

Tenant Services Manual

Table of Contents

Introduction	3
Emergency Phone Numbers.....	5
Area Hospitals.....	5
Area Clinics.....	5
Transwestern – Management Team.....	6
Building Rules & Regulations	7
Green Building Operations.....	10
All-Together Recycling.....	10
No Smoking Policy.....	10
Building Hours	12
Cleaning Specifications.....	13
Standard Services.....	13
Common Corridor / Lobby Areas.....	13
Restrooms.....	15
Tenant Suites.....	16
Elevators.....	18
Special Services.....	19
Heating, Ventilation and Air Conditioning	21
After Hours Heating, Ventilation and Air Conditioning.....	21
Additional Cooling Requirements.....	21
Maintenance of Tenant Specific Cooling Systems.....	21
Deliveries	22
Mail Service	22
Moving Procedures.....	23
Instructions To Movers.....	24
Security.....	28
Building Entry.....	28
Material Removal.....	28
Keys.....	29
Special Security Services.....	29
Card Access Procedures.....	30
New Employees.....	30
Terminated Employees.....	31
Parking.....	32
Monthly Parking Rates.....	32

Transient Hourly Rates:	32
Early Bird Parking Rates:	32
Validations.....	32
Automated Cashier	32
Amenity Program	33
Customers can contact the facility manager who will assist you in locating your car, getting a battery started, fixing a flat tire or changing a flat tire. There is no charge for this service.....	33
Midas can be called to pick up a customers vehicle for a variety of car maintenance services. Please contact the Facility Manager to fill out an intake form.....	33
Speedy Auto Glass can be called for on-site windshield repair service. Contact the Facility Manager for more information.....	33
Remodeling / Redecorating.....	34
Other Special Services	35
Tenant Service Requests.....	36
Rate Schedule	38
Building Tools and Equipment Policy	39

Introduction

1125 Seventeenth Street is one of the premier office facilities in Denver's Central Business District. This is the result of combining prestigious tenants, with a well-designed building, beautifully maintained surroundings, a convenient location, and quality tenant services. As your business associates and visitors enter the Building, the well-kept and distinctive appearance enhances your company's image and its reputation.

Transwestern employs a highly trained professional staff to ensure that your expectations of quality in operations and services are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Our organization and attention to detail maintains the highest level of efficiency and keeps 1125 Seventeenth Street running smoothly.

As part of our management responsibility, our program of standard services promotes the first class image of your company and of 1125 Seventeenth Street. These include:

- Quality office cleaning
- Public area maintenance
- Building maintenance
- Smooth elevator operations
- Site Identification

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

- Convenience
- Quick response
- Accountability

- Follow-up

- Quality work

When services that are more extensive are needed, such as remodeling or redecorating, Transwestern has the resources and capability to coordinate the work from beginning to end. During the process we thoroughly review your objectives with you and develop a set of guidelines that fulfill those objectives. We then obtain bids from several outside contractors, choose the best bid and submit a proposal for completing the work. Upon your approval of the proposal, we coordinate with the contractor for your business needs and supervise the work to its satisfactory completion.

This procedure allows you and your employees to concentrate on your business with the assurance of:

- Quality contractors

- Reasonable cost

- Close supervision

- Thorough follow up

We make sure that you receive the best value!

Emergency Phone Numbers

Management Office(303) 296-1646 (8AM – 5PM, Monday – Friday)
Mindi Romoff, RPA, LEED-AP[®], General Manager
Nichole DePass, Administrative Assistant
Frank Connolly, SMA, Chief Engineer
Ryan Brown, SMT, Lead Building Engineer
Luke Milne, SMT, Building Engineer
Rita Rotenberg, Accounting Clerk

Security Desk (303) 296-1646 (24 hours/7 Days a Week)
Allied Barton Protective Services
Suzanne Stone, Site Supervisor

Police and/or Fire Department **911**

Medical Emergencies..... **911**
Police Non Emergency.....(720) 913-2000
Fire Department Non-Emergency(303) 640-3435
Bomb Squad(303) 575-2011
Poison Control (Metropolitan Area).....(303) 739-1123
Weather Conditions (within 2-hour drive of Denver)(303) 639-1111

Area Hospitals

Denver General Hospital(303) 436-6000
777 Bannock Street
Denver, CO

Area Clinics

Columbia Rose Medical Center(303) 320-2121
4567 East 9th Avenue
Denver, CO

Transwestern – Management Team

The **Management Team** of 1125 Seventeenth Street is comprised of the following individuals, all of whom can be reached at the Management Office (303) 296-1646.

<u>Staff Team Member</u>	<u>Responsibilities</u>
Mindi J. Romoff, RPA, LEED-AP® <i>General Manager</i> mindi.romoff@transwestern.net	Provides leadership and oversees all building and parking garage operations.
Nichole DePass <i>Administrative Associate</i> nichole.depass@transwestern.net	Coordination of personnel response to tenant service requests, answering of questions regarding special services or events. Responsible for tenant events, office administration, maintaining property files and correspondence.
Frank Connolly, SMA <i>Chief Engineer</i> frank.connolly@transwestern.net	Responsible for day-to-day operation of the building's mechanical, electrical, and plumbing systems. Oversees all building construction and capital improvements. Supervises Building Engineers.
Ryan Brown, SMT <i>Lead Engineer</i> ryan.brown@transwestern.net	Responsible for maintenance and repairs of the buildings mechanical, electrical, and plumbing systems.
Luke Milne, SMT <i>Building Engineer</i> luke.milne@transwestern.net	Responsible for assisting in the maintenance and repairs of the buildings mechanical, electrical, and plumbing systems.
Rita Rotenberg <i>Accounting Clerk</i> rita.rotenberg@transwestern.net	Handles all building's on-site accounting functions and responds to inquiries on rent statements.

Building Rules & Regulations

The current building rules and regulations from the standard building lease agreement are re-printed here for your convenience. These rules are current as of November 2008 and can be changed or modified by building management or ownership as needed.

- (1) No sign, lettering, picture, notice or advertisement shall be placed on any outside window or in a position to be visible from outside the Premises and if visible from the outside or corridors in the Common Areas within the Building shall be installed in such manner and be of such character and style as Landlord shall approve in writing.
- (2) Tenant shall not use the name of the Building for any purpose other than Tenant's business address; Tenant shall not use the name of the Building for Tenant's business address after Tenant vacates the Premises; nor shall Tenant use any picture or likeness of the Building in any circulars, notices, advertisements or correspondence.
- (3) No article which is explosive or inherently dangerous is allowed in the Building.
- (4) Tenant shall not represent itself as being associated with any company or corporation by which the Building may be known or names.
- (5) Sidewalks, entrances, passages, courts, corridors, halls, elevators and stairways in and about the Premises shall not be obstructed.
- (6) No animals (except for dogs in the company of a blind person), pets, bicycles or other vehicles shall be brought or permitted to be in the Building or the Premises.
- (7) Room-to-room canvasses to solicit business from other tenants of the Building are not permitted; Tenant shall not advertise the business, profession or activities of Tenant conducted in the Building in any manner which violates any code of ethics by any recognized association or organization pertaining to such business, profession or activities.
- (8) Tenant shall not waste electricity, water or air conditioning and shall cooperate fully with Landlord to assure the most effective and efficient operation of the Building's heating and air conditioning systems.

(9) No locks or similar devices shall be attached to any door except by Landlord and Landlord shall have the right to retain a key to all such locks. Tenant may not install any locks without Landlord's prior approval.

(10) Tenant assumes full responsibility of protecting the Premises from theft, robbery and pilferage; the Indemnities shall not be liable for damage thereto or theft or misappropriation thereof. Except during Tenant's normal business hours, Tenant shall keep all doors to the Premises locked and other means of entry to the Premises closed and secured. All corridor doors shall remain closed at all times. If Tenant desires telegraphic, telephones, burglar alarms or other electronic mechanical devices, the Landlord will, upon request direct where and how connections and all wiring for such services shall be installed and no boring, cutting or installing of wires or cables is permitted without Landlord's approval.

(11) Except with the prior approval of Landlord, all cleaning, repairing, janitorial, decorating, painting or other services and work in and about the Premises shall be done only by authorized Building personnel.

(12) The weight, size and location of safes, furniture, equipment, machines and other large or bulky articles shall be subject to Landlord's approval and shall be brought to the Building and into and out of the Premises at such times and in such manner as the Landlord shall direct and at Tenant's sole risk and cost. Prior to Tenant's removal of any of such articles from the Building, Tenant shall obtain written authorization of the Office of the Building and shall present such authorization to a designated employee of Landlord.

(13) Tenant shall not overload the safe capacity of the electrical wiring of the Building and the Premises or exceed the capacity of the feeders to the Building or risers.

(14) To the extent permitted by law, Tenant shall not cause or permit picketing or other activity which would interfere with the business of Landlord or any other tenant or occupant of the Building, or distribution of written materials involving its employees in or about the Building, except in those locations and subject to time and other limitations as to which Landlord may give prior written consent.

(15) Tenant shall not cook, otherwise prepare or sell any food or beverages in or from the Premises or use the Premises for housing accommodations or lodging or sleeping purposes except that Tenant may install and maintain vending machines, coffee/beverage stations and food warming equipment and eating facilities for the benefit of its employees or guests, provide the same are maintained in compliance with applicable laws and regulations and do not disturb other tenants in the Building with odor, refuse or pests.

(16) Tenant shall not permit the use of any apparatus for sound production or transmission in such manner that the sound so transmitted or produced shall be audible or vibrations therefrom shall be detectable beyond the Premises; nor permit objectionable odors or vapors to emanate from the Premises.

(17) No floor covering shall be affixed to any floor in the Premises by means of glue or other adhesive without Landlord's prior written consent.

(18) Tenant shall only use the freight elevator for mail carts, dollies and other similar devices for delivering material between floors that Tenant may occupy.

(19) No eating, drinking, loitering or laying is permitted in the Common Area except in designated areas. Pursuant to Colorado law, smoking is not permitted in the building.

(20) Landlord may require that all persons who enter or leave the Building identify themselves to security guards, by registration or otherwise. Landlord, however, shall have no responsibility or liability for any theft, robbery or other crime in the Building. Tenant shall assume full responsibility for protecting the Premises, including keeping all doors to the Premises locked after the close of business.

(21) Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency and shall cooperate and participate in all reasonable security and safety programs affecting the Building.

Green Building Operations

1125 Seventeenth Street is operated with the latest sustainable building operating procedures. Being green is easy when you consider the cost savings and overall health benefits gained just by thinking about the environment.

All-Together Recycling

1125 Seventeenth Street was the first commercial building in Denver to start a single stream recycling program. At each employees desk there is only a recycle container (a trash can without a liner) – since most of what is on a desk can be recycled without being sorted – all paper (no need to remove staples or paper clips), magazines, cardboard, soda cans, empty paper cups, etc. *No liquid of any kind should be placed in the recycle container.* There are centrally located trash cans in each office for items that can't be recycled – food waste, Styrofoam, etc. Following this page is a flyer from the recycling company showing exactly what can be recycled.

On average, approximately 60% of the total building waste stream is now recycled. This amounts to numerous trees and other natural resources that have been saved due to the building conservation efforts. In addition, just by not putting trash can liners in each employees trash can 5 nights a week, the building saves approximately \$6,000 per year in operating expenses. The management staff of 1125 Seventeenth Street is proud of the great environmental impact of not putting approximately 800 non-biodegradable liners into a landfill each business day.

No Smoking Policy

In accordance with Colorado State law, smoking is not permitted anywhere within 1125 Seventeenth Street. In addition, smoking is not permitted within 25 feet of any building entrance. We ask that smokers please proceed to Skyline Park adjacent to the building – seating and ash trays are available in the park. Around the building there is posted no smoking signage and the security staff monitors these areas to insure that this rule is being followed.

RECYCLABLE ITEMS / ARTICULOS RECYCABLES:



MAGAZINES
REVISTAS



NEWSPAPERS
PERIODICOS



PHONE BOOKS
LIBROS TELEFONICOS



OFFICE PAPER
PAPEL DE OFICINA



JUNK MAIL
DESPERDICO DE CORREO



GLASS
BOTELLAS DE VIDRIO



ALUMINUM CANS, TINS
LATAS DE ALUMINIO, PAPERL ALUMINIO



CARDBOARD
CARTON



STEEL CANS & EMPTY AEROSOL CANS
LATAS DE FIERRO Y LATAS CACIAS
DE AEROSOLES



PAPER
CARTONCILLOS



PLASTIC
BOTELLAS DE PLASTICO



KRAFT BAGS
BOLSAS DE PAPEL

NON-RECYCLABLE ITEMS / ARTICULOS NO RECYCABLES



PLASTIC BAGS
BOLSAS DE PLASTICO



TUBS
TAZAS DE PLASTICO



GARBAGE
BASURA

Building Hours

Normal hours of building entry to 1125 Seventeenth Street are **6:00 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 2:00 p.m. on Saturdays.** Access to the building at other times requires use of a building access card, which may be obtained from the Management Office. Security procedures are reviewed in detail beginning on page 23 of this section.

1125 Seventeenth Street will be officially closed on the following holidays:

New Years Day	Thanksgiving Day
Memorial Day	Independence Day
Christmas Day	Labor Day

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Management Office. Given that the Building Staff and contractors also observe these holidays, you will be charged for any building services on holidays. We will be glad to provide you with an estimate for any of the above services. On the occasion where one of the above holidays falls on a weekend, the building may be closed the weekday immediately prior to or following the holiday, based on the operating policies of the Building Management.

Cleaning Specifications

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

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

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

Standard Services

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

Common Corridor / Lobby Areas

Our daily building cleaning includes the following:

1. Clean weather mats with a vacuum and damp wipe vinyl edges to remove all dust.
2. Vacuum all carpeted areas and spot clean to remove stains as necessary.
3. Clean all cigarette urns and receptacles.
4. Clean all water fountains with a germicidal cleanser and polish.
5. Wash glass on entrance doors and side lights to tenant suites.

6. Clean and polish lobby directory.
7. Clean and polish all entry thresholds.
8. Clean and polish all elevator entrance door thresholds. This includes entrances to tenant areas that have thresholds.
9. Empty all waste receptacles and replace plastic liners where required.
10. Push tenant employees chairs up into desks.
11. Spot clean elevator lobby walls.
12. Dust all signage in hallways.
13. Spot clean doors, doorframes, doorknobs and light switch covers.
14. First floor lobby will be swept, mopped and buffed to insure high luster appearance.
15. Sweep and damp mop all hard surface flooring.

Our weekly building cleaning includes the following:

1. Sweep and wet mop all stairwells and dust all hand railings.
2. Sweep, scrub and wet mop all entries at building entrances.
3. Wash glass in building directories, entrance doors and frames, both sides.
4. Shampoo lobby entry weather mats.

Our monthly building cleaning includes:

1. Clean all a/c vents, diffusers and grills.
2. Clean all fire equipment boxes, extinguishers and standpipes.
3. Wipe clean all baseboards ledges, moldings, and window frames.

4. Shampoo all elevator lobbies and hallway carpets.
5. High dust all horizontal and vertical surfaces not reached in night cleaning, such as pipes, light fixtures, door frames.

Quarterly, we:

1. Completely strip & re-seal all hard surface flooring.

Twice a year, we:

1. Polish all doorknobs on all suite doors.

Once a year, we:

1. Clean all light fixtures inside and out. Remove all fingerprints inside reflectors.

Restrooms

Our daily restroom cleaning includes the following:

1. Clean with a detergent/disinfectant all sinks, counters, toilets and urinals.
2. Damp wipe all ledges, toilet stalls and doors.
3. Spot clean light switches, doors, partitions and walls to remove fingerprints, spills and other markings.
4. Sweep and wet mop with a germicide all floor areas. Rinse with clear water and dry buff to eliminate mop streaks.
5. Clean and polish all mirrors, soap dispensers, shelves, piping, toilet hinges and disposal container exteriors using a detergent/disinfectant and water.
6. Furnish and refill all toilet tissue, paper towel and sanitary napkin dispensers. Refill soap dispensers and check operation.

7. Empty and clean paper towel and sanitary napkin disposal receptacles. Replace plastic liners.
8. Clean all baseboards with a germicidal detergent.

Our monthly restroom cleaning includes the following:

1. Wash diffusers, (both supply and return) grills, toilet stalls, doors and tile walls with disinfectant/detergent.
2. Remove scale from all fixtures using an acid descaler.
3. Machine scrub floor areas with germicidal solution.

Once a year, we will:

1. Clean all light fixtures inside and out. Remove all fingerprints inside reflectors.

Tenant Suites

Our daily cleaning of tenant suites includes the following:

1. Remove trash from wastebaskets and replace plastic lining as necessary.
2. Dust mop all hard surface floor areas.
3. Sweep, dry mop or vacuum all floor areas with hard surface flooring or carpet.
4. Dust all horizontal surfaces with treated dust cloth or dust wand including furniture, files, and shelves.
5. Damp wipe all telephones, including dials and crevices, using disinfectant/cleaner.
6. Spot clean doors, doorframes, walls and switch plates to remove fingerprints, spills and other markings.
7. Spot clean all interior partitions, walls, glass, windows and glass entrance doors.

8. Spot clean all metal trim work, removing fingerprints, smudges, water and other marks.
9. Brush all fabric-covered chairs with a lint brush and all smooth covered chairs with a damp cloth.
10. Spot clean all carpet stains.

Our weekly cleaning of tenant suites includes the following:

1. Damp wipe the inside and outside of all wastebaskets.

Once a month, we:

1. Wash all interior glass partitions, both sides.
2. Wash all vinyl and metal kick plates on doors.
3. Clean all vertical surfaces not attended by nightly or weekly schedules.
4. Dust window blinds.
5. Clean all a/c vents, diffusers and grills.
6. Clean all fire equipment, boxes, extinguisher and standpipes.
7. Wipe clean all baseboards ledges, moldings and window frames.
8. High dust all horizontal and vertical surfaces not reached in night cleaning, such as pipes, light fixtures, door frames.
9. Spot clean the interior of all exterior glass.

Quarterly, we:

1. Damp wash diffusers, vents, grills and other such items, including surrounding wall or ceiling areas that are soiled.

2. Dust all general office area light lenses.

Once a year, we:

1. Vacuum draperies, cornices and wall hangings.
2. Dust all storage areas, including shelves and contents, such as supply and stock closets and damp mop floor areas.
3. Clean all light fixtures inside and out. Remove all fingerprints inside reflectors.
4. Shampoo carpet in all tenant areas.
5. Thoroughly clean all blinds.

Elevators

Daily elevator cleaning includes the following:

1. Vacuum elevator cab carpet.
2. Clean and polish all metal trim work and elevator doors to remove fingerprints, smudges, water and others marks.
3. Elevator cab thresholds and elevator thresholds on each floor landing will be thoroughly scrubbed and polished with an appropriate metal polish.
4. Elevator hall call button plate will be polished and wall surfaces around hall call plates cleaned.

Once a week, we:

1. Shampoo all elevator cab carpeted flooring.
2. Polish elevator cab walls.

Special Services

Your offices represent a significant investment of corporate dollars. Even with the extensive cleaning program that we offer you, there are many items that must be considered to protect that investment.

1. Carpets - Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.
2. Floors - To prolong the life and beauty of any floor requires a combination of proper maintenance techniques, including sealing, finishing and buffing, and utilizing specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and lifespan.
3. Upholstery - Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first class image of your offices and the buildings.
4. Walls - We also recommend that you have your walls washed once a year and painted every three years. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean look.
5. Kitchen - As an added convenience it is possible to set up a program to clean kitchen areas in the space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this chore and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping.

6. Miscellaneous - Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture etc. all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

Please contact the Property Manager in the Management Office to discuss setting up a cleaning program specifically tailored to your business needs. A rate schedule can be found in the Tenant Service Requests section of this book. You'll be surprised at how quick and easy it can be to maintain your investment in peak condition and you'll appreciate the benefits for years to come.

Heating, Ventilation and Air Conditioning

1125 Seventeenth Street's standard operating hours for heating, ventilation and air conditioning are from 6:00 a.m. to 6:00 p.m. Monday through Friday and between 7:00 a.m. and 2:00 p.m. on Saturday, except legal holidays. We provide you with heating and air conditioning, in season, during these hours. The temperature of the building is maintained at a comfortable level and is centrally controlled. If the temperature level in your suite should change abruptly or exceed a reasonable level, please call the Management Office to place a **service request** and we will correct the situation as quickly as possible.

After Hours Heating, Ventilation and Air Conditioning

Heating or air conditioning beyond the standard operating hours can be provided should you require it. Please contact the Engineering Staff by calling the Management Office at least 48 hours in advance to schedule this special service. See cost schedule in the Tenant Service Requests section of this book.

Additional Cooling Requirements

Computer equipment, personnel, and conference rooms can require specialized cooling or ventilation. We can arrange the design and installation of additional equipment to meet any needs your business might have at a reasonable cost.

Maintenance of Tenant Specific Cooling Systems

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

Deliveries

All deliveries **must** be made through the loading dock. The loading dock area is accessible from the Lawrence Street side of the building. Tenants **must** accept and sign for all deliveries and arrange for the immediate transport of delivered items to their suites. There are two freight elevators on the property; one is located in the loading dock, which services the P1 level of the parking garage. From P1, access to the second freight elevator into the main tower is made through the double delivery doors directly across from the passenger elevators. This freight elevator services all floors, from B1 through 26. The freight elevator hours are 6:00 a.m. to 6:00 p.m., Monday through Friday. No deliveries are allowed through the main entrance or in the passenger elevators. Deliveries requiring extended use of either the dock or the freight elevator must be scheduled with the Management Office for after hours or weekends.

The Management Office is more than happy to arrange any special requests you may have for moving deliveries from the loading area to your suite. We do request 48 hours advance notice so this work can be scheduled without disrupting the normal day-to-day maintenance routine of the building and other tenants' use of the facilities.

Mail Service

The U.S. Postal Service delivers incoming mail Monday through Saturday. Outgoing mail may be deposited in the mailbox in the lobby of Building B, next to the parking garage elevator. Outgoing mail is collected three times daily with the last pick up at approximately 4:30 p.m. Saturday pick up is scheduled for 11:45 a.m. This schedule may change upon notice of the U.S. Postal Service.

In addition, the following shipping companies pick-up and deliver direct from tenant suites. You may call the following phone number to schedule a pick-up:

Federal Express	(800) 463-3339
Air Borne	(800) 247-2676
DHL	(800) 225-5345
UPS	(800) 742-5877

Federal Express and UPS drop boxes are also located in the lobby of Building B.

The Downtown Post Office, at 951 20th Street, on the corner of 20th & Curtis, has a pick-up at 5:30 p.m. Monday through Saturday.

Moving Procedures

In an effort to act in the best interests of the tenant and to protect the property, the following policies regarding movement of office furniture and equipment **into** or **out** of your suite must be adhered to. Before engaging a moving or delivery company, please contact the Management Office no later than one week prior to any move at (303)296-1646 and discuss your arrangements with the Property Manager. Direct all correspondence to Transwestern, 1125 Seventeenth Street, Suite 2240, Denver, CO 80202.

1. General Information Needed by the Management Office Before Moving

- a. Date of move.
- b. Time periods the freight elevator will be needed.
- c. Name of tenant contact person.
- d. Name of the moving or delivery company and contact person.
- b. Certificate of Insurance from the moving company forwarded to the Management Office, evidencing the moving company's for Comprehensive Insurance per Occurrence with limits of \$ 1,000,000, Comprehensive Insurance per Aggregate with limits of \$1,000,000, Workmen's Compensation insurance, Employee Liability insurance with limits of \$1,000,000, Automobile Liability insurance with limits of \$1,000,000 per occurrence and Umbrella with limits of \$ 1,000,000. The Certificate should list as additional insureds 1125 Transwestern Broadreach, LLC and Transwestern.

2. Procedures

- a. It is absolutely necessary that you notify our office in writing and receive approval at least 48 hours in advance of your intended move.
- b. Only small moves are permitted during regular business hours for tenants. Larger moves (requiring more than one hour) must be scheduled on weekends to allow use of freight elevator for other deliveries.

c. Any attempted moves without prior office approval will be immediately discontinued.

3. Clean-up

You, as the Tenant, will be responsible for leaving the building and premises clean by removing all cartons and other trash generated in the move. If you desire help in the clean-up, personnel can be provided on a time and material plus/cost basis. This service must be prearranged through the Management Office. If a tenant wishes to have waste material placed in the building dumpster, arrangements must be made through the Management Office.

4. Property Damage

Any and all damage to the building, elevator areas and grounds which the tenant, moving company or its employees or agents cause will be the responsibility of the tenant. Required repairs will be accomplished by the Management Office with attendant expenses billed to the responsible tenant. The following pages contain specific information that your mover should be aware of. A copy of this information should be given to those moving companies bidding on your move.

Instructions To Movers

1. General

The mover shall perform all services required to move furniture, contents, office machines, records and supplies. Large moves (requiring more than one hour) must be done between 10:00 p.m. and 7:00 a.m. Monday through Thursday; after 5:00 p.m. on Friday until 7:00 a.m. Sunday morning; and may occur again after noon on Sunday until 7:00 a.m. Monday morning. For questions regarding this schedule, please call the Management Office.

Each employee of the mover must be bonded and uniformly attired in the same type and color uniform plainly lettered with the moving company's name. These requirements are necessary in order to maintain the security of the premises and to provide easy identification by Management Office personnel.

2. Inspection of Premises

The mover is responsible for inspecting the tenant's suite prior to the move to furnish such equipment and labor necessary to provide for an orderly, timely and efficient move. They should acquaint themselves with all the available information safety precautions, under which the work must be accomplished. We ask that you contact our office in advance to confirm all arrangements: Transwestern, 1125 Seventeenth Street, Suite 2240, Denver, CO 80202, (303) 296-1646.

3. Supervision, Labor, Materials and Equipment

The mover must furnish all supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated. All material handling vehicles (dollies, hand-trucks, etc...) used in the interior of the buildings must have rubber-tired wheels and must be free from grease and dirt. **It is required that masonite (floor covering material) be provided by the mover to protect the lobby flooring.**

4. Crating, Padding and Packing Material

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover.

5. Floor and Wall Protection

The mover must -at all times- protect and preserve the building from damage. All reasonable requests to enclose or specially protect property must be adhered to. This includes furnishing, installing and removing floor, carpet, wall and glass protective materials where ever necessary to protect the building from damage.

6. Permits, Franchises, Licenses, or Other Lawful Authority

The mover, at his own expense, will obtain and maintain any necessary permits, franchises, licenses, or other lawful authority required for effecting the movement, handling, and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authority to the Management Office.

7. Indemnity - Insurance

The mover shall deliver to the Management Office at least 10 days prior to any move, an original Certificate of Insurance evidencing the following types of insurance:

a. Types of Insurance (Minimum Limits of Liability)

Workmen's Compensation:	\$1,000,000
Employer's Liability:	\$1,000,000

This insurance shall identify as additional insureds: 1125 Seventeenth Street Property LLC, Beacon Capital Partners, LLC, and Transwestern, L.P.

b. Comprehensive General Liability

Bodily Injury:	\$1,000,000/Occurrence Minimum
Property Damage:	\$1,000,000/Claim/Combined Single Limited Minimum

Covering claims for bodily injury and property damage including, but not limited to, all of the following:

- Premises and Operations
- Product/Complete Operations
- Broad Form Property Damage
- Coverage For Any Special Hazard Or Operation Not Normally Encountered

c. Automobile Liability Insurance - \$1,000,000 Combined Single Limit.

Covering claims for bodily injury and property damage arising out of the ownership, maintenance, or use of any private passenger or commercial vehicle.

- d. Comprehensive Dishonesty Bond - \$50,000 Each Employee.

Management will refuse the mover access to the building if limits provided on the Certificate of Insurance are not in accordance with the above or if the correct additional insureds are not specified.

Security

In office buildings such as 1125 Seventeenth Street, ultimate responsibility for security must rest with the tenant. Tenants should insure, upon leaving for the evening, that all entrances and exits to their suites are locked. ***Building Safety Officers do not have keys to your space and cannot allow access into tenant suites to tenant employees or vendors who do not have keys.*** In the event suite doors are found unlocked by the Safety Officer, your emergency contact person will be notified to make arrangements to secure the suite. Tenants are responsible for arranging access into their space. We also recommend that desks and valuable portable equipment, such as cellular phones, pocket calculators and portable computers be locked up at night. During the day, offices, desks, and reception areas should never be left unattended. ***If a suspicious person is noticed, call the Management Office at once and we will dispatch building personnel to the area.***

To help maximize personal safety and minimize property damage and theft, Transwestern has designed the following systems:

Building Entry

Normal entry hours at 1125 Seventeenth Street are from 6:00 a.m. to 6:00 p.m. Monday through Friday. 7:00 a.m. until 2:00 p.m. on Saturdays. After hours entry requires the use of a building access card, which can be obtained through the Management Office. The card access procedures for new employees can be found at the end of this section.

Material Removal

After hour material removal forms are required and must be presented to the Safety Officer by any person desiring to remove large boxes, materials of any kind, office equipment and/or supplies, etc. from the building. Each tenant issues these forms. Please call the Management Office to request additional forms.

Keys

All locks, including tenant suites, at 1125 Seventeenth Street are keyed to a Building master key system. This is necessary for the nightly janitorial services as well as other building personnel who may be required to respond to emergencies that may arise.

As a standard Building policy, we re-key each suite before new tenants move in. This insures the security of that space. We provide two keys to each lock at no cost.

Special Security Services

If you would like additional keys to any of the locks in the suite, they can be obtained through the Management Office.

In response to your internal security needs, we can provide additional services that include:

- Separately keying individual offices
- Re-keying the entire suite
- Installing security systems, including access control systems, throughout the space

The cost for these additional services will be provided on a bid basis.

Card Access Procedures

New Employees

Each new Employee of the building is issued an Access Card upon hire. In order to receive this card, please come to the Management Office (Suite 2240) on Wednesdays from **2:00-2:30** p.m., with your COMPLETED **NEW HIRE** form, (which may be obtained from your human resource department, or the building Management Office). A supervisor must sign this form. Please note this is the only time that pictures will be taken for the Access Cards. If you are unable to come at the designated time and day, you can call the Management office at (303) 296-1646 to schedule an appointment for another day and time. This card will allow you access after hours to the building and onto your floor. You will only have access during the time that your supervisor has approved on your NEW HIRE form.

The building hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday and from 7:00 a.m. - 2:00 p.m. on Saturday. Any time before or after this, including weekends, an access card is required to enter the building. You **MUST** bring your Access Card each time you enter the building after hours. The access card reader is located at the Northeast side of the lobby (by Lawrence street and the Building Restaurant), next to the parking garage. On the column located next to the first door, you will find a small black box with a red light. Swipe your card across the front of the light, and it will turn green, indicating access into the door in front of the column has been granted.

Both the high-rise and low-rise elevators are turned off except during building business hours (6:00 a.m.-6:00 p.m. Mon-Fri). There are two elevators on each side of the elevator lobbies that will give you access to your floor by using your card. Inside each of these elevators on the right hand side, is a black flat rectangle with a red light. Press the number of the floor you would like access to, then swipe your card in front of the light and it will turn green showing that access has been allowed onto your floor. The elevator will take you to that floor only. An access card is not required to return to the main lobby of the building.

If your card will not allow you into the building or onto your floor, there is a Safety Officer in the main lobby whom you may ask for assistance. The Safety Officer will check the computer to verify the time you are allowed into your suite. If access is allowed, the safety officer will assist you onto your floor. If the computer does not reflect proper access verification, the Safety Officer may not allow you to enter the floor. In order to receive this access, you must have a **CHANGE OF STATUS** form filled out and signed by a supervisor. Return this completed form to the Management Office during business hours to be input into the system.

If access to the building or a floor is authorized and in the system and your card does not work two consecutive times, please bring your card to the Management Office from 8:00 a.m.-3:00 p.m. Monday through Friday with full detail as to the problem with the card. Your card will then be repaired or a new one will be issued.

Please take care of your card. Keep it out of the direct sunlight for long periods of time, and do not run it through your washer and/or dryer. There is a \$5.00 charge to replace the laminated face of the card and if your card is lost or stolen there will be a \$25.00 replacement fee.

Terminated Employees

Any time an employee is terminated from your company, a Change of Status must be completed and sent to the Management Office along with the access card. If the termination is urgent and requires immediate deactivation, please call the Management Office. Please note that if access cards are not returned to the Management Office within 30 days, a \$25.00 fee will be assessed to your rent account.

Parking

Parking is offered in the underground Parking Garage. Entrance to the garage is on Lawrence Street between 17th and 18th Streets on the right hand side. Monthly parking may be obtained by contacting **Standard Parking at (303) 295-9388**. A waiting period may exist due to high demand.

Rates are subject to change without notice. Parking rates are determined by market conditions.

Monthly Parking Rates

- Parking passes: Reserved \$230.00 per month, non-reserved \$185.00 per month, 24 hours access, 7 days a week.

Transient Hourly Rates:

- 6:00 AM to 4:00 PM \$2.00 per 15 minutes, maximum of \$18.00
- After 4:00 PM \$18.00 daily maximum.
- Overnight \$5.00 flat rate
- Lost Ticket \$18.00

Early Bird Parking Rates:

Early Bird parking is available for \$7.00 for cars that enter the garage prior to 9:00 AM and exit after 3:00 PM. Parkers must park in the designated area on the P3 level of the garage to qualify for the discounted rate.

Validations

Tenants can purchase validation tickets for their visitors and customers. They can be purchased by calling **Standard Parking at (303) 295-9388**. Validation ticket purchases must be paid for at the time of purchase.

Automated Cashier

An automated pay station is used to exit the garage for visitors and guests that do not have monthly parking. The parking rate charged will be determined by when the entry ticket was pulled.

Amenity Program

Lost Car Assistance
Battery Starts
Tire Change/Inflation

Customers can contact the facility manager who will assist you in locating your car, getting a battery started, fixing a flat tire or changing a flat tire. There is no charge for this service.

Midas Car Care

Midas can be called to pick up a customers vehicle for a variety of car maintenance services. Please contact the Facility Manager to fill out an intake form.

Speedy Auto Glass

Speedy Auto Glass can be called for on-site windshield repair service. Contact the Facility Manager for more information.

Remodeling / Redecorating

Remodeling/redecorating can be either minor or major and may include any of the following:

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

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

When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal proposal is prepared for completing the project.

Upon your approval of the proposal, contractors are brought on site and the work is coordinated through to completion.

Other Special Services

The Management Office can quickly arrange a number of other special services including:

- Helping with large deliveries
- Providing storage space for lease (subject to space availability)
- Hanging pictures and white boards
- Changing non-standard light bulbs

Tenant Service Requests

Procedures

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

1. Call the Management Office at **(303) 296-1646** between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. After normal business hours, calls to this number will be answered by the Safety Officer in the main lobby.
2. Give the following information:
 - a. Tenant's company name
 - b. Tenant suite/building number
 - c. The name of the individual calling
 - d. Nature of the request or problem (suite temperature, cleaning, electrical, etc.)
3. The Administrative Assistant will dispatch the proper personnel to service the request.
4. Response time to the request will vary, but the request can usually be categorized in the following manner:
 - a. Emergency (water leak, chemical spill, etc.) - immediate response
 - b. Comfort call (suite temperature) - next available engineer within thirty minutes
 - c. Cleaning request - will be handled that evening by our cleaning crew. If it must be cleaned during normal business hours, a porter can be sent to the suite within half an hour.

- d. Special service (hang pictures, handle deliveries, etc.) - variable time, depending upon availability of porter/engineer staff. Costs for these services are charged to the tenant, per the rate schedule in the Tenant Service Requests section of this book.
5. If the request is for a special service, a tenant work order will be filled out explaining the nature of the work involved. The tenant will be required to sign the work order for satisfaction of the work completed.

Rate Schedule

Specialized Cleaning / Carpet Cleaning	Bid
After Hours HVAC (with Chiller)	\$120.00/hour – 2 hour minimum
After Hours HVAC (with Flat Plate only)	\$ 85.00/hour – 2 hour minimum
After Hours HVAC (with Fans only)	\$62.00/hour – 2 hour minimum
Engineer Service	
Regular Hours	\$40.00/hour, ½ hour minimum
After Hours	\$60.00/hour, 2 hour minimum
Specialty Lighting Installations	\$25.00/hour, ¼ hour minimum
Additional Suite Keys	\$ 3.50 each
Replacement Access Card	\$ 25.00 each
Remodeling/Redecorating	Bid (plus 5% management fee)
Specialty Lighting	Individually priced per bulb
Other Services	Bid (plus 1.5% handling fee)
Day Porter Service	
Regular Hours	\$ 12.00/hour minimum
Overtime Service	\$ 18.00/hour minimum
Large Trash Hauls	1 st Haul per day is free, \$25 per haul, thereafter on same day

An administrative fee of 5% will be added to all supplies or services that are purchased on behalf of a tenant.

Prices are in effect as of August, 2009. All prices are subject to change without notice.

Building Tools and Equipment Policy

The building has an owner and management policy that addresses the loaning of property tools and equipment. The policy is as follows:

The Management Company will **not** lend, borrow or rent tools, equipment or materials to tenants, vendors and contractors. Inclusive of this list are hammers, drills, screwdrivers, ladders, etc. or any piece of equipment that is owned by the building.

This policy is in the best interest of the building and the tenants. Due to the liability issues involved, the policy will be strictly enforced. There will be NO EXCEPTIONS to this policy, regardless of the type and size of the tool.

It is the responsibility of the tenant to provide the necessary tools and equipment in order to address the need or issue at hand. This includes all building or tenant coordinated activities through their vendors and contractors.

The building will provide services for all non-building related items, for example, picture hanging, computer trays, etc., at the current rates, which are listed in this handbook.