

# Hines

**TENANT SERVICE MANUAL**

**1999 Broadway**

# Hines

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## Introduction

*1999 Broadway* is one of the premier commercial office buildings in the Downtown Denver 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. *1999 Broadway* contains 680,276 total square feet and has a total of 43 floors. The building is bounded by Welton Street, 19<sup>th</sup> Street, California Street and Broadway.

Hines 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, construction and sustainability. Our organization and attention to detail maintain the highest level of efficiency, and keeps 1999 Broadway running smoothly.

In addition to a variety of services and conveniences, 1999 Broadway has the only valet parking program affiliated with a commercial office building in the greater Denver area.

As part of our management responsibility, our program of standard services promotes the first class image of your company and of 1999 Broadway. These include:

- Quality office cleaning
- Common area maintenance
- Building maintenance
- Elevators in a multi-story building
- Site identification
- Valet parking service
- Shuttle service to and from the Welton Street Parking Garage

Hines 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, Hines 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

## Emergency Phone Numbers

Management Office .....	303.292.1999 (24 hours)
Eric Weisenstein, CPM®, General Manager	
Wendi Malone, Assistant Property Manager	
Kelly Geha, Administrative Assistant	
Alex Stader, Tenant Service Coordinator	
Rick Justice, Chief Engineer	
Doug Moyle, Assistant Chief Engineer	
Nick Brandenburg, Miguel Delgado and Ivan Muniz, Building Engineers	
Miriam Garcia, Esbin De la Roca, and Aracely Montano, Day Porters	
Property Security and Information Desk .....	303.292.4470 (24 hours)
Police and/or Fire Department.....	<b>911</b>
Medical Emergencies.....	<b>911</b>
Police Non Emergency .....	720.913.2000
Fire Department Non-Emergency.....	720.913.2400
Bomb Squad .....	303.575.2011
Poison Control (Metropolitan Area) .....	303.629.1123
Weather Conditions (within 2-hour drive of Denver).....	303.639.1111

### *Area Hospitals*

Emergency .....	<b>911</b>
Denver Health Medical Center.....	303.436.6000
777 Bannock Street	
Denver, Colorado	
Rose Medical Center.....	303.320.2121
4567 East 9 <sup>th</sup> Avenue	
Denver, Colorado	
Saint Joseph Hospital.....	720.917.9900
1780 Lafayette Street	
Denver, Colorado	
Presbyterian St. Luke's Medical Center.....	303.839.7331
1719 East 19 <sup>th</sup> Avenue	
Denver, Colorado	
University of Colorado Hospital.....	303.493.8333
4200 East 9 <sup>th</sup> Avenue	
Denver, Colorado	

## Hines – Management Team

Hines is a national real estate management company employed by the owner to professionally manage 1999 Broadway. A number of the employees have been in the real estate industry for in excess of 20 years and hold a variety of licenses and professional designations.

The Management Team is comprised of the following individuals, all of whom can be reached at the Management Office via telephone 303.292.1999, facsimile 303.297.3915, or via e-mail [kelly.geha@hine.com](mailto:kelly.geha@hine.com).

<u>NAME</u>	<u>TITLE</u>	<u>RESPONSIBILITIES</u>
Eric Weisenstein, CPM®	General Manager	Oversees the general management of the building including the general operations of the building, security operations, the building parking garage, janitorial, construction management as well as tenant satisfaction and retention.
Wendi Malone	Assistant Property Manager	Responsible for office administration, maintaining property files, maintaining website, tenant events, and correspondence. Handles all on-site accounting functions and responds to tenant inquiries on rent statements.
Kelly Geha	Administrative Assistant	Responsible for coordination of personnel response to tenant service requests, insurance, maintaining property files, conference room reservations, insurance, and correspondence.
Alex Stader	Tenant Service Coordinator	Responsible for coordination of tenant events, property services, the Broadway Club, recycling program, and building orientation.
Rick Justice	Chief Engineer	Responsible for day-to-day operation of the building's mechanical, electrical, and plumbing systems, all capital projects, and tenant improvement projects. Supervises building engineers.
Doug Moyle	Assistant Chief Engineer	Responsible for basic maintenance of the building's mechanical, electrical, and plumbing systems.
Nick, Brandenburger, Miguel Delgado, and Ivan Muniz	Building Engineers	Responsible for assisting in the basic maintenance of the building's mechanical, electrical, and plumbing systems.

## **Building Hours**

Normal hours of building entry to 1999 Broadway are **7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday.** After hours, tenants may access the building and their leased premises by the use of their Building Security Access ID Cards, which are issued to each tenant employee by the Property Management Office. Hines contracts with a professional and licensed security service, which provides security 24 hours per day, 365 days per year.

1999 Broadway 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 Property 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 Management Company.

## Cleaning

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, Hines offers many cleaning services as 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. All cleaning personnel are uniformed and display identification badges.

### ***Common Corridor / Lobby Areas***

*Our daily building cleaning includes the following:*

1. Clean lobby entrance mats with a vacuum and damp wipe vinyl edges to remove all dust.
2. Vacuum all carpeted areas.
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 recycling and wet trash receptacles and replace plastic liners where applicable.
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 ensure 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 directory, entrance doors, and frames, both sides.
4. Shampoo lobby entrance 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. High dust all horizontal and vertical surfaces not reached in night cleaning, such as pipes, light fixtures, door frames.

Quarterly, we:

1. Completely strip and re-seal all hard surface flooring.
2. Shampoo all elevator lobbies and hallway carpets.

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 all floor areas with a germicide. 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, replacing liners.
8. Clean all baseboards with a germicidal detergent.

Our monthly restroom cleaning includes the following:

1. Wash diffusers, grills (both supply and return), toilet stalls, doors, and tile walls with disinfectant/detergent.
2. Machine scrub floor areas with germicidal solution.

Once a year, we will:

1. Clean all light fixtures inside and out, removing all fingerprints inside reflectors.

**Tenant Suites**

Our daily cleaning of tenant suites includes the following:

1. Remove recycling and wet trash from receptacles and replace plastic liners where applicable.
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, file cabinets, and shelves.
5. Spot clean doors, doorframes, walls and switch plates to remove fingerprints, spills, and other markings.
6. Spot clean all interior partitions, walls, glass, windows, and glass entrance doors.
7. Spot clean all metal trim work, removing fingerprints, smudges, water, and other marks.

Our weekly cleaning of tenant suites includes the following:

1. Damp wipe the inside and outside of all recycling and wet trash receptacles.

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. Thoroughly clean all blinds.

## ***Elevators***

### Daily elevator cleaning includes the following:

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

### Once a week, we:

1. Clean all elevator cab 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 building.

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 appliances in 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.

Requests for special cleaning services may be made by contacting the Property Management Office. Our cleaning contractor provides a full range of cleaning services, including shampooing of carpets, cleaning of tenant kitchen appliances/break areas, such as dishwashers, refrigerators and food preparation equipment, cleaning and disinfecting of shower areas, etc.

Coffee grounds must be placed in wet trash receptacles for disposal and not placed in sinks, toilets, drinking fountains or the like. Should plumbing problems be traced to the improper disposal of coffee grounds and food products, the cost of the repairs will be billed to the tenant.

For better cleaning service, we recommend that horizontal surfaces be kept clear and free of debris and personal items. Cleaning personnel are instructed not to disturb any items left on desk tops.

Please contact the Property 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, and you'll appreciate the benefits for years to come.

## **Heating, Ventilation and Air Conditioning**

1999 Broadway's standard operating hours for heating, ventilation and air conditioning are 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday, with the exception of building 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 Property Management Office or issue a work order request on the building's online AngusAnywhere system 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 issue an online work order request or call the Property Management Office at least 48 hours in advance to schedule this special service. See cost schedule in the Tenant Service Requests section of this manual.

### ***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 ensure 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 – Mail/FedEx/UPS, etc.**

All deliveries must be made through the loading dock on the P-1 level or through the Street Freight Shuttle via the curb cut on Broadway. Tenants must accept and sign for all deliveries and arrange for the immediate transport of delivered items to their suites. No deliveries are allowed through the main building entrances or in the passenger elevators. Furniture or other large deliveries requiring extended use of either the dock or the freight elevator must be scheduled through the Property Management Office for after hours or weekends.

Small deliveries can typically be made to 1999 Broadway during normal business hours. Tenants requiring deliveries after hours will be required to complete an afterhours authorization form or advise the Property Management Office via our online work order system.

No passenger elevators may be used for commercial deliveries. A freight elevator shuttle is available for use on the easterly side of the building off Broadway. Delivery vehicles with the requisite city commercial parking permit may park on the Broadway “curb cut” for short periods while the delivery is being made. Deliveries must enter the Street Freight Shuttle, proceed to the P-1 level, cross over the dock to the building’s main freight elevator, and then proceed to the tenant’s floor. A Security Officer will require identification from the delivery personnel and exchange personal photo ID for a building visitor’s pass, such pass to be returned upon exiting the building.

For special deliveries requiring use of the building’s dock accessible via the P-1 ramp, tenants must coordinate same through the Property Management Office. Ramp clearance is very restricted at 8 feet 6 inches. All vendors, suppliers, contractors, etc., entering the building must have an acceptable certificate of insurance on file with the Property Management Office.

The Property 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 building's mail room is located on the P-1 level. Each tenant may request one or more mailboxes as they occupy their leased premises. Size of the mailboxes varies. Management employees are not permitted to access mailboxes for tenants not having their mailbox keys.

The U.S. Postal Service delivers incoming mail Monday through Saturday. Outgoing mail may be deposited in the mailbox located on the P-1 level. Outgoing mail is collected daily. Mail pick-up currently occurs three times daily with the last pickup occurring at 3:30 p.m. Outgoing mail must be placed in the mail slots. Mail left on the floor in containers will not be picked up by the U.S. Postal Service.

In addition, the following shipping companies pickup and deliver to and from tenant suites. You may call the following phone numbers to schedule a pickup:

Federal Express  
UPS

800.463.3339  
800.742.5877

*Drop box located on P-1 in mail room area*  
*Drop box located on curb on Broadway*

## **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 Property Management Office at 303.292.1999 at least one week prior to any move to discuss your arrangements.

### **1. General Information Needed by the Property Management Office Before Moving**

- a. Requested 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.
- e. Certificate of Insurance from the moving company forwarded to the Property Management Office, evidencing the moving company's Comprehensive Insurance per Occurrence with limits of \$2,000,000, Comprehensive Insurance per Aggregate with limits of \$1,000,000, Workmen's Compensation insurance, Employee Liability insurance with limits of \$500,000, 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 FSP 1999 Broadway LLC, and Hines Interests Limited Partnership.

### **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. 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 during the move. If you desire help with the clean-up, personnel can be provided on a time and material plus/cost basis. This service must be prearranged through the Property Management Office. If a tenant wishes to have waste material placed in the building dumpster, arrangements must also be made through the Property Management Office.

### **4. Property Damage**

Any and all damage to the building, elevator areas, and grounds caused by the tenant, tenant's contracted moving company or its employees or agents will be the responsibility of the tenant. Required repairs will be accomplished by the Property Management Office with expenses billed to the responsible tenant. The following pages contain specific information for movers. 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 between 6:00 p.m. and 7:00 a.m. Monday through Friday, and after 6:00 p.m. on Friday through 7:00 a.m. Monday morning. For questions regarding this schedule, please call the Property 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 Property 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 safety precautions information, under which the work must be accomplished. We ask that you contact our office in advance to confirm all arrangements: Hines, 1999 Broadway, Suite 1450, Denver, Colorado 80202, 303.292.1999.

### **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 building must have rubber-tired wheels and must be free from grease and dirt.

### **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 flooring, carpet, wall, and glass protective materials wherever 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 Property Management Office.

**7. Indemnity – Insurance**

The mover shall deliver to the Property Management Office at least ten (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:	Not Less Than \$1,000,000
Employer’s Liability:	\$1,000,000

This insurance shall identify as additional insureds FSP 1999 Broadway, LLC, and Hines Interests Limited Partnership.

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 - \$1,000,000 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 an office building such as 1999 Broadway, ultimate responsibility for security must rest with the tenant. Tenants should ensure, upon leaving for the evening that all entrances and exits to their suites are locked. Building Security Officers cannot allow access into tenant suites to tenant employees or vendors who do not have keys without prior permission from the Tenant Contact. Should you require access into your suite afterhours, the authorized tenant contact person will be called.

In the event suite doors are found unlocked by the Security Officer, your emergency contact person will be notified to make arrangements to secure the suite. 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 Property Management Office at once and we will dispatch building personnel to the area.

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

### ***Building Entry***

Normal entry hours at 1999 Broadway are from 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday. After hours entry requires the use of a building security access ID card, which can be obtained through the Property Management Office. The card access procedures for new employees can be found at the end of this section.

Access to the tenant's leased premises after normal business hours by vendors, suppliers, contractors or others can be arranged by calling the Property Management Office at 303.292.1999. A tenant representative will be requested to complete an authorization form before access will be permitted.

Tenant employees may enter tenant's leased premises anytime after normal business hours (including holidays) by the use of a building security access ID card. Cards will be issued to all tenant employees upon authorization by the tenant representative. Card readers have been installed in the majority of the building's passenger elevators. Card holders must "swipe" their building security access ID cards in front of the card readers and indicate the floor which they wish to access. There is no need to swipe their cards in the elevator card readers upon exiting from their floor or from the building. Questions concerning afterhours access may be directed to the security personnel on duty at the main lobby console.

Building security access ID cards will be issued to each tenant employee upon the commencement of tenant's lease term. The Property Management Office will assess a charge of \$25.00 for each card replacement. Tenants must surrender all cards issued upon the expiration of its lease term. The charge of \$25.00 will be applied to tenant's final invoice for each card not surrendered.

### ***Material Removal***

Property Removal Authorization forms are required and must be presented to a Security 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 Property Management Office to request additional forms.

### ***Keys***

All locks, including tenant suites, at 1999 Broadway 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 policy of the building, we re-key each suite before new tenants move in. This ensures the security of that space.

Each tenant will be provided with an adequate number of suite keys prior to its move in to the building. Additional keys may be requested through the building's online work order system for a modest charge. Such requests should be made at least two (2) days before the keys are needed. NOTE: All locks are keyed to the building master key.

It is important that suite keys not be duplicated through other reproduction means. Doing so would jeopardize the building key control system and compromise the security of your leased premises.

All key-related questions should be directed to the Property Management Office at 303.292.1999.

### ***Special Security Services***

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

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

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

The costs for these additional services are provided on a bid basis.

## Card Access Procedures

### *New Employees*

Each new employee to the building is issued a building security access ID card upon hire. In order to receive this card, please visit the Property Management Office Monday through Thursday between the hours of 10:00 a.m. and 12:00 p.m. to complete the paperwork. Your photograph will be taken and the card issued to you at that time. This card will allow you access afterhours to the building and onto your floor as well as into the Welton Street Parking Garage if you purchase monthly parking at this facility. You will only have access to the building during the time that has been approved in the online system request.

The building hours are from 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday. Any time before or after this, including weekends, a building security access ID card is required to enter the building. You must bring your card each time you enter the building after hours.

The elevators also require the use of your building security access ID card outside of regular building business hours. Inside each of the elevators on the right hand side, is an access card reader. 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 to your floor. The elevator will take you to that floor only. A building security access ID 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 Security Officer on site whom you may ask for assistance. The Security Officer will check the computer to verify the time you are allowed into your suite. If access is allowed, the Security Officer will assist you onto your floor, but will not unlock your suite door. If the computer does not reflect proper access verification, the Security Officer may not allow you to enter the floor. In order to receive this access, a request must be submitted via an online request.

If access to the building or a floor is authorized and in the system and your card is not working, please bring your card to the Property Management Office between 8:00 a.m. and 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. If your card is damaged, 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 through our online work order request system, and sent to the Property Management Office along with the building security access ID card. If the termination is urgent and requires immediate deactivation, please call the Property Management Office. Please note that if access cards are not returned to the Property Management Office within 30 days, a \$25.00 fee will be assessed to your rent account.

## Parking

The building's parking facilities are three-fold: Valet, P-1, and the Welton Street Parking Garage.

### *Valet Parking*

1999 Broadway is the only commercial office tower in Denver having its own valet service. The valet is managed by a professional valet and parking management company. The valet desk is located on the plaza on the north side of the building by Broadway. Monthly, daily and hourly rates for valet services are available. Tipping the valet is discouraged. A sheet of coupons in various denominations may be purchased directly from the valet manager for tenants electing to validate valet services for their clients or visitors.

Please contact ABM Parking at 303.573.8121 for more information about the valet program.

### *Welton Street Parking Garage*

The nine-story, fully enclosed parking garage is located at 2099 Welton Street, approximately a block and a half from 1999 Broadway. This 665-stall structure contains undesignated parking, designated parking, motorcycle parking and bicycle parking. Parkers may access the garage by using their programmed building security access ID card. Please contact ABM Parking at 303.573.8121 for the monthly parking rates.

The garage is equipped with an office, often manned by one of the building's valet personnel. It also contains four closed circuit television cameras monitored on a real-time basis at 1999 Broadway by the security staff.

### *Bicycle Parking*

Tenants electing to ride their bicycles to work may use one of three bicycle parking facilities: bicycle parking room inside the P-1 mail room, bicycle parking immediately inside the P-1 ramp, and overflow bicycle parking at the Welton Street Parking Garage. No bicycles are permitted in the building other than on the P-1 level.

## 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

Hines has the capability to organize the work through every phase of construction with minimum involvement on your part. Initially, we meet with you to determine your requirements. 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 a minimum of three 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 completion.

## Other Special Services

The Property 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

### ***Recycling***

1999 Broadway, through a local service recycling provider employs a comprehensive recycling program appropriately named the “All Together Recycling Program”. This program is an all building collaborative effort whereby all tenants contribute to the minimization of landfill waste.

Tenants separate their recycling products from “wet trash” and other non-recyclable products by disposing of recyclables under their desks, and break rooms and copy/file rooms in recyclable containers. Wet trash and other non-recyclables are disposed of in separate containers. These containers are emptied nightly by the house staff and disposed of in the applicable bins located in the main P-1 Trash Room. The bins are retrieved by the recycling provider each morning where all recyclables are recycled at their warehouse and wet trash and other non-recyclables are forwarded to the landfill.

Recyclable products include the following:

- Newspaper
- Tissue Boxes
- Phone Books
- Starbucks Cups
- Plastic Plates
- Yogurt Containers
- Cardboard
- Junk Mail
- Office Paper
- Brown Paper Bags
- Aluminum Foil
- Plastic Silverware
- Aluminum
- Chipboard
- Mixed Paper
- Empty Aerosol Cans
- Steel / Tin Cans
- Plastic / Glass
- Magazines
- Clean Plastic Food Containers
- Glass bottles and Jars

Wet trash and other non-recyclable products include the following:

- Paper Towels
- Plastic Bags
- Styrofoam
- Tissues
- Garbage
- Mirrors
- Light bulbs
- Ceramics (dishes)
- Hazardous Materials

We are also partnered with Genesis Recycling and Metech Recycling. They will come to the building and take away your old or unused computers, copiers, fax machines, or other electronics. You may contact Metech Recycling at 720.377.7700. For your convenience Hines has contracted with Metech Recycling to supply a large bin in P-1 to dispose of these items:

- Cables
- Cell Phones
- Console TV's
- Docking Stations
- Hard Drives
- Main Frames
- Mouse
- Projectors
- Telephones
- Typewriters
- Calculators
- Circuit Boards
- Copiers
- DVD Players
- Keyboards
- Microwaves
- PDA's
- Scanners
- Toner / Data Cartridges
- UPS's
- CD Players
- Computers
- Disc Drives
- Fax Machines
- LCD's
- Monitors
- Printers
- Switches
- TV's
- VCR's

The success of the recycling program depends directly upon the participation by each building tenant. Questions concerning the program can be directed to the Property Management Office at 303.292.1999.

## Tenant Service Requests

### *Procedures*

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

### *AngusAnywhere Work Order System*

The building utilizes AngusAnywhere, an internet-based work order tracking system, for tenants needing to communicate with the Property Management Office. This very user friendly system allows each tenant to enter service requests, including those for after-hours authorizations, and forward them electronically to the Property Management Office who in turn will forward it to the appropriate party(s). Tenants can track the progress of a request at any time through to completion. A brief introduction to the AngusAnywhere system will be provided by the Property Management Office upon tenant's occupancy of its leased premises.

Please feel free to contact the Property Management Office via phone 303.292.1999, fax 303.297.3915, or e-mail [kelly.geha@hines.com](mailto:kelly.geha@hines.com) as well.

1. Response times to a 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 30 minutes.
  - c. Cleaning requests are normally handled that evening by our cleaning crew. If it must be cleaned during normal business hours, a day porter can be sent to the suite within half an hour.
  - d. Special services (hang pictures, handle deliveries, etc.) - variable times, depending upon availability of day porter/engineer staff. Costs for these services are charged to the tenant, as stated in the Rates Schedule section of this manual.
2. If the request is for a special service, a tenant work order should be submitted via AngusAnywhere explaining the nature of the work involved. The tenant will be required to sign the work order for satisfaction of the work completed.

### *After Hours Calls*

Contact the Property Management Office at 303.292.1999 or 303.292.4470. Outside of normal business hours, calls to this number will be answered by our Security Officers at the Lobby Desk.

## Rate Schedule

Below is a summary of the after hours and additional services that are currently provided by Hines and the current rate for each service. Due to increased operating costs, some minor adjustments may become necessary. The services provided and associated costs are as follows:

### **Lights**

Weekdays, Monday – Friday before 7:00 a.m. or after 6:00 p.m., Saturday before 8:00 a.m. or after 1:00 p.m., all day Sunday \$4.20 per hour per floor

### **Heating**

Weekdays, Monday – Friday before 7:00 a.m. or after 6:00 p.m., Saturday before 8:00 a.m. or after 1:00 p.m., all day Sunday \$28.50 per hour per floor

### **Fans**

Weekdays, Monday – Friday before 7:00 a.m. or after 6:00 p.m., Saturday before 8:00 a.m. or after 1:00 p.m., all day Sunday \$18.50 per hour per floor

### **Air Conditioning**

Weekdays, Monday – Friday before 7:00 a.m. or after 6:00 p.m., Saturday before 8:00 a.m. or after 1:00 p.m., all day Sunday \$120.00 per hour per floor

### **Security Services**

Weekdays, Monday – Friday 7:00 a.m. – 6:00 p.m. \$30.00 per hour

Weekdays, Monday – Friday before 7:00 a.m. or after 6:00 p.m., all day Saturday and Sunday \$35.00 per hour

**Trash Removal** (gray Rubbermaid dumpster) \$35.00 per load

### **Miscellaneous Labor**

Engineer (One hour minimum) \$50.00 per hour

Utility Maintenance (One hour minimum) \$35.00 per hour

Day Porter (One hour minimum) \$25.00 per hour

**Duplicate Keys**

By 1999 Engineering Department

\$8.00 per key

By Management approved locksmith

Actual costs plus 15%  
admin fee

**Lock Repairs**

By Management Engineering Department

\$35.00 per hour

By Management approved locksmith

Actual costs plus 15%  
admin fee

**Suite Signage Additional or Changes**

By Management approved contractor

Actual costs plus 15%  
admin fee

**Janitorial Extras**

Microwave cleaning

\$10.00 each occurrence

Refrigerator cleaning

\$35.00 each occurrence

For ease in making your after hours requests, you are encouraged to send your requests via AngusAnywhere, our internet-based work order system. This will ensure a timely response to your needs.

If you have any questions concerning the services that Hines provides, feel free to contact the Property Management Office at 303.292.1999.

## **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.

# Hines

1999 BROADWAY  
AFTER HOURS ACCESS AND ACTIVITIES REQUEST

*Please make sure that all information is legible. Thank you.*

Suite: \_\_\_\_\_

Tenant: \_\_\_\_\_

Person / Company / Contractor requesting access: \_\_\_\_\_

\_\_\_\_\_

Access to Where? \_\_\_\_\_

Purpose: \_\_\_\_\_

\_\_\_\_\_

Access Date: \_\_\_\_\_

Access Time: \_\_\_\_\_

Exit Date: \_\_\_\_\_

Exit Time: \_\_\_\_\_

Items Being Removed: \_\_\_\_\_

\_\_\_\_\_

Other Access (Freight Elevator, Alarms, Dock): \_\_\_\_\_

\_\_\_\_\_

Authorized by (Name and Company): \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date of Request: \_\_\_\_\_

Management Office Authorization: \_\_\_\_\_

Date of Authorization: \_\_\_\_\_

# Hines

**1999 BROADWAY  
PROPERTY REMOVAL AUTHORIZATION**

Tenant / Company \_\_\_\_\_

Suite # \_\_\_\_\_ Telephone # \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Submitted By: \_\_\_\_\_

Contact E-mail Address: \_\_\_\_\_

The following individual(s) is/are authorized to remove the following items from the Suite/Company named above:

_____	_____
_____	_____
_____	_____

Items being removed:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The items listed above will be removed on \_\_\_\_\_, 20\_\_\_\_\_

Approved by: \_\_\_\_\_

Please fill out this form completely and return it to the Property Management Office via fax:  
303.297.3915

# Hines

## 1999 BROADWAY TENANT CONTACT INFORMATION

Tenant Name	_____	Phone Number	_____
Suite	_____	Fax Number	_____
		Number of Employees	_____

### PRIMARY BUSINESS DECISION MAKER

Name	_____	Extension/Direct	_____	Email Address	_____
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### BUSINESS HOURS CONTACTS

*Persons to be contacted during business hours.*

	Name	Extension/Direct	Email Address
Primary Contact	_____	_____	_____
Alternate Contact 1	_____	_____	_____
Alternate Contact 2	_____	_____	_____

### AFTER-HOURS/EMERGENCY CONTACTS

*Persons to be contacted after normal business hours. Please list in the order in which they should be contacted.*

	Name	Home Number	Alternate Number (cell/pager)
Primary Contact	_____	_____	_____
Alternate Contact 1	_____	_____	_____
Alternate Contact 2	_____	_____	_____

**FLOOR WARDENS**

*Each tenant must select one floor warden and at least one alternate (see emergency reaction plan manual). When selecting wardens and alternates, please keep in mind that these individuals should be employees whose schedules place them at 1999 Broadway the majority of the time.*

*Floor wardens and alternates must attend training at least once a year.*

	Name	Email Address
Floor Warden	_____	_____
Alternate 1	_____	_____
Alternate 2	_____	_____

**PHYSICALLY CHALLENGED PERSONNEL**

*Please list those persons requiring assistance to evacuate the building in an emergency. Include individuals that are non-ambulatory, physically impaired, pregnant women, etc.*

Name	Nature of Disability	Recovery Date (if applicable)
_____	_____	_____
_____	_____	_____
_____	_____	_____

**ELECTRONIC BUILDING DIRECTORY**

*Please list those persons that would like to have their names listed in the building directory located at the lobby desk. Feel free to add an additional sheet if required.*

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Hines

## 1999 BROADWAY AFTER HOURS UTILITIES REQUEST

*Please make sure that all information is legible. Thank you.*

Suite(s) /Floor (s): \_\_\_\_\_

Tenant: \_\_\_\_\_

After-Hours utilities request are needed outside of the hours listed below:

**Lights:** Monday – Friday 7:00 a.m. - 11:00 p.m., Saturday 8:00 a.m. - 1:00 p.m.  
**Heating:** Monday – Friday 7:00 a.m. - 6:00 p.m., Saturday 8:00 a.m. - 1:00 p.m.  
**Fans:** Monday – Friday 7:00 a.m. - 6:00 p.m., Saturday 8:00 a.m. - 1:00 p.m.  
**Air Conditioning:** Monday – Friday 7:00 a.m. - 6:00 p.m., Saturday 8:00 a.m. - 1:00 p.m.

Requested Time(s)			
<u>Date</u>	<u>Time</u>		
	From:	am / pm	To: am / pm
	From:	am / pm	To: am / pm
	From:	am / pm	To: am / pm

\_\_\_\_\_ Lights – Rate is \$4.20 per hour per floor

\_\_\_\_\_ Heating – Rate is \$28.50 per hour per floor

\_\_\_\_\_ Fans – Rate is \$18.50 per hour per floor

\_\_\_\_\_ Air Conditioning – Rate is \$120.00 per hour per floor

Authorized by (Name and Company): \_\_\_\_\_

Date of Request: \_\_\_\_\_

Management Office Authorization: \_\_\_\_\_

Date of Authorization: \_\_\_\_\_