



# 1801 California

1801 California Street, Denver, CO

# | Tenant Handbook

Everything you need to know about your home away from home

**TABLE OF CONTENTS**

**INTRODUCTION ..... 2**

    WELCOME ..... 2

    BROOKFIELD PRIVACY STATEMENT ..... 2

**MANAGEMENT OFFICE AND OPERATIONS ..... 4**

    MANAGEMENT OFFICE ..... 4

    MANAGEMENT DIRECTORY ..... 4

    HOURS OF BUSINESS OPERATION ..... 6

    LEASING INFORMATION ..... 6

    EMERGENCY NUMBERS ..... 6

    LOCAL BUSINESS DIRECTORY ..... 6

**TENANT AND BUILDING SERVICES..... 7**

    TENANT INSURANCE REQUIREMENTS ..... 7

    EVENTS ..... 7

    SIGNAGE ..... 8

    SMOKING POLICY ..... 8

    MOVING AND DELIVERY GUIDELINES ..... 8

    LOADING DOCK LOCATION, HOURS OF OPERATION AND DELIVERIES ..... 8

    LOST AND FOUND..... 9

    BICYCLE RACKS..... 9

    ACCESSIBILITY ..... 9

**SECURITY AND LIFE SAFETY..... 9**

    BUILDING SECURITY ..... 9

    BROOKFIELD EMERGENCY ALERT SYSTEM .....10

    LOCKSMITH SERVICES .....10

    ADDITIONAL SECURITY SERVICES .....11

    SOLICITATION .....11

    SUITE SECURITY MEASURES .....11

**EMERGENCIES ..... 13**

    POWER FAILURE .....13

    BOMB THREAT .....13

    FIRE ALARM SYSTEMS.....14

    MEDICAL EMERGENCIES .....14

**JANITORIAL AND CLEANING ..... 15**

    DAILY SERVICES .....15

    SPECIAL CLEANING SERVICES .....15

**CENTRAL BUILDING SERVICES..... 15**

    HEATING, VENTILATING AND AIR CONDITIONING (HVAC) .....15

    ELEVATORS.....15

    LIGHTING CONTROL/LIGHT AND BALLAST REPLACEMENTS.....15

    TELEPHONE, INTERNET AND CABLE TV .....15

## **Introduction**

### **Welcome**

Brookfield Office Properties (Brookfield) is pleased to provide this Tenant Information Guide (the "Guide") for the exclusive use for the tenants of 1801 California. It will assist you in becoming familiar with the features, facilities, operating procedures and the staff who provide services to the Building.

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-1801-california/> under the "Building resources" section of the "Properties" 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 Building.

### **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 1801 California, 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.

1801 California Building mailing address is as follows:

Brookfield Properties  
1801 California St., Suite 200  
Denver, CO 80202

The Property Management Office hours and telephone numbers are:

**Monday to Friday: 8:00 a.m. to 5 p.m.**  
**Phone: 303-383-1801**

### **Management Directory**

General Manager  
Michelle Brown  
Phone: 303.382.8402  
Email: [michelle.brown@brookfieldproperties.com](mailto:michelle.brown@brookfieldproperties.com)

Property Manager  
Laura Cain  
Phone: 303.382.8403  
Email: [laura.cain@brookfieldproperties.com](mailto:laura.cain@brookfieldproperties.com)

Assistant Property Manager  
Penfield Belton  
Phone: 303.382.8407  
Email: [penfield.belton@brookfieldproperties.com](mailto:penfield.belton@brookfieldproperties.com)

Property Assistant  
Martin Cunningham  
Phone: 303.382.8405  
Email: [martin.cunningham@brookfieldproperties.com](mailto:martin.cunningham@brookfieldproperties.com)

Chief Engineer  
Spencer Frank  
Phone: 303.382.8404  
Email: [Spencer.Frank@brookfieldproperties.com](mailto:Spencer.Frank@brookfieldproperties.com)

Security Director  
Bryon McDaniel  
Phone: 303.595.7029  
Email: [Bryon.McDaniel@brookfieldproperties.com](mailto:Bryon.McDaniel@brookfieldproperties.com)

Leasing Agent  
Nick Pavlakovich  
Phone: 303.813.6438  
Email: [nick.pavlakovich@cushwake.com](mailto:nick.pavlakovich@cushwake.com)

**Hours of Business Operation**

**Office Towers**

Monday to Friday ..... 6:00 a.m. to 6:00 p.m.  
After hours, weekends and holidays have r ..... estricted access (access cards only).

**Building Entrances**

Monday to Friday ..... 6:00 a.m. to 7:00 p.m.

**Statutory Holidays**

Unless otherwise stipulated in your lease, the designated statutory holidays for the Building 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 Nick Pavlakovich at [nick.pavlakovich@cushwake.com](mailto:nick.pavlakovich@cushwake.com).

For information regarding available storage in the building, please contact the Property 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.

**Banks**

Bank of the West - 303.202.5535  
Bank of Colorado - 303.308.0000

**Taxi Cabs**

I Am Yellow Cab - 720.865.2740

**Hospital**

Saint Joseph Hospital - 303.812.2000

**Retail Tenants**

Guard and Grace  
<https://guardandgrace.com> 303.293.8500

1801 Eatery <a href="http://www.1801eatery.com">http://www.1801eatery.com</a>	303.297.1940
Ink! Coffee <a href="https://www.inkcoffee.com/">https://www.inkcoffee.com/</a>	303.295.1140

## Tenant and Building Services

### Corporate Environmental Profile

The Brookfield Properties Office Division is part of the larger Brookfield Properties global real estate services company that provides best in class management and development capabilities on behalf of Brookfield Asset Management. As such, we are proud that the environmental performance of our portfolio directly contributes to Brookfield Asset Management's Environmental, Social, and Governance best practices. Visit the Brookfield Asset Management 2018 ESG Report to learn more about the positive impacts we are helping to make.

### Angus Anywhere

<http://www.ng1.angusanywhere.com/tenant/Trizec/Brookfield/default.aspx>

### Tenant Services

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high quality responses to tenant requests.
- A follow up review to confirm that the Tenant is satisfied with the response.
- Clear and accurate invoicing when there is a charge for the service.

Each Lease contains specific information about services to be provided, including complimentary and chargeable services. Your Property Manager is pleased to answer any questions you may have about charges for services being requested.

Services may be provided by Brookfield staff or by outside contractors hired by Brookfield. Tenant representatives can submit requests for routine maintenance using the Service Portal via Angus Anywhere online system at:

<http://www.ng1.angusanywhere.com/tenant/Trizec/Brookfield/default.aspx>

### Tenant Insurance Requirements

Tenants are always required to have an updated/compliant COI on file with building management.

### Events

Tenant events are allowed if thorough communication with building management is maintained. Depending on the event, certain precautions will need to be taken to make sure the building is not liable for any damages or incidents that may occur. Please contact the management office for more information regarding future tenant events at 1801 California.



### **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 rooftop beehives in partnership with Alvéole**

Brookfield Properties has partnered with Alvéole, the urban beekeeping company, to bring rooftop beehives to 1801 California. 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 1801 California: <https://myhive.alveole.buzz/1801-california>

### **Signage**

Signage for tenants is available and can be done through vendor help and building management. Contact the Management Office for logistics/pricing.

### **Smoking Policy**

Smoking/vaping of any kind is prohibited at 1801 California. Please make sure to stay off building property and smoke/vape on the public streets surrounding the building.

### **Moving and Delivery Guidelines**

Moving and Deliveries of large/bulk items needs to take place outside of normal business hours (9 a.m. and 3 p.m.). Vendors will need to have a Vendor Access form submitted as they're required for vendors. Please contact the Management Office to get the appropriate forms.

### **Loading Dock Location, Hours of Operation and Deliveries**

Loading dock entrance is on 18<sup>th</sup> St between California and Stout St (on the right side of the street). Dock is open 6 a.m. – 6 p.m. After Hours form will need to be submitted for any arrivals and/or deliveries outside of normal business hours.

### **Parking Location, Operation Hours and Charges**

The parking garage is managed by **SP+**. If you have any parking queries, please contact SP+ directly.

**Address:** 1890 Stout St, Denver, CO 80202  
**Phone:** 303.292.6126

### **Additional Services**

We offer a conference center, a fitness center, electrical vehicle charging station, and electronic recycling. Please contact the Management Office for more information regarding these services.

### **Lost and Found**

Please take all lost and found items to front desk security to be stored safely.

### **Bicycle Racks**

As a tenant of 1801 California, you are welcome to use the Bike Cage located at the dock. Please note, you must walk your bicycle down the ramp and to the bicycle rack. You must sign a waiver that indemnifies BPREP 1801 California Street Owner LLC, their parent companies, subsidiaries, partners, officers, agents, and employees, from and against any and all claims, demands, costs, and expenses for property damage, theft, or personal injury, arising out of or in connection with the use of the bike cage in the 1801 California dock for the parking of bicycles.

### **Accessibility**

We have wheelchair accessibility on 18<sup>th</sup> St entrance and at our Stout St entrance.

### **Brookfield's ADA Actions**

Brookfield Properties is committed to the removal and prevention of barriers to accessibility, and to meeting the accessibility needs of its employees, tenants, customers, members of the public, and other third parties who have disabilities, in a timely manner.

### **Customer Feedback Process**

If any issues arise regarding accessibility, tenants and visitors are encouraged to email [accessibility@brookfield.com](mailto:accessibility@brookfield.com) with any questions or concerns they may have.

This helps Brookfield manage and address any accessibility concerns in a timely manner. Furthermore, customers may provide feedback via telephone, email, letter or in person at our Management Office. In all cases, an Accessibility Corrective Action Form will then be filled out and assigned to the appropriate individual for immediate attention. Brookfield staff will review the feedback and endeavor to provide a response within 24 hours.

### **Security and Life Safety**

#### **Building Security**

The security and safety of the tenants of the Building are one of our highest management priorities. Security can be reached at 303.893.9345.

#### **Fire Life Safety**

Brookfield Properties prides itself on providing the highest level of prevention measures to ensure the safety and security of our customers, visitors, and employees. We recognize the growing importance of safety and security in our buildings, and Brookfield Properties' National Security Program is designed to heighten tenant awareness and increase understanding of our safety and security processes and procedures. Our program recognizes that prevention is the cornerstone of

emergency management. Through long-term planning and the use of enhanced technology, Brookfield Properties' National Security Team works to address the ever-changing security needs of our properties.

To learn more about life safety and security training, please click on the following link: [BSS Guardian \(bssnet.com\)](https://www.bssguardian.com)

Please log in to the site. Should you need your company specific password code, please contact the Property Management Office at 303-383-1801.

### **Security Guard Coverage**

Security officers are on duty throughout the property and garage twenty-four hours a day, seven days a week. The Building also employs electronic surveillance devices throughout certain common areas. Two-way radio communication between the Management Office, Security Console and property staff provide quick response to any issue.

### **Access Control**

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the building is restricted. 1801 California is open to tenants at all times via card access. During times the building is closed, only tenant employees using their security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper authorization are referred to property security at all other times.

### **After Hours Access for Contractors**

To gain access to the building after-hours and on non-business days, tenants must submit a Vendor Access Form and a current Certificate of Insurance (COI) for the vendor requesting access. Please contact the Management Office for more information regarding these procedures.

### **Brookfield Emergency Alert System**

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols. Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency notifications to a dashboard that 1801 California can monitor in house.

### **Locksmith Services**

Keys will be provided upon move-in. All additional locks, keys and lock changes must be installed by our preferred locksmith. A fee is charged for this service and is billed as an extra service. No additional locks will be allowed on any door without written permission of landlord. All key and lock requests should be submitted using the Angus work order system. There is a charge for damaged or lost access cards.

### **Additional Security Services**

Tenants may require security services in addition to those typically provided on a day-to-day basis by security personnel. If extra security measures are required, the tenant should call the Property Manager to discuss these needs and the best way to fulfill them.

### **Security Escorts**

Security will provide escorts to vehicles and public transportation within a one block radius. Due to the nature that security has other tasks this service may require a waiting time as it is on a first come first serve basis and cannot be scheduled. Please inquire at the lobby desk or with Central Operations at 303.893. 9345.

### **Theft**

To prevent unauthorized removal of material or equipment from the building, the "Property Removal Authorization" form, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. The form should be submitted to the Property Management Office to confirm the authorized tenant representative. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

If property belonging to a tenant, employee, or visitor is stolen, notify the Denver Police Department and the Property Management Office immediately. (After normal business hours, the call will be automatically forwarded to Central Operations.) A security officer will respond as quickly as possible to take an incident report and assist the Denver Police Department.

### **Incident Reports**

All incident reports will be filled out on-site from a security guard and filed for reference. Incident reports will be passed along to the appropriate person in charge to handle the investigation of each report.

### **Solicitation**

For the privacy of our tenants, solicitation and hand-billing is not allowed in 1801 California. To report solicitation, please call the Property Management Office.

### **Suite Security Measures**

- Valuables such as women's purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet - put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage - 30 minutes just after opening and before closing - when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.

- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost, change the lock. All re-keying must be done through the Property Management Office.
- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.
- Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as radios, pocket calculators, pens and desk ornaments.
- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.
- Serial numbers of all important corporate items should be recorded to aid police in recovering property in the event of loss or theft.

## **Emergencies**

### **Power Failure**

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. In the event of a power outage, remain CALM and call the Property Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system. During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

### **Elevators**

Once emergency power is activated, each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. One elevator per bank is available for use during a power outage, with use restricted to emergency personnel. In the unlikely event of a power loss, announcements will be made providing regular updates via the Fire Alarm System.

### **Lights**

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

### **Bomb Threat**

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

1. Remain calm.
2. If the threat is via telephone try to keep the caller talking as long as possible.
3. Ask the person to repeat the message.
4. Write down the message and obtain as much relevant information as possible. Below are some of the items you want to identify along with other information which will aid in an investigation:
  - a. Time the call was received?
  - b. When is the bomb due to explode?
  - c. Identification of the caller?
  - d. Why was the bomb put there?
5. Try to recall every statement made by the caller and find out as much as possible about the caller. For example:
  - a. Sex
  - b. Age
  - c. Voice characteristics (educated, low, high-pitched, accent)
  - d. Speech (fast, slow, nervous, slurred throat drinks or drugs)
  - e. Manner (calm, angry, hysterical, humorous)
  - f. Background noises (road traffic, music, giggling, aircraft)

### **Fire Alarm Systems**

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that will include the activation of the evacuation tone and strobes lights on those floors, the release of the stairway re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

### **Evacuating Endangered Occupants and Fire Drills**

Brookfield prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors and employees. This is accomplished through fire and life safety education, as well as planning for emergencies. It is important that each tenant and their employees be familiar with emergency exits, equipment, evacuation plans, and well informed on all issues related to fire and life safety. Tenants are given materials and are educated in response procedures for both fire and non-fire related emergencies. Fire Drills are conducted twice a year and an emergency action plan (EAP) drill is conducted annually. We also hold seminars for building staff and tenant representatives. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

### **Medical Emergencies**

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

## **Janitorial and Cleaning**

### **Daily Services**

This is specific to each tenants' lease. Please contact the Management Office for more information regarding your daily cleaning schedule.

### **Special Cleaning Services**

Commercial Cleaning Systems (CCS) can accommodate a wide variety of special cleaning services and should be contacted directly regarding any additional cleaning services you may want. Please feel free to contact them via phone 303.733.8997 or website <https://ccsbts.com/>.

## **Central Building Services**

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

HVAC schedule is from 6 a.m. to 6 p.m. Mon-Fri and 8a.m. to 2p.m. Saturdays. HVAC can be changed upon request by tenants via work orders through Angus. HVAC cannot be sectioned off across the floor.

### **Elevators**

There are 4 elevator banks that make up 1801 California.  
A Bank services floors 2-13  
B Bank services floors 15-26  
C Bank services floors 27-39  
D Bank services floors 39-52

### **Lighting Control/Light and Ballast Replacements**

Lighting schedules can be altered just as HVAC can. A work order will allow engineering to change the schedule upon tenant request.

### **Specialty Lighting**

Tenants can change their lighting within their suite if it follows code. Contact the Management Office to make sure any alterations are approved.

### **Telephone, Internet and Cable TV**

Conference rooms and lobby have Wi-Fi that can be connected to. Please see front desk security if there are any issues with connecting.

To install new cabling please contact Summit Riser at 1.866.778.6648.