) 28 Qt BLUE Recycling container for RECYCLABLE PRODUCTS
- Each office or workstation should have (1) 28 Qt BLACK Trash container for NON-RECYCLABLE PRODUCTS

Kitchens

- Each kitchen should have at a minimum (1) 23 Gal BLUE Recycling container or (1) built-in receptacle for RECYCLABLE PRODUCTS
- Each kitchen should have (1) 23 Gal BLACK or (1) built-in receptacle designated for NON-RECYCLABLE PRODUCTS
- Each kitchen may have at a minimum (1) 23 Gal GREEN Container or (1) 13 Qt Green container or (1) built-in receptacle designated for COMPOSTABLE PRODUCTS

Copy / Office Supply Areas

- Each copy area should have at a minimum (1) 28 Qt BLUE recycling container or (1) 23 Gal Blue Recycling container for RECYCLABLE PRODUCTS

Recycling Program

One Market Plaza offers a commingled recycling program. Tenants will typically have one (1) 28 Qt. blue can for commingled recycling at each desk side and a 23 Gal larger recycling receptacle in their copy rooms and kitchens.

These receptacles will have a clear liner to represent that only recyclable products are allowed. Commingled recycling allows tenants to dispose of all acceptable recycled products in a blue trash can without the need to separate cans & bottles from paper products. The following are considered acceptable and non-acceptable recycled products per Recology:

YES - These items are acceptable:

Metal – (no liquids or food)

Paper - (clean, dry and unsoiled)

- Aluminum cans
- Aluminum foil and trays (ball foil up to softball size)
- Caps and lids from bottles, jars and steel (tin) cans
- Paint cans (must be empty or dry)
- Spray cans (must be empty)
- Steel (tin) cans
- Bags (paper only, no plastic)
- Cardboard (non-waxed)
- Cereal boxes (remove plastic liner)
- Computer and office paper
- Egg cartons
- Envelopes (windows okay)
- Junk mail and magazines
- Newspapers
- Packing or craft paper
- Phonebooks
- Sticky notes
- Shredded paper (place in sealed paper bag and label "Shredded Paper")
- Wrapping paper (non-metallic)

YES - These items are acceptable:

Plastic – (except those labeled "compostable", no liquids or food)
Glass – (no liquids or food)

- Bottles (leave caps on)
- Buckets (metal handle ok)
- Coffee cup lids
- Containers and clamshells
- Cups and plates (plastic only, no styrofoam)
- Flower pots and trays
- Toys (no electronics, metal or batteries)
- Tubs and lids
- Glass bottles and jars only (metal caps and lids too)

NO - These items are NOT acceptable:

- Batteries
- Ceramic dishware or glassware
- Clothing and linens
- Coat hangers
- Electronics
- Foil-backed or plastic-backed paper
- Food
- Glass mirrors and windows
- Juice or soy milk type boxes with foil liner
- Large items (furniture, metal, plastic, wood, etc.)
- Light bulbs: Incandescent, Fluorescents, and HIDs
- Plastic bags, wrappers or film
- Plastic items mixed with metal, fabric or rubber
- Plastic labeled "Compostable" or "Biodegradable"
- Soiled paper (paper cups, plates, napkins, tissues, towels, take-out boxes and greasy pizza boxes)
- Styrofoam
- Waxed cardboard and paper
- Wood
- Yard Trimmings

Composting Program

One Market Plaza is proud to also offer compost service at the tenant's request in your common areas (i.e. conference rooms and kitchens). The building has purchased 23 Gal green slim jim compost bins (for larger offices) and 28 Qt. green compost bins (for smaller offices) and will supply to the tenants if available. Used hand towels in the building's restrooms will be composted in 2011 as long as only compostable products are deposited in the receptacles.

Compost bins will have a clear liner or a green compostable bag to represent that compost materials are allowed.

The following are considered acceptable and non-acceptable compostable products:

YES - These items are acceptable:

Food Scraps (anything that used to be alive)

- Bread, grains and pasta
- Coffee grounds with paper filter
- Dairy
- Eggshells
- Fruit (pits and nuts too)
- Leftovers and spoiled food
- Meat (including bones)
- Seafood (including shellfish)
- Tea and tea bags
- Vegetables

Yard Trimmings

- Branches and brush
- Flowers and floral trimmings
- Grasses and weeds
- Leaves
- Tree Trimmings (less than 6 inches in diameter and 4 feet long)

YES - These items are acceptable:

Soiled Paper

- Paper bags, napkins, tissues and hand towels
- Coffee filters
- Greasy pizza boxes
- Paper cups and plates
- Paper ice cream containers (metal rim is okay)
- Paper take-out boxes and containers
- Paper tea bags
- Waxy paper milk and juice cartons (no foil liner, plastic spout ok)

Other

- Cutlery clearly labeled "Compostable"
- Plastic clearly labeled "Compostable" (green stripe or sticker to allow for easy identification)
- Small pieces of lumber or sawdust from clean wood only (no plywood, pressboard, painted, stained or treated wood)
- Vegetable wood crates (metal wire is okay)
- Waxed cardboard and paper

Composting Program

NO - These items are NOT acceptable:

- Aluminum foil or trays
- "Biodegradable" plastic (not labeled "Compostable")
- Ceramic dishware or glassware
- Clothing and linens
- Cooking oil
- Corks
- Diapers
- Dirt, rocks or stone
- Flower pots or trays
- Foil-backed or plastic-backed paper
- Glass, metal or plastic not labeled "Compostable"
- Juice or soy milk type boxes with foil liner
- Kitty litter or animal feces
- Liquids or ice
- Plastic bags, wrappers or film (not labeled "Compostable")
- Plywood, pressboard, painted or stained wood
- Recyclable/clean cardboard or paper
- Styrofoam

Trash Waste

Tenants will typically have one (1) black waste bin or caddy at each desk side and a larger waste receptacle in their copy rooms and kitchens. These receptacles will have a solid liner (black, gray, or brown) to represent that non-recyclables (that are considered non-hazardous) are allowed.

To prevent the possibility of items being accidentally thrown away as trash, trash that cannot be deposited in the designated receptacles **MUST** be labeled with “TRASH / BASURA” in order for our janitorial staff to remove from your space. Please **DO NOT** leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage.

YES - These items are acceptable:

- Ceramic dishware or glassware
- Clothing and linens
- Coat hangers
- Cooking grease (solid only)
- Corks
- Diapers
- Foil-backed or plastic-backed paper
- Glass mirrors and windows
- Incandescent light bulbs (no fluorescents or HIDs)
- Juice or soy milk type boxes with foil liner
- Kitty litter and animal feces (bagged)
- Pens and pencils
- Plastic bags, wrappers and film (not labeled "Compostable")
- Plastic items mixed with metal, fabric or rubber
- Plastic labeled “Biodegradable” only
- Rubber bands
- Small pieces of plywood, pressboard, and painted or stained wood
- Styrofoam

Trash Waste

NO - These items are NOT acceptable:

- Appliances
- Asbestos
- Batteries
- Coat Hangers
- Construction debris
- Cooking oil
- Dirt, rocks or stone
- Electronics
- Fluorescent or HID light bulbs
- Food scraps, soiled paper or yard trimmings
- Household hazardous waste or chemicals
- Large items (furniture, metal, plastic, wood, etc.)
- Liquids or ice
- Motor oil
- Needles or syringes
- Paint
- Plastic labeled “Compostable”
- Recyclable cardboard, glass, metal, paper or plastic
- Toys with electronics or batteries
- Waxed cardboard and paper
- Waxy milk or juice cartons

More information regarding acceptable and non-acceptable recycling, composting and trash items can be found on the [Recology \(SF's designated collection, recycling, & composting service\) website](#).

Recycling / Composting Reference Manual

Commercial Recycle Collection Program

- [Recycling Home Page](#)
- [Recycling Flyer](#)
- [Recycling Poster](#)

Recycling / Composting Reference Material

Commercial Compost Collection Program

- [Composting Home Page](#)
- [Compost Flyer](#)
- [Compost Poster](#)

Recycling / Composting Reference Material

Compostable Products

- [Retailers selling Compostable Bags & Compostable ware](#)

- https://sfenvironment.org/sites/default/files/fliers/files/sfe_zw_vendors_fsw_bags.pdf
- [Certified Compostable Bags Manufacturers](#)
- [Certified Compostable Food Service Items Manufacturers](#)

Monthly E-waste (Electronic Waste) Pickup

One Market Plaza is proud to partner with ewaste SF. to provide electronic waste (ewaste) recycling service to tenants at One Market Plaza. Ewaste SF will visit One Market Plaza once a month (on the 4th Wednesday of every month) and will remove e-waste from tenant suites during business hours.

How can tenants schedule a pick up?

Tenants will need to complete an electronic form at www.ewastesf.com and include the following information:

- Tenant Name
- Location of pick up (i.e. One Market Plaza, Spear or Steuart Tower, floor, and suite #)
- Contact person and phone number
- Itemized list of ewaste and approximate amount

Please be sure to send requests NO later than 2 business days prior to the pick-up date. Tenants must also submit a completed Guest/Vendor Access form to our management office fax at (415) 814-6440 regarding the pick-up. This will serve as authorization to allow ewaste SF. to enter your space on the scheduled date.

Ewaste SF will be providing a door to door pick up service so please be sure the ewaste items are relocated to one location in the space, stacked neatly, and ready for pick up prior to the pick-up date.

What items will be accepted with the ewaste recycling service?

One Market Plaza, at this time, is able to recycle the following ACCEPTABLE ITEMS at no additional cost to our tenants:

- Desk computers, laptops, servers, switches, cell phones and tablets

The Following Items will be accepted for a fee:

- Toners, Computer Monitors - CRT or Flat Screen, Television Sets, Laptop Computers, Desktop Computers, Scanners, Keyboards, Small Computer Speakers, Mouse, All other computer equipment, Inkjet Printers, Laser Printers, Fax Machines, Copiers, All-in-One printers, DVD Players, VCRs, other Home Entertainment & Stereo Equipment, Cell Phones and Accessories, Regular Phones, Small Answering Machine, VHS tapes, DVDs, CDs.

Items not included in the above list may be accepted by ewaste SF. at a charge. Please contact ewaste SF by phone at (425) 757-7111 or by email at pickup@ewastesf.com on items normally not accepted.

Recycling Kiosk

The recycling is located in the mail room and is available to tenants at no additional cost. It serves as a collection center and will accept CDs, batteries up to D size, printer cartridges (not toner), cell phones, and clean plastic bags. Tenants are welcome to also bring these items from home.

Frequently Asked Questions

What if I am unsure if the items should go into TRASH, RECYCLING, or COMPOST?

- When in doubt, throw it out (into the trash bin). It is crucial to not contaminate the recycling containers and compost receptacles. Minimizing the amount of contaminants in these bins will increase Recology's ability to recycle and compost items efficiently. The reference materials provided by Recology will also help you identify what is considered recyclable and compostable.

What should I do with trash and plastic bags?

- At this time, Recology has instructed trash and plastic bags to be deposited in the trash bins. Please DO NOT deposit bags in the blue recycling containers. They will get jammed in the filter at the Recology recycling facility.

Can I throw away needles and syringes in the receptacles?

- Needles and syringes need to be treated as biohazard and disposed of by a trained outside company. Never throw them into a receptacle as janitorial staff and other handlers of the rubbish are being put at risk of injury and potential infection.

How do I dispose of cardboard boxes?

- Please flatten and use a Trash / Basura sticker OR write Trash / Basura on the items and leave near a large receptacle in the copy area or kitchen. Janitorial staff have been instructed to NOT throw any items outside of the receptacle containers unless noted as trash. If additional disposal is needed, please call the management office at (415) 814-6480 or place a work order through [AwareManager](#) to have a rolling cart or barrel requested. Please separate recycling and trash if possible.

How do I dispose of misc. large items?

- Three types of compactors are used at One Market Plaza to efficiently dispose of trash, recycling, and compost. Due to their limitations, we cannot dispose of any items that will not fit in the compactor or will damage the rams such as broken chairs, furniture pieces, and other office equipment. These compactors are designed to only accept typical day to day office rubbish. The building is willing (at its discretion) to assist with disposing of one-off items as a courtesy to tenants for a charge. Please contact the building office for more details.
- Please DO NOT leave unwanted items (that are not considered typical day to day office rubbish) in the freight elevator vestibules, in the loading dock, or in the compactors. Janitorial staff will not remove these items and if determined tenants will be charged a nominal fee for their disposal.
- It is requested that large usable items be recycled through companies like [iReuse](#) and Goodwill. Items that cannot be reused should be coordinated with a rubbish remover such as Recology at the expense of the tenant.

Will my kitchen smell if I have a compost bin?

- You shouldn't notice any differences in terms of smell because the same type of trash is still being deposited in the kitchen. The main difference is that compostable items are being directed to a compost bin versus a trash receptacle.

How often is TRASH, RECYCLING, or COMPOST emptied?

- Trash, recycling, and composting is emptied on a nightly basis, Monday through Friday excluding Building Holidays.

Is biodegradable the same as compostable?

- Biodegradable is NOT the same as compostable. There are stringent requirements for products to be considered compostable and the timeframe it takes to breakdown and decompose. Recology is facing many issues with food service item ware that are being deposited in compost that are referenced as biodegradable. Please use one of the links in the compost section or in the links / contact info section for vendors that provide certified compostable ware if you choose to purchase compostable items for your kitchens and pantries.

Can I get help with implementing and training my staff on recycling and composting?

- The building management is happy to assist with helping your team implement a recycling and/or composting program. Please contact Robert Alvarado at 415-814-6445 or fyerkesmedina@pgre.com to discuss how the building management and janitorial teams can assist.
- In addition, Recology provides free onsite training through [ESA Renewable Resources](#).

What should I do with confidential paper?

- Please do not recycle confidential documents in the blue receptacles. You should contact an outside contractor like [NorCal Shredding Services](#) (415) 621-6200 to have these documents properly handled.

Where can I visit to find out more information about recycling and composting?

- Please visit [SF Recycling](#)

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Services: Tenant Function Guidelines

If you are planning a tenant function (e.g., party, reception, fund raiser), please notify the [Management Office](#) in advance.

The Management Office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building, and provide for the safety of all visitors and guests. The Management Office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificate of insurance.

No function may be held in the common area or on the grounds without prior management approval. Please refer to the Building Access and Security section of this Tenant Portal for more information regarding access for groups.

Services: Window Cleaning

The exterior and interior windows are cleaned on a rotating basis up to two times per year. If you require cleaning of interior office partition glass, an outside contractor will provide you with an estimate for the work. If acceptable, the work will be scheduled and you will be billed accordingly.

Sustainability: Fitwel

[Fitwel Catering Policy](#)

[Fitwel Green Purchasing Policy](#)

[Fitwel IAQ Policy](#)

[Fitwel IPM Policy](#)

[Fitwel Smoke-Free and Tobacco-Free Policy](#)

Sustainability: Indoor Air Quality

<https://www.epa.gov/indoor-air-quality-iaq/introduction-indoor-air-quality>