



## **DenverCityCenter**

707 and 717 17th Street, Denver, CO

## **TenantHandbook**

Everything you need to know about your home away from home.

## TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>1</b>
WELCOME .....	1
BROOKFIELD PRIVACY STATEMENT .....	1
<b>MANAGEMENT OFFICE AND OPERATIONS .....</b>	<b>3</b>
MANAGEMENT OFFICE .....	3
MANAGEMENT DIRECTORY .....	3
HOURS OF BUSINESS OPERATION .....	4
LEASING INFORMATION .....	4
EMERGENCY NUMBERS .....	4
LOCAL BUSINESS DIRECTORY .....	4
<b>TENANT AND BUILDING SERVICES.....</b>	<b>5</b>
DELIVERIES, FREIGHT ELEVATOR AND LOADING DOCK.....	7
MAIL SERVICE .....	8
PARKING, EV CHARGING AND BICYCLE PARKING.....	8
PARKING FEES.....	9
PARKING SPACES .....	9
OVERSIZED VEHICLES .....	10
MOTORCYCLES .....	10
VEHICLES REQUIRING SERVICE AND REPAIR .....	10
DESTRUCTION OF PROPERTY .....	10
IMPROPER USE OF VEHICLES .....	10
ABANDONED VEHICLES.....	11
TRAFFIC RULES .....	11
BICYCLE STORAGE.....	11
<b>SECURITY AND LIFE SAFETY.....</b>	<b>13</b>
THEFT.....	13
EMERGENCY PROCEDURES.....	14
BIOLOGICAL, CHEMICAL, RADIOLOGIC EVENT AND PANDEMIC .....	15
BOMB THREAT AND SUSPICIOUS DEVICE .....	17
CIVIL DISTURBANCE .....	19
ELEVATOR MALFUNCTION .....	19
<b>FIRE AND LIFE SAFETY SYSTEMS .....</b>	<b>20</b>
707 17TH ST. FIRE AND LIFE SAFETY SYSTEMS.....	20
JOHNS MANVILLE PLAZA FIRE AND LIFE SAFETY SYSTEMS .....	21
FLOODING .....	25
HOMELAND SECURITY .....	26
MEDICAL EMERGENCY.....	26
POWER FAILURE .....	26
SEVERE WEATHER AND NATURAL DISASTERS.....	27
TORNADO.....	27
THREATENING PERSON AND ARMED INTRUDER .....	28
TOXIC HAZARDS .....	28
<b>HOUSEKEEPING.....</b>	<b>29</b>
HEATING, VENTILATING AND AIR CONDITIONING (HVAC) .....	29
ELEVATOR SERVICE .....	30
ACTIVATED BY BROOKFIELD PROPERTIES .....	30
URBAN BEEHIVES BY BROOKFIELD PROPERTIES.....	31

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## **Introduction**

### **Welcome**

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Information Guide (the "Guide") for the exclusive use for the tenants of Denver City Center. It will assist you in becoming familiar with the features, facilities, operating procedures and the staff who provide services to the Complex.

We at Brookfield consider our tenants to be our partners; we strive to make a meaningful contribution to their success. As a corporation and as individuals, we are relentless in our commitment to *outstanding* service.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

The most current copy of the Guide will always be located on our website at <https://axiistenantapp.com/properties/denver-city-center/> under the "Tenant Handbook" section of the "myProperty" tab.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information contained in the Guide or about the Complex.

### **Brookfield Privacy Statement**

We value you as a customer and we take your personal information privacy seriously. For this reason, we would like to inform you of our policies for collecting, securing and sharing personal information.

#### **Our Privacy Principles**

We do not sell customer information.

We do not provide personal information about an individual to individuals or organizations outside of Brookfield unless we have your consent for doing so.

We require any person or organization providing products or services to our customers to protect the confidentiality of Brookfield's customer information.

We afford prospective and former customers the same protections as existing customers with respect to the use of personal information.

#### **Information We May Collect**

We collect and use information that is necessary to administer our business, to advise you about our services, and to provide you with outstanding customer service.

## **Brookfield Privacy Statement (Continued)**

### **Information Disclosure**

We share information about our transactions with you within Brookfield to better serve you and meet your current needs. We may also disclose customer information about you to persons or organizations as permitted or required by law.

### **Your Awareness and Permission**

Being a customer of Brookfield, you provide us with your consent to the collection, use, and disclosure of certain personal information.

### **Brookfield Protects Customer Information**

We maintain physical, electronic, and organizational safeguards to protect customer information. We continually review our policies and practices; monitor our computer networks to ensure the safety of customer information.

### **For More Information**

If you have any questions, please send your questions to Brookfield's Privacy Officer via email to [privacyofficer@brookfield.com](mailto:privacyofficer@brookfield.com).

## **Management Office and Operations**

### **Management Office**

As the managers of Denver City Center, we want you to know that every member of our team is here to serve you.

Should you have any questions or comments, please feel free to contact the Property Management Office and we will be happy to assist you, where at all possible.

The Property Management office and telephone/ fax numbers are:

**Denver City Center**  
**707 17<sup>th</sup> Street**  
**Suite 2150**  
**Denver, Colorado 80202**

Phone: (303)-295-6200

**Monday to Friday ..... 8:00 a.m. to 5:00 p.m.**

### **Management Directory**

General Manager

Ashton Steele

Phone: (303) 867 6280

Email: [Ashton.Steele@brookfieldproperties.com](mailto:Ashton.Steele@brookfieldproperties.com)

Property Manager

Kylee Mahala

Phone: (303) 867 6286

Email: [Kylee.Mahala@brookfieldproperties.com](mailto:Kylee.Mahala@brookfieldproperties.com)

Assistant Property Manager

Angelina Rodriguez

Phone: (303) 867 6285

Email: [Angelina.Rodriguez@brookfieldproperties.com](mailto:Angelina.Rodriguez@brookfieldproperties.com)

Administrative Assistant

Nancy Bucio

Phone: (303) 295-6200

Email: [Nancy.Bucio@brookfieldproperties.com](mailto:Nancy.Bucio@brookfieldproperties.com)

**Hours of Business Operation**

**Customer Service Hours**

Monday to Friday ..... 8:00 a.m. to 5:00 p.m.  
 After hours, weekends and holidays ..... Restricted access (access cards only)

**Building Entrances**

Monday to Friday .....6:00 a.m. to 6:00 p.m.  
 Saturdays .....Card access  
 Sundays .....Card access

**Statutory Holidays**

Unless otherwise stipulated in your lease, the designated statutory holidays for the Complex are:

New Year's Day	Memorial Day	Independence Day	Labor Day	Thanksgiving Day	Christmas Day
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**Leasing Information**

For information regarding additional office space requirements, please contact the Senior Vice President, Office Leasing listed under the Management Directory or contact the Property Management Office.

For information regarding additional retail space requirements, please contact the Retail Leasing Consultants listed under the Management Directory or contact the Property Management Office.

For information regarding available storage in the Complex, please contact the General Manager, and you will be provided with applicable rates and space availability.

**Emergency Numbers**

**Emergency 911**

(When dialing from an internal telephone system, you may have to dial "9-911")

**Poison Centre**

1 (800) 222-1222

**Local Business Directory**

For your convenience, we have compiled a directory of businesses located in the surrounding area that may be of service to your company.

## **Tenant and Building Services**

### **Conference Center**

In connection with Brookfield Properties, desire to deliver superior customer service as well as meet the needs of our clients, Denver City Center offers our customers a conference room facility conveniently located within 707 17th Street. Customers may reserve the conference rooms located on the 21st floor for a nominal fee on a first come, first serve basis.

#### **Who may use our conference center?**

The conference rooms are available only to 707 17th Street and JMP customers for business meetings and company events. The room is subject to all 707 17th Street and JMP building rules and regulations (subject to change from time to time).

#### **Meetings, Employee Training and Team Building Activities**

The conference rooms are perfect for your next employee training session! Conduct meetings on a larger scale and avoid tying up your facilities all day long. The management office will be happy to help you plan your next meeting or event.

#### **Room Configuration**

The 21st Floor Conference Rooms have two rooms, Telluride and Aspen that can be combined into one, it is equipped to accommodate up to 96 people seated or 200 standing. Arrangements for desired room set-up should be made at the time of reservation. Please refer to diagrams of rooms for detailed layouts.

- Conference Style
- Theatre Style
- Classroom Style
- Pods
- U-Shape

#### **Hours of Availability**

The 21st Floor Conference Rooms are available during normal business hours on weekdays between 6:00 a.m. and 6:00 p.m. and after hours on a case by case basis. In connection with customer lease agreements, the 21st Floor Conference Rooms observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Day

## **Reservations**

The conference rooms can be reserved on a first come first serve basis at least 48 hours in advance.

To place your reservation request, please fill out the reservation information in the link below. Should you need assistance please contact the Management Office at 303 295 6200.

## **Denver City Center Tenant Center Rental & Clean-up Fees**

All costs incurred as a result of renting the conference rooms will be billed to each customer

along with their monthly statement. Be sure to add in any set-up and break-down time you may require when scheduling the conference rooms. The fees are as follows:

### **Telluride:**

Up to four hours = \$100 Over four hours = \$200

### **Aspen:**

Up to four hours = \$75 Over four hours = \$150

### **Combined/Both:**

Up to four hours = \$150 Over four hours = \$300

You are responsible for removing any materials, catering items or trash from the room once your event has concluded. Any remaining items may be discarded and an additional clean-up service charge will be assessed.

## **Cancellation Policy**

If you have reserved a conference room and choose to cancel a 50% cancellation fee will be charged for the total amount you booked.

## **Catering, Food Delivery & Clean-up**

Catering and food delivery are permissible. If catering is desired, a current copy of the vendor's Certificate of Insurance will be required prior to the event. Also, please keep in mind that alcoholic beverages are prohibited. It is the responsibility of the customer to ensure that all trash and left-over catering items are properly disposed of in the trash containers provided in the conference room. Brookfield Properties strongly encourages the use of our customer resources.

## **Equipment and Audio Visual Amenities**

Please remember to bring any necessary computers, etc.

- 3 Projection Screens- above ceiling mounted
- 3 Ceiling LCD Projectors WIFI



- Polycom Phone
- Hand held microphone
- Lapel microphone
- Laser Pointer and Presenter

### **Restrooms and General Reminders**

Restroom facilities are located just outside the conference room on the 21st floor. Equipment or supplies may not be stored within the conference center; please plan accordingly.

Schedule the conference room early to ensure availability.

### **Deliveries, Freight Elevator and Loading Dock**

All large deliveries of furniture, equipment, or material should be scheduled with the Building Management Office. Tenants requiring the use of four-wheeled carts for their mail deliveries must use the freight elevator.

**Deliveries:** Schedule preferably before 6:00 a.m. All major deliveries must be scheduled with the Brookfield Properties Management Office 24 hours in advance. For office move in or out information, please see section 7 for more details.

**Note:** The dock cannot admit trucks over 12 feet 9 inches high.

The following dock and freight elevator rules must be adhered to by all companies accessing our property. Our staff will ask any company that can't abide by these rules to leave the property.

California and Stout Streets on the left as indicated by a sign that reads "Denver City Center Deliveries". Due to the limited number of parking spaces, the dock is only used for loading and unloading. Please make sure your team understands these spaces can't be used as a place to simply park a vehicle for the day.

- If you require dock access, it should be scheduled in advance through the Management Office. To obtain dock clearance, the company you are doing work for must call our office and have you placed on our daily clearance list. All loading and unloading for major moves must be scheduled with the Management Office.
- Work commencing after hours requires the lead person to check in with our lobby attendants upon arrival and departure of the Johns Manville Plaza Building. The company must provide the name of the lead person on the crew and a telephone number.
- Access to the office tower is limited to the freight elevator. THE FREIGHT ELEVATOR IS NEVER RESERVED FOR EXCLUSIVE USE. It must be shared with other parties as needed. If multiple moves are scheduled, we will work with the different companies involved have a schedule in place allowing everyone to complete their project as quickly as possible

You must leave room for others to get on and off the elevator as needed. If multiple parties are using the freight elevator, you cannot take up more than 1/2 of the freight elevator at any given time. In the evenings Monday through Friday you will be sharing the freight elevator with our janitorial crew.

- The freight elevator should never be held for extended periods of time. All items that need to be relocated should be near the freight elevator and ready to be loaded when the elevator is called to your floor.
- Construction and moving companies must place masonite on the floor from the freight elevator to the tenant space. The masonite will remain on the floor until the project is complete. Please use masking tape to secure the masonite and eliminate tripping hazards. In addition, care should be exercised to ensure all walls and corners are protected.

### **Mail Service**

The [United States Post Office](#) serving 707 17th Street and Johns Manville Plaza is located at 915 20th Street. A Postal Station is located in Johns Manville Plaza, between the elevator lobbies in the back hallway, this is where the daily mail can be picked up.

The 707 17th Street mail drop is located on the first floor of the building behind the low-rise elevators, next to the restrooms. The daily pick-up schedule is posted at the drop box. Tenants may drop off packages and certified mail ONLY if they have postage already on them. Tenants requiring the use of four-wheeled carts for their mail deliveries must use the freight elevator.

Correct mailing format is: Firm Name

707 (or 717 for Johns Manville Plaza) 17th Street, Suite [REDACTED] Denver, CO 80202

For your convenience, there are overnight drop boxes for FedEx and UPS located in the 707 lobby hall way across from the lobby restrooms and in the 1st floor Service Elevator vestibule at Johns Manville Plaza.

### **Parking, EV Charging and Bicycle Parking**

#### **707 17th Street**

Denver City Center does not have any on-site parking. The building contracts with SP Plus (SP+) at 1847 California Street, to provide a limited number of parking spaces based on your lease. The main office is located at 1890 Stout Street, within the parking garage. The direct number is 303 292 6126. Office hours are Monday through Friday from 8:00 a.m. until 5:00 p.m. To obtain parking privileges in 1847 California Street, please contact the Brookfield Properties Management Office at 303 295 6200.

To access this parking garage, you must enter on the California Street side of the parking structure and proceed to "707 17th Street Parking." This is located in levels L-1 through L-4 of the parking structure. You are permitted to park in any non-reserved areas (unless you purchased a reserved area).

#### **Johns Manville Plaza**

The Plaza Garage located at 1820 California St. offers limited monthly parking for tenants of Johns Manville Plaza. Unreserved spaces may be available based on the terms of your lease. Please contact SP Plus (SP+) 303 292 0645 for more detailed information on this garage.

There is also additional public open parking lots along Welton Street, between 18th Street and 22nd Street, and along Broadway, between 18th Street and 20th Street.

Please report any changes of address, telephone number, employer, vehicle, license number, etc. to the

Brookfield Properties Management Office or to SP Plus (SP+) for 707 17th Street and or to the Plaza Garage Parking Office for Johns Manville Plaza.

### **Johns Manville Plaza Parking Access Cards**

Please obtain your parking access card through the Plaza Garage Office by calling 303 292 0645.

Entrance to the parking garage is gained by use of a single access card issued by SP Plus (SP+).

It is extremely important that you do not use your card to permit access to the garage for someone else. Doing so may mean the suspension of your parking privileges. Only one vehicle per card is allowed into the parking garage.

A lost or stolen card must be reported to the Brookfield Properties Management Office immediately. A fee may be required to replace the access card. This fee is to cover the cost of the access card and the administrative costs associated with reissuing the access card. This fee is not refundable and everyone is subject to this charge. Parkers are cautioned to keep their vehicles locked to avoid loss or theft of their access cards and/or personal property. Anyone finding an access card should return it to the Brookfield Properties management office or SP Plus (SP+) garage office. Persons who find an access card and attempt to use it to park without paying may be charged with "theft of service".

### **Parking Fees**

All parking fees are payable in advance. Persons purchasing access cards from the first of the month through the fifteenth of the month must pay for parking for the entire month. Persons purchasing a card from the sixteenth through the twenty-fourth of the month pay for parking for half a month. Parking purchased from the twenty-fifth through the last day of a month receives free parking for the period if they purchase parking for the following month.

Persons who cancel their parking from the first through the fifteenth of the month will receive half of a month credit. Persons who cancel after the fifteenth of the month receive no credit. All cancellations must be made in writing and will be effective on the date received in the Brookfield Properties Management Office or the requested cancellation date, whichever is later.

### **Parking Spaces**

Authorized parkers are entitled to one parking space. Vehicles parked over parking space lines may be subjected to ticketing and possible towing.

Certain spaces are designated for physically disabled persons. These spaces may be used for vehicles displaying placard with the International Symbol of Accessibility that is issued by the City. This must be attached to the rear view mirror or open lowered sun visor as seen through the front windshield. All others will be towed away and/or subject to a fine.

Certain spaces are also designated for compact cars only. A compact car is defined as being less than six feet wide and sixteen and one half feet long. Only vehicles in this category should use these designated spaces.

Unauthorized vehicles parked in reserved spaces will be towed away without warning

### **Oversized Vehicles**

The parking garage at 1890 Stout Street has a height restriction of 6 feet and 6 inches. Any vehicle over this height will need to park in the public open parking lots along Welton Street and/or Broadway. 707 17th Street does not have on-site parking for oversized vehicles.

### **Motorcycles**

Motorcycles may be parked in the garage at a discounted rate if they use the space designated for motorcycle parking, and do not park in designated vehicle parking and/or block vehicular or pedestrian traffic. Motorcycles are prohibited from parking in elevator lobbies and stairwell landings or entryways.

### **Vehicles Requiring Service and Repair**

The parking garage will not be used to perform repairs on any vehicle. Vehicles in need of repair must be towed from the garage to an appropriate facility. Flat tires, dead batteries and windshield chips are exceptions to the above. The owner/operator of a vehicle requiring towing must make arrangements with a towing service to have the vehicle removed. The SP Plus (SP+) office should be notified that the towing service has permission to remove the vehicle.

Any vehicle that in the judgment of SP Plus (SP+) creates a dangerous situation (for example, leaking gasoline) will be removed from the garage at the owner's expense.

### **Destruction of Property**

Any person who damages any property in the garage (i.e., breaking a gate, removing signs, etc.) whether willfully or by accident will be held financially responsible for repairs or replacement. Willful destruction may also result in permanent loss of parking privileges and/or criminal charges.

### **Improper Use of Vehicles**

Vehicles parked within 1890 Stout Street parking garage may not be used as living quarters even on a temporary basis. Additionally, animals may not be left unattended in vehicles.

### **Abandoned Vehicles**

Any vehicle parked in the garage without being moved for a period of fourteen days will be considered abandoned and may be removed from the garage at the owner's expense. Evidence that the owner/operator of the vehicle is an authorized parker will not be considered.

### **Traffic Rules**

The maximum speed limit in the garage is 5 MPH. Lower speed limits may also be posted.

### **Liability**

SP Plus (SP+), as operator of the 1890 Stout Street parking facility, shall not be responsible for any loss or damage to any vehicle or property therein or for injuries (fatal or non-fatal) to persons occurring within all areas of the parking garage.

### **Bicycle Storage**

It is with great pleasure and excitement that we announce the new Denver City Center bike facility at 707 17th Street is completed and ready for use. This facility is open to all employees who office at Denver City Center. A few details about the facility are noted below:

- Facility is on the main level of 707 17th Street and is temperature controlled.
- Wall mounted bike racks are available at no cost. Bikes must be locked with a personal locking system.
- 10 bike lockers are available on a first come first served basis for a monthly charge of \$20.00.
- Bike gear/clothing lockers are also available at no cost on a daily use basis.
- The facility is controlled by an HID card access system with interior cameras.
- Each employee who would like access to the facility must individually review and sign a Bike Facility

Use License Agreement. Upon signature and approval, access will be granted.

Should any of your employees like to tour the facility, please direct them to the 707 17th Street Lobby Desk during normal business hours and a badged lobby attendant will be happy to show the facility.

When an employee is ready to use of the facility, they can swing by the Management Office located in Suite 2150 at 707 17th Street to complete a license agreement. They must provide a photo ID along with proof of employment within the complex as the bike facility is intended only for employees at Denver City Center. A business card or employer verification call by our office will suffice for employment within the complex.

Please call the Management Office at 303 295 6200 should you have any questions.

## **Security and Life Safety**

Security at Denver City Center is provided by a combination of electronic monitoring and personnel. Security service is provided on a 24 hours a day, 7 days a week basis. The Lobby Console monitors computerized status of the elevator management system and access control to the tenant floors.

### **Theft**

Report any suspected theft, no matter how small, to the Building Management Office immediately. You may also notify the Police Department; since it is possible that they may be investigating thefts in other office buildings and your report may help them complete their investigation more effectively. The building's insurance policy does not cover the theft of Tenant's personal belongings. Personal property insurance is the responsibility of each tenant.

#### **Should theft occur:**

1. Notify Security at 303 295 0335 for 707 17th Street and 303 292 3398 for Johns Manville Plaza
2. Notify the Brookfield Properties Management Office at 303 295 6200.
3. Notify the Police.

### **Suspicious Persons**

If you see suspicious or offensive persons in the building, please call the Management Office immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. If you see suspicious or offensive persons in the building, please call the Building Management Office immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

### **Lost & Found**

Please contact the Building Management Office at 303 295 6200 to claim items that have been lost or found. If a lost and found item is claimed, the security officer must complete an Incident Report on the person claiming the lost and found item.

### **Incident Reports**

Security officers will complete an incident report recording the details of any accident, theft, or injury that occurs on the property. Please notify the Brookfield Properties Management Office as soon as an incident occurs so that an investigation can begin. Your cooperation in answering all questions pertaining to the incident will be appreciated.

## Keys

All Tenant suite door lock replacements must be coordinated through the Management Office to ensure the proper keying to the Building Master Key System. Please place key and lock requests through the work order system.

New Tenants receive two keys per entry lock free of charge. Additional keys may be purchased by contacting the Brookfield Properties Management Office. These keys are provided by the engineering staff. The engineering staff is able to take care of lock-related requirements and employs.

Mathias Lock and Key to handle all keying of lock cylinders. Requests for these services should be made through the Brookfield Properties Management Office.

The Landlord must approve any alterations to locks. All locks must be keyed to the building's master key system and can only be done by the engineering staff.

## Solicitation

Solicitation is not allowed anywhere within Denver City Center. Please notify the Brookfield Properties Management Office or Security immediately if you notice a solicitor within the building. Try to provide as much specific information about the person's appearance and behavior as you can. Security will locate the person as quickly as possible and escort him/her off the premises.

## Emergency Procedures

### Emergency Contacts

Listed below are a number of important telephone numbers. In an emergency situation call 911. After calling the appropriate emergency agency please contact the Building Management Office.

All Emergencies .....	911
Building Management Office.....	303 295 6200
Building Security at 707 17th Street .....	303 295 0335
Building Security at John Manville Plaza .....	303 292 3398
Fire Department .....	911
Fire Department (Non-Emergency) .....	720 913 2400
Denver Police Department .....	911
Denver Police Department (Non-Emergency) .....	720 913 2000
Denver Health Hospital (Paramedic Dispatch) ....	911
Posion Control Center .....	1 800 222 1222
National Weather Center .....	303 494 4479

## Important notes



If you call 911 as a result of a medical emergency, please be sure to also notify the Management Office with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please DO NOT CALL the Building Management Office, unless you have something specific to report. The Building Management Office is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so Management may attend to the situation as quickly and efficiently as possible.

### **Biological, Chemical, Radiologic Event and Pandemic**

Biological and chemical threats require important and informed decisions that can affect the lives and safety of building staff, tenants, and visitors. The number of casualties from actual threats will depend on several factors, the most important being the potency or size of the weapon and the efficiency of the delivery system. While an incident involving a chemical agent would probably be quickly noticed, a biological or radiological attack may not be noticed for several days. Evidence of such threats can vary. The agent may appear as a solid, liquid, or gas. A biological or radiological agent release is nearly impossible to identify at the time of release.

In case of an emergency situation, including one related to a terrorist attack, the local and federal police and health systems would immediately take action. The building will follow the guidance of the police and health officials. Each situation warrants a different response. As the building receives information it will be immediately relayed to the tenants.

The building will rely on local emergency personnel to administer any necessary medications in response to an emergency situation, including a dirty bomb, biological, chemical or other attack. These personnel have the medical expertise necessary to diagnose and provide the appropriate treatment in such situations.

### **Chemical Agent**

Since chemical agents are typically acutely toxic, their effects are typically abrupt and obvious. Determination as to whether an attack has occurred may be made by observation of the victims. The physiological impact on building occupants and visitors may lead to the immediate inference that they may have been exposed to a chemical agent. It is important to recognize key signs and symptoms of chemical exposure in order to react rapidly. More than any other type of attack, a chemical agent requires quick reaction because a rapid response will have a direct impact on the number of lives saved.

### **General rules for response to a chemical agent are:**

Recognition of a potential chemical agent incident.

You observe two or more people suddenly in physical distress with no obvious cause. For example:

- Breathing difficulty or uncontrollable coughing
- Collapse
- Complaints of nausea
- Seizures
- Blurred vision

- Complaints of an unusual odor

**Actions to be taken in response to a biological or chemical agent event:**

- Notify 911
- Stop all personnel from entering the contaminated area.
- Evacuate people away (opposite direction) from the contaminated area/chemical cloud/area of release.
- Notify the Management Office at 303 295 6200 of the release in your area.
- Ensure that people who need assistance receive help from emergency personnel.

**Radiological Event**

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of the radiation in an explosion. The fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. Other than an explosive device to disperse radiological material, a “carrier” could spread particles of radiological waste throughout the area. The effects of this type of event would not become evident for several days or weeks. Unless announced by public emergency officials or confirmed by radiological detection equipment, the presence of a radiation hazard is difficult to ascertain.

**Response to a radiological event:**

If the results of an investigation indicate that a radiological act of terrorism is a realistic possibility, the responsive actions will depend on the evidence discovered.

If a suspected material or a dispersal device is found and a threat is deemed credible, the general steps outlined for responding to a bomb should be taken.

**Pandemic and Flu**

A pandemic of influenza, or flu, occurs when a new flu virus rapidly spreads from human-to-human and country-to-country around the world. A new virus can spread rapidly because most people are not immune to it. Pandemics are not just particularly bad flu seasons. In fact, they can happen any time of the year.

What is troubling is, whenever a flu strain infects people, there is a chance that the virus could mutate, or change, to a new virus that spreads easily from person-to-person and causes serious illness. Infections with new human flu strains cannot be prevented by the flu vaccine that people get each year. Making a safe vaccine that can prevent infections with a new human virus can take several months.

**There are precautions individuals can take in the event of a pandemic.**

- Frequently washing or sanitizing your hands.
- Covering up when coughing or sneezing.
- Be aware of others that exhibit flu symptoms.
- Most importantly, stay home if you feel sick.

**As a business it is important to develop a plan for:**

- The impact of a pandemic on your business.
- The impact of a pandemic on your employees and customers.

- Establishing policies to be implemented during a pandemic.
- Allocating resources to protect your employees and customers during a pandemic.
- Educating your employees.
- Coordinating with external organizations and helping your community.

### **Bomb Threat and Suspicious Device**

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

### **Telephone Threat**

Most threats are received by telephone (particularly bomb and extortion threats). Do not ignore or take any type of threat lightly. Personnel under your charge should be instructed to report all threats to the Management Office at 303 295 6200.

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion.
- Description of the device.
- Reason the caller has placed the bomb.
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Building Management Office at 303 295 6200

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

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

The single most terrifying occurrence to an unsuspecting person is receiving a telephone call telling them that a bomb is nearby and will soon go off. If the person receiving the call panics, the situation can become more serious.

Every employee of a company who may possibly answer a telephone should be alerted to the possibility that such a phone call could be received at any time.

Any person receiving a bomb threat should, above all, stay calm. The person receiving the message should attempt to keep the caller on the line as long as possible and write down or record every word the caller says. He or she should ask the caller about the location of bomb.

While the caller is talking, listen carefully to the voice and any background noises that may help identify the caller. The bomb checklist should be completed soon after the call has ended, or while the caller is on the phone, if possible. Just before the caller hangs up, it's a good policy to ask "may I say who is calling". This may sound silly, but many people are so accustomed to answering this question that there have been cases where the caller has

identified himself before realizing it.

As soon as the bomb threat has been received and the caller has hung up, the person receiving the call should report it to the Management Office. As soon as they are alerted, building management will initiate emergency building search procedures.

### **Responsibilities of Floor Wardens and Assistants**

The Floor Warden should be informed of the bomb threat, and prepare to assist security building management and Law Enforcement Officials with search procedures.

- Enforcement officials will need assistance of the Floor Warden to study the bomb threat closely in regards to the company activities and indications of the degree of accuracy of the threat.
- If possible, a bomb search team should be formed of employees in the company. Employees should be assigned to search areas they work in and are familiar with. A person searching an area he works in will know what belongs in the area and what doesn't. Areas open to the general public should be searched first.
- If an object is located that may be a bomb, the first rule is DO NOT TOUCH IT!
- Immediately call building management at 303 295 6200 and notify them of the situation.
- The Police Department and Bomb Squad do not search buildings for bombs unless there are unusual circumstances. The Police officer summoned to make a report will probably leave the building after completing the report. If a suspect device is discovered, the Police must be summoned, and those officers will make a determination to call the Bomb Squad.
- The hardest part of a bomb search is knowing what to look for. The best answer to that question is that you should: "Look for any item that looks like it may not belong".

### **Suspicious Packages or Mail Bombs**

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1/4" to 1/2" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. rather than directly to named individuals.

#### **If you suspect a parcel contains a letter bomb:**

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.

- Notify the police at 911 and Building Management at 303 295 6200.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

### **Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Civil disturbances are not easily categorized. Depending on the organization responsible for the disturbance, they may range from calm groups of picketers to violent destructive mobs. Frequently, calm groups escalate to violent mobs. Eliminating the threat of violence and destruction is the goal of this section. Often, political interest groups, disgruntled employees and striking employees will let it be known that they intend to demonstrate, picket, etc., at a certain location. Should you receive such information, please communicate it to the Brookfield Properties Management Office immediately. It is recommended that tenants develop their own Civil Disturbance Action Plan to inform and safeguard their employees.

In the event of a disturbance, the following procedures should be followed:

- Call the Police and state:
  - Your name and company name.
  - Location of the disturbance.
  - Size of the group.
  - Type of demonstration.
- Call the Brookfield Properties Management Office at 303 295 6200 with the same information.
- Instruct employees to avoid communicating with the demonstrators, antagonizing the demonstrators or aggravating the situation in any way.

The necessity of evacuating is not probable; however, should evacuation be deemed necessary by the tenant, assistance will be given to the tenant by the building's Emergency Action Team.

### **Elevator Malfunction**

The Elevators at Denver City Center have recently been modernized to increase performance, dependability and to comply with new building codes. Even with these improvements the elevators may malfunction on occasion. Should this occur, please follow these directions.

- Remain calm.
- First try pushing the "door open" button, indicated by the arrows pointing away from the button. If this works and you are released, please inform building management or security of the problem you experienced.
- If the door open button does not work, push the emergency call button near the bottom of the button panel. That will connect you to an officer at the security desk via intercom.

- Please relay any important information to the security officer. Let them know if there is a medical emergency or if there is someone you would like them to contact. If you get disconnected you will need to push the button again.
- Security will immediately contact the elevator company to dispatch an elevator technician to release you as quickly as possible. They will also remain in contact with you until you are released.

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

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

## **Fire and Life Safety Systems**

### **707 17th St. Fire and Life Safety Systems**

A modern high-rise building has hundreds of occupants and represents a complex community. It is now agreed that total evacuation of a building is generally the preferred response to be taken in an alarm.

Evacuation is the appropriate response in buildings such as Denver City Center that meet the criteria of required safety features covered below.

The major hazard to occupants in a fire is smoke. Smoke is responsible for 85% of all fire deaths, which is more than all other causes combined (i.e. burns, falls, explosions, heart attacks, etc.).

The controls for the firefighter that interface with the Fire/Life Safety systems are located in the Fire Command Center (FCC) on the street level of the building. The Security Desk that is also located on the street level is staffed 24 hours a day. The security personnel at this desk are responsible for the following:

- Assisting the Fire Department and building management during emergencies.
- Monitoring the elevator systems and communications.
- Identifying and issuing badges to authorized vendors that enter the building.
- Communications dispatching between security and building management. Also with tenants via the Public Address System.

### **Fire Detection Features**

- Smoke Activate - Smoke detectors are located in electrical closets, switch gear rooms, air handling ducts, all mechanical areas, elevator shafts, common corridors and elevator lobbies.
- Person Activated - Fire alarm pull stations are located adjacent to each fire stairwell access door.
- Fire/Heat Activated - Each floor of the building has a water flow switch for the fire sprinkler zone on that floor. When a sprinkler head is activated and water begins to flow through the pipe, a flow switch will activate the alarm.

### **Fire Suppression Features**

- The building construction incorporates fire-rated doors and walls to maintain critical separation to slow the spread of smoke and fire.
- A steel cabinet is located by each of the two fire stairwells. Each cabinet contains a Fire Department hose connection to the wet standpipes that run the entire height of the building.
- An ABC type fire extinguisher is located in the same steel cabinet located by each fire stairwell.
- A fire pump supplies water to the fire sprinklers in all sprinkler areas and hose valves throughout the building.
- Upon activation, affected sprinkler heads will release water to extinguish a fire.
- Emergency power is provided by a diesel-driven emergency generator that supplies power to the fire alarm systems and equipment, fire pumps, smoke control fans and dampers, emergency lighting and limited elevator service.

### **Life Safety Features**

- Visual alarms (strobes) are located in all common areas of the building - lobbies, common corridors, restrooms and tenant areas.
- The public address system provides communications throughout the building via speakers located in elevator lobbies, common corridors, stairwells, mechanical rooms and other tenant locations.
- Fireman's Communication System phone jacks are located throughout the building in elevators, elevator lobbies, adjacent to the fire alarm pull stations outside of every fire stairwell, and in freight elevator vestibules to provide firefighters with two-way communication with the Fire Command Center.
- Rescue assistance intercoms are located on every 5th floor in the emergency stairwells.
- Each elevator is equipped with an intercom system, as well as a speaker connected to the public address system.
- Denver City Center is equipped with a smoke control system that provides floor and stairwell pressurization and smoke exhaust automatically in the event of an alarm. These systems are designed to exhaust smoke from the fire floor while pressurizing other areas to prevent smoke infiltration.
- Upon alarm activation, all elevators are automatically called to the street level, or to an alternate floor in the event of an alarm on the street level.
- Upon alarm activation, all electro-magnetic locks in the building automatically unlock allowing unrestricted egress.
- Denver City Center is constructed with two fire stairwells, constructed of concrete and steel that provide a protected means of exiting the building in an emergency. These stairwells are equipped with emergency lighting connected to the emergency generator.

### **Johns Manville Plaza Fire and Life Safety Systems**

A modern high-rise building has hundreds of occupants and represents a complex community. It is now agreed that total evacuation of a building is generally the preferred response to be taken in an alarm.

Evacuation is the appropriate response in buildings such as Johns Manville Plaza that meet the criteria of required safety features that will be covered in this section.

The major hazard to occupants in a fire is smoke. Smoke is responsible for 85% of all fire

deaths, which is more than all other causes combined (i.e. burns, falls, explosions, heart attacks, etc.).

The controls for the firefighter that interface with the Fire/Life Safety systems are located in the Fire Command Center (FCC) on the street level of the building. The Security Desk that is also located on the street level is staffed 24 hours a day. The security personnel at this desk are responsible for the following:

- Assisting the Fire Department and building management during emergencies.
- Monitoring the elevator systems and communications.
- Identifying and issuing badges to authorized vendors that enter the building.
- Communications dispatching between security and building management. Also with tenants via the Public Address System.

### **Fire Detection Features**

- Smoke Activate - Smoke detectors are located in electrical closets, switch gear rooms, air handling ducts, all mechanical areas, elevator shafts, common corridors and elevator lobbies.
- Person Activated - Fire alarm pull stations are located adjacent to each fire stairwell access door.
- Fire/Heat Activated - Each floor of the building has a water flow switch for the fire sprinkler zone on that floor. When a sprinkler head is activated and water begins to flow through the pipe, a flow switch will activate the alarm.

### **Fire Suppression Features**

- The building construction incorporates fire-rated doors and walls to maintain critical separation to slow the spread of smoke and fire.
- A steel cabinet is located by each of the two fire stairwells. Each cabinet contains a Fire Department hose connection to the wet standpipes that run the entire height of the building.
- An ABC type fire extinguisher is located in the same steel cabinet located by each fire stairwell.
- A fire pump supplies water to the fire sprinklers in all sprinkler areas and hose valves throughout the building.
- Upon activation, affected sprinkler heads will release water to extinguish a fire.
- Emergency power is provided by a diesel-driven emergency generator that supplies power to the fire alarm systems and equipment, fire pumps, smoke control fans and dampers, emergency lighting and limited elevator service.

### **Life Safety Features**

- Visual alarms (strobes) are located in all common areas of the building - lobbies, common corridors, restrooms and tenant areas.
- The public address system provides communications throughout the building via speakers located in elevator lobbies, common corridors, stairwells, mechanical rooms and other tenant locations.
- Fireman's Communication System phone jacks are located throughout the building in elevators, elevator lobbies, adjacent to the fire alarm pull stations outside of every fire stairwell, and in freight elevator vestibules to provide firefighters with two-way communication with the Fire Command Center.



- Rescue assistance intercoms are located on every 5th floor in the emergency stairwells.
- Each elevator is equipped with an intercom system, as well as a speaker connected to the public address system.
- Johns Manville Plaza is equipped with a smoke control system that provides floor and stairwell pressurization and smoke exhaust automatically in the event of an alarm. These systems are designed to exhaust smoke from the fire floor while pressurizing other areas to prevent smoke infiltration.
- Upon alarm activation, all elevators are automatically called to the street level, or to an alternate floor in the event of an alarm on the street level.
- Upon alarm activation, all electro-magnetic locks in the building automatically unlock allowing unrestricted egress.
- Johns Manville Plaza is constructed with two fire stairwells, constructed of concrete and steel that provide a protected means of exiting the building in an emergency. These stairwells are equipped with emergency lighting connected to the emergency generator.

The following information pertains to the emergency power and life safety systems and the various components associated with these systems.

- The emergency power system is solely for the support of critical system to ensure the safety and welfare of the occupants within the confines of the building. The systems supported by emergency power are: Emergency Lighting, Fire Pumps, Fire Jockey Pumps, Fire Alarm System, Stairwell Pressurization and Smoke Exhaust Fans, and Elevator Control Systems.
- The power distribution is comprised of two separate feed sources and an automatic transfer switch. The first source is the electric service from Xcel Energy providing “Normal Emergency” power. The second source is the electric power produced by the building’s emergency back-up generator providing “Emergency” power. The automatic transfer switch monitors the “Normal Emergency” power source, for constant and consistent voltage.
- Life Safety System Test and Inspection: The life safety equipment is tested on a routine basis and maintained per manufacturer specification. The following outlines the equipment and test and inspect frequencies.
- Fire Pumps: Daily inspections are conducted and logged on the daily fire pump log form during the morning start-up tour. The pumps are visually inspected and the Pressures logged. The pump control panels are inspected for proper control and automatic configuration and logged. Weekly testing is conducted and logged on the weekly fire pump form. Testing includes starting the pumps, logging pressures, visual inspection of the packing glands, and pump operation. Preventative maintenance is conducted per OEM requirements and scheduled monthly, quarterly, semi-annual, and annually. Tasks are created through the Aware Manager Preventative Maintenance program and the tasks are documented and filed in the equipment file. A certified contractor per NFPA guidelines tests the fire pumps and associated controls annually per NFPA guidelines.
- Fire Jockey Pumps: Daily inspections are conducted and logged on the daily fire pump log form during the morning start-up tour. The pumps are visually inspected and the Pressures logged. The pump control panels are inspected for proper control and automatic configuration and logged. Weekly testing is conducted and logged on the weekly fire pump form. Testing includes starting the pumps, logging pressures, visual inspection of the packing glands, and pump operation. Preventative maintenance is conducted per OEM requirements and scheduled monthly, quarterly, semi-annual, and annually. Tasks are created through the Aware Manager Preventative Maintenance program and the task are documented and filed in the equipment file.

- **Generators:** Daily inspections are conducted and logged on the daily generator log form during the morning start-up tour. The generators are visually inspected and the conditions logged. The generator control panels are inspected for automatic operation and the fuel monitoring and storage tanks are inspected and logged. Weekly testing is conducted and logged on the weekly generator test form. Testing includes operating the generator, loading to 80% of generator capacity, logging various gauges, and operating conditions. Preventative maintenance is conducted per OEM requirements and scheduled monthly, quarterly, semi-annuals, and annual tasks are created through the Aware Manager Preventative Maintenance program and these tasks are documented and filed in the equipment file. A certified contractor tests the generator and associated controls annually.

The Buildings' emergency generator capacity is rated at 350kw at 4,160 volts, 3ph, 4 wire, and 60 Hz.

- **Life Safety Fans:** The life safety fans consist of stairwell pressurization fans (58-1, 58-2, P1-8, and P1-9) smoke exhaust fan (58-3), and the lobby/atrium exhaust fan (FM-3). The stairwell pressurization and smoke exhaust fans operate upon any active fire alarm throughout the building. The lobby/atrium fan will operate when at least two device alarms are activated in the lobby or west wing.

**Life Safety System Testing:** on a daily basis the stairwell pressurization and smoke exhaust fan controls are inspected for automatic control and logged on the startup forms. On a weekly basis the fans are tested and operated from the lobby FCC and logged on the weekly life safety fan test form. Preventative maintenance is conducted on a bi-monthly, quarterly, semi-annual, and annually.

- **Fire Alarm System:** The fire alarm system is designed to provide both monitoring and activation sequencing upon the activation of smoke and heat detectors and water flow switches.
- **Fire Alarm System Test and Inspections:** The fire alarm panel is checked daily by Engineering and logged and three times per day by security. The checks conducted are for any points that are active, disabled, or in trouble condition and status condition of the fire alarm panel and fan control panel. A flow and tamper test is conducted quarterly by Engineering. A certified contractor on an annual basis conducts a building wide test of the main fire alarm panel, remote panels, and all reporting and activating devices.

### **Fire Prevention**

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids. Keep electrical appliances in good repair. Report unsafe conditions to the building office. When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

## **Fire Emergency**

IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.

## **Flooding**

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

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

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

### **707 17th St. Flooded Building**

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

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

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

- In the event of a flood from external or internal sources, building services may be interrupted. Flooding can cause great harm to electrical equipment that serves the building and can disrupt the sanitary water supply.
- In the event of an actual flood or should the sprinkler system release within the building, evacuate the area to a safe and dry place.
- Notify the Management Office immediately of the location of the flood and probable cause.

### **Johns Manville Plaza Flooded Building**

- In the event of a flood from external or internal sources, building services may be interrupted. Flooding can cause great harm to electrical equipment that serves the building and can disrupt the sanitary water supply.

- In the event of an actual flood or should the sprinkler system release within the building, evacuate the area to a safe and dry place.
- Notify building management immediately of the location of the flood and probable cause.

### Homeland Security

Brookfield Properties recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security: <https://www.dhs.gov/>

Federal Emergency Management Agency: <https://www.fema.gov/>

American Red Cross: <http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response: <https://www.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

### Medical Emergency

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

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival at the elevator lobby on your floor.
5. Call the Building Security. For 707 17th Street call 303 295 0335 and for Johns Manville Plaza call 303 292 3398.
  - Inform security that you have called 911 and briefly describe the nature of the emergency.
6. Call Building Management at 303 295 6200.
7. The emergency unit will be with you shortly and will administer all necessary medical assistance.
8. Determine, if possible:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual
  - A local doctor

The Management, Engineering and Security staff will do all we can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.

### Power Failure

Denver City Center has emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

- Activating emergency lights on each floor throughout the Building, including all Exit signs.
- Activating all stairwell lighting.
- Activating the Building's emergency Fire, Life and Safety Systems as well as the Building's communication systems.
- Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the Building, as needed.)

It is seldom necessary to evacuate the Building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices. Please **DO NOT CALL** the Building Management Office unless you need to notify us of the location of a disabled employee.

### **Severe Weather and Natural Disasters**

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan area. Tenants have the choice of evacuating or remaining in the Building during a severe weather alert. If your company decides to evacuate the Building, notify the Incident Commander of your intention to do so. If an early alert is given by the U.S. Weather Service and a decision is made to remain in the Building, certain steps can be taken to prepare for the severe weather.

Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather. Notify the Building Management Office of all leaks, fires, and structural or other damage during or after the storm.

If informed by the U.S. Weather Service that severe weather is imminent, follow the steps below:

- Move to core areas of the Building
- Take cover in an interior hallway
- Stay away from doors and windows
- Close perimeter doors behind you

### **Tornado**

Tornados are a potential threat from April through September in the Denver metro area and could cause electrical and power to be disrupted. The U.S. Weather Service reports the movement of storms that may present a threat to the Denver area. The U.S. Weather Service may place the Denver metro area on alert with a tornado watch or tornado warning, the difference between the two alerts are outlined below.

- When a tornado **WATCH** is announced, this means that tornadoes are expected in, or near the Denver metro area. Keep your radio or television tuned to a local station for information and advice from your local government and the weather service. Also keep watching the sky. If you see any revolving, funnel shaped clouds, report them to the local authorities by dialing 911.
- When a tornado **WARNING** is issued, it means that a tornado has actually been sighted, or has been Indicated by radar, and this or other tornadoes may strike in your vicinity.

Public warning will come over the radio, TV, or by five-minute steady blasts of siren by the Civil Defense warning system.

An announcement shall be made by using the public address system to warn tenants that a tornado warning/watch has been issued for the Denver metro area, and that it is advisable to have all tenants move to a safe location in the building away from the exterior glass and not to exit the building until the threat has passed and an all clear is given.

The bathrooms and stairway areas of all the building's levels will provide the best protection in a tornado. If you hear a Civil Defense siren and/or tornado advisory announcement in the building, please proceed to one of those areas.

After the storm, please report all safety hazards such as exposed wiring, broken glass, etc., to the Brookfield Properties Management Office. The building's Emergency Action Team will conduct a thorough search for safety hazards and repairs will be made as quickly as possible. Please check with the management office or Security Desk before leaving the building, as it may not be safe outside of the building due to falling debris and/or glass from other buildings.

### **Threatening Person and Armed Intruder**

- Immediately report any situation involving a threatening person to the Denver Police Department by calling 911. Also notify the Building Management Office.
- Provide as much information as possible including a physical description of the person(s) and their location. Also, the statements made by said Person(s) and if they are armed.
- Also, report the presence of any suspicious individuals in or about the property to Property Management. A physical description of the person and the location they were last seen will also be essential information to communicate.

### **Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed and call 911. Give Building address, floor and phone number, and what type of spill has occurred. Take appropriate action to contain the hazard, close doors behind you, and always follow all safety procedures when working with toxic materials.

## Housekeeping

### Janitorial

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash is to be disposed of and is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH and or BASURA. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management office at 303 295 6200. Special cleaning services can be arranged at tenant expense.

Please contact the Service Request System at [www.axiistenantapp.com/tenant-service-request-us/](http://www.axiistenantapp.com/tenant-service-request-us/)

### Maintenance Requests

Denver City Center utilizes a web-based tenant request system called [Angus Anywhere](#). This is a user-friendly application that requires login credentials that tenants can access from the convenience of their desk using an Internet browser. Angus enables you to enter and track all services requested, view the status of your requests at anytime from anywhere and to view and download billable request detail information. Please contact the Building Management Office to learn how to become an Angus user for your organization.

Maintenance requests or requests for service of any kind can be made by clicking [here](#).

Engineering and maintenance personnel are available Monday through Friday (excluding holidays) from 8:00 a.m. to 5:00 p.m. For emergency maintenance after normal business hours, please contact the Denver City Center Security Desk at 303 295 0335 for 707 17th Street or 303 292 3398 for Johns Manville Plaza. This phone is answered 24 hours daily.

Some maintenance requests may require the use of an outside vendor. For those items the engineering staff will send an authorization request through Angus for tenant approval. Once the request for tenant authorization is approved the vendor will be dispatched to complete the work order. This process can also be used for smaller items such as additional electrical outlets, plumbing repairs to private sinks and other such requests. You will be billed on your rental statement when the work is complete.

### Heating, Ventilating and Air Conditioning (HVAC)

Denver City Center furnishes air conditioning and heating services during the normal hours of operation. Unless otherwise stated in your lease agreement, these hours are considered 7:00 a.m. to 6:00 p.m., Monday through Friday, and from 8:00 a.m. to 12 noon on Saturdays. Saturday daytime HVAC is available "on request" by 3:00 pm the Friday prior.

Air conditioning and heating services during the evening, Saturday afternoons, Sundays and holidays are considered "after-hours air" and are provided at Tenant's expense upon request only. After-hours air must be requested through the Angus Work Order system or through the

Brookfield Properties Management Office at 303 295 6200, Monday through Friday and no later than 3:00 p.m. on the evening required.

In an emergency, air may be requested after hours by calling 707 17th Street Security Desk at 303 295 0335 or for Johns Manville Plaza 303 292 3398. You must allow 90 minutes for a building engineer to program this emergency request, additional charges will apply. Including, any overtime labor costs.

Only licensed engineers are permitted to operate or control mechanical equipment. Security personnel are not permitted to operate equipment. If at any time during standard hours of operation, it is felt that suite temperatures require adjustment, please call the Brookfield Properties Management Office for engineering assistance. There are no adjustments available after hours. Under no circumstances should a tenant attempt to regulate the thermostat.

The use of space heaters is also expressly prohibited by The City of Denver Fire Code.

After hours HVAC is available upon request. Submit the AFTER HOURS HVAC work order through the Angus Work Order system twenty-four hours in advance. After hours HVAC and lighting can be requested ahead of time for after regular business hours.

### **Elevator Service**

Elevator service is available 24 hours a day. After normal business hours, you must use your access card to access the elevators at the lobby level. If an elevator fails to operate properly, please notify the Brookfield Properties Management Office or Denver City Center Security immediately.

If for some reason an elevator does malfunction and you are detained inside the elevator cab, remain calm. Modern elevator technology makes it virtually impossible for the elevator to fall. There is no physical danger in a stalled elevator, only the inconvenience of waiting to be released. Push the Emergency Call Button (lower left panel of old elevator cabs, RED button, right side panel, on new elevator cabs), inside of the elevator cab to notify the Security Desk of your predicament. (The emergency call button in the Johns Manville Plaza elevators is at the bottom of either button panel). You will be contacted through an intercom system and given instructions on what to do. The elevator company will be notified immediately, and a technician dispatched to correct the problem. During business hours, these technicians are usually on-site and can respond very quickly. Building staff and/or Security will remain in constant contact and let you know what is being done.

### **Activated by Brookfield Properties**

At Brookfield Properties, we believe an engaged workplace makes for a happy workforce. By fostering a community environment, companies boost productivity and improve employees' well-being. Activated by Brookfield Properties is a dynamic tenant engagement platform that brings creative and elevated experiences to tenants by building a sense of community. From health and wellness to exclusive perks and promotions, being a Brookfield Properties' tenant unlocks an entire network of connections designed to help you thrive. By engaging employees, we energize business and make work more rewarding. Learn more at [brookfieldpropertiesactivated.com](https://brookfieldpropertiesactivated.com).



**Urban Beehives by Brookfield Properties**

Brookfield Properties has partnered with Alvéole, the urban beekeeping company, to bring rooftop beehives to Denver City Center. This sustainability initiative helps to protect an endangered population, provide educational seminars, and bring fresh honey and beeswax products to tenants. Honeybees are crucial to the ecosystem, and urban rooftops create a safe environment for bees, keeping them away from animals and elements that could disturb their hives. Learn more and view the hive at Denver City Center: <https://myhive.alveole.buzz/dcc-johns-manville-plaza>.