



Tenant Manual

Hines

Building Staff Contact Information

Please call rather than email
regarding urgent issues.

PROPERTY MANAGEMENT OFFICE

415.777.5520 ext. 2 phone

Kari Aycock
Senior Property Manager
Kari.Aycock@hines.com

Logan Bjorkman
Property Manager
Logan.Bjorkman@hines.com

Lorraine Tong
Accountant
Lorraine.Tong@hines.com

Jessica Sanchez
Administrative Assistant
55Second.Admin@hines.com

Hines
55 Second Street, Suite 155
San Francisco, CA 94105

ENGINEERING OFFICE

415.777.5520 phone

David Brandon
Engineering Manager
415.777.5520 ext. 3

Sean O'Brien
Engineer
415.777.5520 ext. 4

Bobby Hoppin,
Engineer
415.777.5520 ext. 5

SECURITY STAFF

415.777.5520 ext. 1 Main Lobby Security Desk (24 hrs.)

PARKING GARAGE

415.777.5520 ext. 6

On-Site office located at the bottom of the ramp in the parking garage

LEASING

415.291.1711 phone
Amanda Emmerson
CBRE

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General Building Information

DESIGN

55 Second Street represents a new generation of Class A office in the expanding South of Market Financial district. The uniquely designed 26-story office tower consists of approximately 400,000 SF of office space, an adjoining historic building converted to solarium offering public space access in a plaza park setting and 8,300 s.f. of future retail. The building's granite and glass façade accented in limestone affords sweeping, picturesque views of Downtown San Francisco. Created by HKS Inc.; Design Architect - Heller Manus Architects, 55 Second Street is distinguished by a highly articulated double pane insulated light green glass, Yana limestone exterior and complimenting ornamental metals, reminiscent of some of the classic period pieces that grace San Francisco's skyline. This spirited building has been designed to accentuate its height and to command an elegant position among San Francisco's building skyline.

LOCATION

55 Second Street's location in the heart of the SOMA district combines prestige with convenience. We are located in downtown San Francisco on Second Street between Market and Mission Street, walking distance to the Transbay Terminal, close to Embarcadero Center's many fine shops and restaurants, and within easy reach of Union Square. Downtown's finest restaurants and shopping attractions are our neighbors.

HISTORIC BUILDING – “THE SOLARIUM”

The Solarium at 55 Second Street is an adjoining historic building that once served as a U.S. Post Services Office. The Solarium is open and accessible to the general public on weekdays between the hours of 7 a.m. and 6 p.m. While it is private property, the Solarium is meant to be enjoyed by our tenants, by others transacting business on-site, as well as by the members of the surrounding community. The privately-owned public open space (P.O.P.O.S.) incorporates the building entry, retail restaurant uses, public gathering, landscape and artwork. The Solarium features a historic presence overlooking a landscaped park-like setting which sun seekers, restaurant diners, art viewers, and the general public can enjoy for rest and relaxation. The building has recently partnered with Artlifting to showcase works from homeless/disabled Bay Area artists in the Solarium.

Requests to rent the space for private events after 6 p.m. can be presented to the Building Management Office at 415.777.5520. Each tenant is provided two free uses per year of the Solarium for a private event. Janitorial, security, engineering, lights and air charges will apply.

*Please see our Solarium Guidelines for information regarding the space rules and regulations.

TRANSIT

Commuting to work is easy for tenants of 55 Second Street. BART is located just one block away at Montgomery and Market Streets, the Transbay Terminal is one block away at Mission and First Street, and the Ferry Building is within easy walking distance at Market and the Embarcadero.

Frequently Asked Questions

BUILDING ACCESS

The building is open to the general public from 7 a.m. to 6 p.m. Monday through Friday, and from 9 a.m. to 1 p.m. on Saturday. At all other hours and on holidays, a card key and photo ID is required for access. The main entrance to the building is located on Second Street. The loading dock and parking garage are accessible from Anthony Street, off of Mission Street.

COMMUTER & TRANSIT INFORMATION

55 Second Street is a member of the Transportation Management Association of San Francisco (TMA SF). Helpful information is available from TMA SF online (www.TMASF.org) or from TravInfo online at www.travinfo.org or by phone at 415.817.1717.

MAIL SERVICES

Currently, the mail is delivered directly to your suite by a postal courier. A full-service post office is located at 150 Sutter Street, directly across from the Crocker Galleria.

NOTARY PUBLIC

Postal Annex at 100 First Street (Mission Street corner) has Notary Public services available.

ON-SITE PARKING

The 55 Second Street parking garage is accessible via Anthony Street. The parking garage is valet staffed and open to the general public from 7 a.m. to 8 p.m. Monday through Friday. A limited number of tenants holding parking access cards will have 24-hour, 7 day a week access to the garage. Note that Anthony Street is between 1st and 2nd Streets off of Mission.

Parking Costs:

0 - 1 Hour	\$2.40
1 - 4 Hours	\$9.60
All Day	\$24.00
Monthly	\$480.00

RECYCLING AND COMPOSTING

55 Second Street is dedicated to green initiatives and land-fill diversion. As such, we offer a variety of recycling and composting programs. Please see further information in the “Waste Management” section located on page 15.

SECURITY ESCORT SERVICES

One security officer is available to tenants on a first-come, first-served basis Monday through Friday from 7 p.m. to 10 p.m. for escort services within a two-block radius of the building. Please note that the security officer is neither trained nor authorized to act as a bodyguard, but acts simply a deterrent to harassment. Clients of the service need to know that neither Hines nor the security company accepts liability for any injury, loss, etc.

SMOKING

California and San Francisco law does not permit smoking within the building, including within the historic solarium, emergency stairwells, private offices, loading dock, etc. To accommodate our smoking clients, a designated smoking area has been set up on Anthony Street, outside the loading dock area, but not within 25 feet of a building entrance. We appreciate any help you can offer in encouraging use of this smoking area by your employees.

E-Cigarettes – Hines Statement:

Because of our commitment to the safety of all occupants in Hines-managed buildings, until there is conclusive, clinical data that there is no health risk, E-cigarettes should be treated like any smoking or tobacco products; they will not be permitted indoors at any Hines-managed asset.

BUILDING ACCESS

For your protection, there is a security officer on duty in the building 24 hours a day, 7 days a week, 365 days a year.

The main entrance to 55 Second Street is located on Second Street. The building is open to the general public from 7 a.m. to 6 p.m. Monday through Friday, and from 9 a.m. to 1 p.m. on Saturday. At all other hours and on holidays, a cardkey and photo ID is required for access. In addition to a cardkey, arrivals to the building during off-hours are required to sign in and sign out at the security console. This is both a security measure and a practice recommended by the Fire Department in the event of an emergency. Late departures from the building (after 6 p.m. on weekdays) will also be asked to sign out at the security console. We greatly appreciate your cooperation with these procedures.

Any visitors that arrive during non-business hours will need to be signed in at the security desk and then escorted up by a tenant employee.

The loading dock and parking garage are accessible from Anthony Street, between 1st and 2nd Street off of Mission Street on Monday - Friday, between 7:00 AM and 8:00PM.

BICYCLES

Bicycles are not permitted inside 55 Second Street at any time. However, bicycle parking is available free-of-charge in the building's parking garage 24 hours a day, 7 days a week to tenants and tenant visitors. Arrivals to the building during "closed" hours simply need to contact Security via the intercom located at the garage entrance for access.

CARDKEYS

Cardkeys allow employees access to the building during non-business hours including weeknights, weekends and holidays. Please contact the Building Management Office to issue new employee cardkeys, and to report lost cards or terminated employees.

DELIVERIES

The loading dock area of the 55 Second Street building is open Monday through Friday from 7a.m. to 8p.m. During this time period, the dock may be used for delivery of supplies and small items that can be brought into the building for a maximum of 20 minutes at a time. Any deliveries or moving that will require more than two trips must take place during non-business hours. The loading dock is approximately 40 feet in length. Please ensure any vendor vehicle is no longer than 40 feet, including cab and trailer, to allow vehicles to pass in and out of the parking garage. Reservation of the freight elevator can be made through the Building Management Office and is on a first-come, first-served basis. For more detailed information, see the “Tenant Move Manual”.

DIRECTIONS TO 55 SECOND STREET

55 Second Street is located between Market Street and Mission Street on Second Street in downtown San Francisco. The parking garage and loading dock are accessible from Anthony Street off of Mission Street.

General Notes:

- Second Street is a two-way street
- No left turns onto Second Street are permitted on Market Street
- No left turns onto Second Street are permitted on Mission Street
- Anthony Street is between First and Second Street (off of Mission Street)

East Bay:

- Off the Bay Bridge, take the Fremont Street exit (1st San Francisco exit on right side)
- Turn left on Fremont Street
- Turn left on Mission Street, just past the Transbay Terminal
- Turn right on Anthony (an alley adjacent to Golden Gate University)
- The parking garage entrance is on the left hand side of the street

South Bay:

- US 101 North
- Take the I-80 exit towards Bay Bridge/Oakland
- Take the Fourth Street exit towards Embarcadero
- Merge onto Bryant Street
- Turn left on Second Street
- Turn right on Mission Street
- Take the first left turn onto Anthony Street

North Bay:

- US 101 South across the Golden Gate Bridge
- Follow 101 South (it will become Van Ness Avenue as it travels through the city)
- Turn left on Bush Street (one block past Pine Street)
- Turn right on Battery Street (at end of Bush Street)
- Cross Market Street and continue down what is now named First Street
- Turn right on Mission Street
- Turn right on Anthony Street

ELEVATORS

55 Second Street is serviced by a total of nine elevators. All elevators are equipped with emergency stop buttons (which stop the elevator, prevent the doors from opening, and sound a local alarm that can only be heard if you are on the same floor), and emergency telephones which contact an off-site operator at the elevator company who can summon help at any time of day or night.

In order to protect both the passengers and the finishes inside the passenger and garage elevators, property management requires that all deliveries, carts, and equipment come through the loading dock and freight elevator. Lightweight airline-style handcarts are permitted inside the passenger elevators provided they are padded sufficiently to prevent damage to the lobby and elevator floors.

See Tenant Move Manual for freight dimensions. Please feel free to contact building management with any questions.

EMERGENCY PROCEDURES

55 Second Street is equipped with a modern life safety system. Among the most important safety features this system offers are two exit stairwells, smoke detectors at all elevator lobbies and a public address system to every floor. A diesel-powered generator provides power to the building's key systems (including the life safety system) in the event of a power outage.

Building Management offers training to tenants on what emergency procedures to follow in the event of fire, earthquake, bomb threat or civil disturbance. We ask that you assign at least one Floor Warden for your office and that the Floor Warden takes responsibility for monitoring your premises in accordance with fire safety regulations. For more comprehensive information, please read the "Emergency Procedures Manual".

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

1. HVAC services are provided Monday through Friday from 8:00 a.m. to 6:00 p.m. and on Saturdays from 9:00 a.m. to 1:00 p.m. with the exception of holidays. (Your services may vary depending on the terms of your lease). Additional service hours are available by written request to the building office at least 24 hours in advance via work order system. Note that additional services are billable. Adjustments needed to the temperature or airflow in your offices are handled by our on-site building engineers – submit a work order for service as needed.
2. Please keep in mind that the window blinds are a key part of the building's heating and cooling system. Because varying degrees of sunlight affect offices on the same thermostat or ventilation unit differently, the most effective way to even out the temperature in a zone is to use the blinds. The blinds do not block out 100% of the sunlight and they do not need to be closed completely to have an effect on the temperature, but they do need time to make a difference. Your best bet is to adjust the window blinds before sunlight hits the window. Sunlight creates heat even when it's cold outside and can quickly drive up the temperature in an office.
3. Blinds are routinely closed by the janitorial staff and lowered on weekends. Feel free to raise your blinds on Mondays.
4. Space/ Floor Heaters are NOT permitted on the premises.

OVERTIME LIGHTS

Currently, the lighting system is programmed in accordance with the building hours specified in your lease. Any lighting that is required outside of these hours must be scheduled via the Property Management Office. With the dialup system, overtime lighting can be ordered by the tenant by making a telephone call and entering a code established for each floor/tenant, thus authorizing the charges for the overtime lighting. Currently, the charge for overtime lighting is \$15.68 per hour for each code.

By entering the code for a floor/tenant, you will be able to activate the lights on that floor for two (2) hours. The system will warn you that it is going to turn off the lights at the expiration of the two hours by “blinking” the lights off momentarily five minutes prior to the lighting shutting off. If you plan to continue working beyond five minutes, you can then call up the system again to authorize another two hour lighting period.

To turn your lights on, or keep them on after they have blinked, please follow these steps:

1. Dial the computer's phone number: 415.904.8126
2. The computer will pick up the line and signal with a two second beep. Wait for the beep to end before continuing.
3. Enter your floor's code and then press the # symbol. The code can be obtained from the Property Management Office.

Tenants can still request over-time lighting scheduling via the Property Management Office; this procedure is intended to supplement the existing work order & scheduling process.

HOLIDAYS

55 Second Street observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Building services (janitorial, HVAC, lighting, engineering) for these days are not provided unless arranged for in advance. There is a fee for this service. Building management may observe additional holidays from time to time with limited building services provided.

INSURANCE – TENANT

All tenants at 55 Second Street are required by the Lease Agreement to carry insurance coverage naming the Landlord as an additional insured party. The additional insured language must read T-C 55 Second Street, LLC **and** Hines Interests Limited Partnership **and** Teachers Insurance and Annuity Association of America. Please refer to your specific lease for further details and/or call the Building Management Office at 415.777.5520.

INSURANCE – VENDOR

Any companies performing work on behalf of, or in, 55 Second Street must have a valid Certificate of Insurance on file with the Property Management Office. Exceptions to this policy are made for vendors performing work on behalf of tenants, whose work does not directly impact the building's systems and equipment. For example, a vendor performing repair or maintenance on a tenant's telephone system would be required to provide a certificate of insurance, while a food delivery service or flower vendor would not. It should be noted that the following service providers are always required to provide insurance: carpet cleaning, moving and storage, telephone equipment, construction and demolition, electrical wiring and cabling. Please make sure that the certificate is completed in accordance with the information and limits of liability stated below and includes an ISO Additional Insured Endorsement CG 2037 or CG 2026:

Certificate Holder:

T-C 55 Second Street, LLC
55 Second Street, Suite 155
San Francisco, California 94105

Additional Insureds:

T-C 55 Second Street, LLC
and
Hines Interests Limited Partnership
and
Teachers Insurance and Annuity Association of America

Coverage:

Workers Compensation:	In kind and amount as prescribed by statute
Employers Liability:	\$1,000,000
Commercial General Liability:	\$1,000,000 per occurrence 2,000,000 general aggregate
Commercial Automobile Liability:	\$1,000,000
Umbrella Liability:	\$3,000,000

Please note that these policies must not be canceled or changed to as to affect insurance described by the certificate until thirty (30) days after written notice of such cancellation or change has been delivered to the Property Management Office.

An important note on additional insured: please make sure that the following are listed, “T-C 55 Second Street, LLC, Hines Interests Limited Partnership, and Teachers Insurance and Annuity Association of America.”

Please email to: 55Second.Admin@hines.com

Mailing address: T-C 55 Second Street, LLC
55 Second Street, Suite 155
San Francisco, CA 94105

Phone: 415.777.5520

JANITORIAL SERVICES

Janitorial cleaning is done Monday through Friday, with day staff keeping common areas presentable and a night crew performing more extensive services. If you have employees working late or an event planned in the evening, please notify the Building Management Office so an appropriate time to clean the suite can be determined. Please direct any comments or concerns about janitorial service to the Building Management Office so we can make any adjustments needed. Special or extra cleaning can also be coordinated through the management office at a minimal cost.

KEYS

For your own security, individuals requesting additional office keys should contact an authorized individual within your company (usually an office manager) who can then contact the Building Management Office. Keys can generally be made within a day or two and there is a fee for this service.

LOST AND FOUND

If you lose an item, check with the Building Management Office in the event it was found or returned. Leave your name, phone number, and a description of the lost item if it has not yet been returned and we will gladly contact you if it comes in. “Found” items may be turned in to the management office or the security desk.

MAINTENANCE REQUESTS

Maintenance requests or requests for service of any kind should be made by the Tenant Contact (Facilities or Office Services personnel) by submitting a work order online through the Aware System or emailing 55Second.Admin@hines.com. Engineering personnel are available for service Monday through Friday, from 7:00 a.m. to 5:00 p.m. If there is an after-hours emergency maintenance situation, a building engineer may be contacted through Security by calling 415.777.5520 ext. 1 (55 Second – Main Lobby Console).

When submitting a maintenance request, please relay all of the information necessary to generate the work order, including:

- Your company
- Contact name
- Contact phone
- Exact location of service needed
- Complete description of service needed or problem

The following services are provided at no additional cost to each Tenant:

- Air conditioning and/or heating temperature adjustments
- Initial building directory listing
- Building-standard fluorescent bulbs and ballast

Chargeable services include (and are not limited to):

- Lock and key service
- After-hours air conditioning and/or heating service
- Replacement of non-building-standard light bulbs

Requests for alterations to your suite — new electrical outlets, painting, plumbing work, etc. — should be processed by the Building Management Office so our engineering staff can monitor the workmanship and compliance with building standards.

MOVING IN OR OUT

Please see the “Tenant Move Manual” for moving procedures.

PARKING

The 55 Second Street parking garage is accessible via Anthony Street. The parking garage is valet staffed and open to the general public from 6 a.m. to 8 p.m. Monday through Friday. A limited number of tenants holding parking access cards will have 24-hour, 7 day a week access to the garage. Note that Anthony Street is between 1st and 2nd Street off of Mission Street.

PROPERTY REMOVAL

The advent of laptops and other miniaturized (and expensive) equipment has created a greater challenge for building security staff in determining authorized vs. unauthorized movement of equipment. While security of each tenant's resources is primarily the tenant's responsibility, we have made an effort to protect your company and personal property by instituting a Property Removal Pass system. (See the "Forms" section of this manual for our Property Removal Pass form).

During the regular building hours of 7:00 a.m. to 6:00 p.m. Monday – Friday, property removal passes for files or file boxes, laptop computers, briefcases, backpacks and airline roll carts (typically used for business purposes) are not required.

During "closed" hours, items that would typically be used for work such as a briefcase or laptop do not require a property removal pass. Outgoing boxes containing only files or paperwork do not require a pass. Outgoing boxes containing merchandise or equipment (cameras, phones, paintings, adding machines, etc.) *do* require a property removal pass signed by an authorized representative of your company.

All incoming boxes are subject to search by security staff for weapons, explosives or other illicit material and all outgoing boxes may be checked to determine whether a Property Removal Pass is required.

RENT PAYMENTS

Base Rent and Additional Rent charges are due and payable on the first day of each month or in accordance with your Lease agreement. Statements detailing Base Rent and Additional Rent charges for the next year are sent to each Tenant in December of the preceding year. Miscellaneous charges (for keys, additional HVAC, etc.) will be invoiced separately. All checks should be made payable to “**T-C 55 Second Street, LLC.**”

Checks should be mailed to:

T-C 55 Second Street, LLC
P.O. Box 745797
Los Angeles, CA 90074-5797

If sending by overnight courier, send to:

Bank of America Lockbox Services
Lockbox 745797
5706 Media Center Drive
Los Angeles, CA 90065-1733

Alternatively, you may ACH/wire transfer to the following account:

Bank:	Bank of America
Account Number:	325000588498
ACH ABA Number:	121000358
Wire ABA Number:	026009593
Account Name:	55 Second Street #7049 - Coll
Reference:	55 Second Street #7049; Month/Year Rent Payment

Late fees will be applicable in accordance with the provisions of the Lease. If you have any questions concerning Base Rent, Additional Rent or other miscellaneous charges, please contact the Property Management Office.

SECURITY – YOUR ROLE

We ask that you take an active role in making 55 Second Street a safe and comfortable place to work. In a multi-tenant building such as ours, it is impractical to screen every person who enters the building. Occasionally, a solicitor, vagrant or petty thief will slip in and it will be you who notices their presence. If at any time you notice someone who seems out of place or suspicious in or around the building, please call security immediately by calling 415.777.5520 ext. 1 (55 Second – Main Lobby Console) with the location and description of that person. This applies to any door-to-door salesperson or “information distributors” as well.

Good ways to discourage thieves include:

- keeping tempting items such as wallets, purses, personal radios, cell phones and the like either on your person or out of sight;
- never leaving the reception area unattended with the door unlocked;
- escorting visitors, including delivery personnel, to inner offices or work areas rather than simply directing them;
- stopping and challenging strangers in your work area (“Hello, may I help you?”); and
- immediately reporting to security and/or building management any strangers seen loitering in the building or the loss of any equipment or valuables.

SMOKING

By law and building policy, smoking is prohibited inside 55 Second Street at all times. This includes private offices, stairwells, the lobby, restrooms, hidden corners where “no one will ever notice”, weekdays, weekends, holidays, 24 hours a day – in short, *every place, every time*. Compliance with the law is a requirement of every tenant’s Lease Agreement.

To accommodate our smoking clients, a designated smoking area with ash urns has been set up on Anthony Street, *outside* the loading dock area. We appreciate any help you can offer in encouraging use of this smoking area by your employees.

SOLICITORS / SALESPEOPLE

Soliciting (door-to-door sales, flyer distribution, etc.) is strictly prohibited at 55 Second Street. If you are approached inside or outside of your suite, please notify security immediately 415.777.5520 so the individuals can be escorted from the building. Aside from protecting our tenants from unwanted solicitations, our concern is that both casual and professional thieves use the salesperson role as a cover for theft.

TENANT IMPROVEMENTS/ALTERATIONS

If your premises need alterations such as additional electrical outlets or painting, please contact the building management office prior to any work being performed. All alterations must be coordinated and supervised by property management, even if your lease permits certain work to be done by you and your vendor.

VISITORS

Any visitors that arrive during non-business hours will need to sign in and out at the security desk and will require tenant escort to their destination. Please submit all visitors and vendor in our visitor management site located at tenants.55second.com if you are aware of visitors in advance so they may be placed on the buildings access list.

WASTE MANAGEMENT

Basic Recycling, Composting and Waste Management:

We have distributed large **GREEN** composting bins to all kitchens. Please use the **GREEN** composting container for all compostable materials (food, coffee grounds, coffee cups, paper towels, etc.). All kitchens, desks and workstations have been furnished with **BLUE** bins. Please use **BLUE** containers to dispose of recyclable materials (cans, bottles, paper, plastic containers, etc.). All other waste should be placed in the **BLACK** trash containers. For a comprehensive list of compostable, recyclable and landfill materials, please visit Recology's website at <http://sunsetscavenger.com/index.php>.

Special Items Recycling:

55 Second is proud to sponsor an e-waste, battery, cellular phone, toner and Styrofoam collection program in conjunction with Green Citizen. Bins designated for each item listed above is located in the loading dock and tenants may utilize these bins at no additional charge in most cases. Should tenants have an unusually large amount of trash or recycling, please contact Building Management at 415.777.5520 to arrange a pick-up and discuss potential fees associated.