

The Gas Company Tower

Tenant Handbook



Contents

Introduction	3
About Brookfield Properties & The Gas Company Tower.....	3
Building Hours of Operations	4
Building Holidays	4
General Rules and Regulations.....	5
Smoking Policy:	5
Insurance Requirements	7
New Tenant Move-in Procedures	8
Deliveries/Loading Dock/Freight Elevator.....	9
Visitor Registration.....	9
Cleaning Services.....	9
Elevators.....	9
Tenant Service Request	10
Repairs	10
Engineering Services.....	10
HVAC	11
After Hours HVAC.....	11
Keys and Locks.....	11
Building Signage and Directory.....	11
Mail Service	11
Recycling	11
Solicitation	12
Security Overview	12
Tenant Security Services.....	13
Fire Life Safety	13
Emergency Procedures: Emergency Notification System – LiveSafe.....	13
Access Control	14
Lost and Found	14

Introduction

Brookfield Properties is committed to providing you the highest level of Tenant Services and Support. Please let us know how we can assist you, as we would be happy to provide any information or coordinate any services that you may require.

This Tenant Handbook should answer many of the immediate questions you may have about property regulations, policies, and operating procedures. We have provided important Building personnel names and phone numbers, as well as emergency contact phone numbers.

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

Brookfield Properties prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope you find this Tenant Handbook to be a useful guide.

About Brookfield Properties & The Gas Company Tower

Brookfield Properties is a fully-integrated, global real estate services company that provides industry-leading portfolio management and development capabilities across the real estate investment strategies of Brookfield Asset Management — a global alternative asset manager with over \$500 billion in assets under management.

We develop and manage premier real estate with a focus on maximizing the tenant experience in addition to the investment and operational performance of the asset. We also integrate leading-edge real estate technologies which enables us to be at the forefront of innovation and sustainability – benefiting not only our tenants, residents and business partners, but also the communities in which we operate.

The Gas Company Tower is located in the prestigious Bunker Hill District. The Gas Company Tower is an award-winning, Class A architectural landmark in the iconic Los Angeles skyline. With its glass fins at street level and “boat” shape in the upper bank, the 52-story glass line stands out as a beacon of modernism among the neighboring historic buildings.

Designed by Skidmore, Owings, & Merrill and completed in 1991, the building features 1.4 million square feet of office space, the highest quality institutional finishes, and the most efficient floor plan in the market. The Gas Company Tower’s stepped and tapered silhouette emphasizes its towering height, culminating in an elliptical crown on the top. A dramatic entry porch provides access to a retail corridor and escalators leading directly to the main lobby.

Painted on the adjacent AT&T building and spanning 300 feet, Frank Stella’s mural, *Dusk*, is one of the world's largest abstract murals. The mural was commissioned for The Gas Company Tower and can be seen from Pershing Square, downtown streets and through the lobby and office windows of The Gas Company Tower.

Property Management Office

As the property management team of The Gas Company Tower, we want you to know that every member of our staff is here to assist you. The Management Office is located on the 7th floor in Suite 750. Business hours are from 8:00 am - 5:00 pm, Monday through Friday, excluding major holidays.

Please feel free to call the Management Office at (213) 622-8700 with any questions or concerns 24-hours a day. After normal business hours, Security personnel answer our telephone lines. Security is in contact with our management, engineering, janitorial and security staff at all times.

Property Management Staff

Title	Name	Phone Number
General Manager	Lillian Trahin	213.613.4563
Property Manager	Maneli Bargh-Sharghi	213.613.4410
Assistant Property Manager	Mayra Andrade	213.613.4463
Property/Transportation Coordinator	OPEN	213.613.4587
Receptionist	Priscilla Romero	213.622.8700
Chief Engineer	Chris Benavidez	213.613.4421
Assistant Chief Engineer	Paul Ryan	213.613.4444
Director of Security	Adam Aldridge	213.613.4437
Assistant Director of Security	Willie Gonzalez	213.613.4521
Parking Manager	Sara DeLeon	213.613.4434
Janitorial Manager	Christian Soriano	213.613.4492

Building Hours of Operations

Building Services, including HVAC, are provided during the following normal business hour unless otherwise stated in your lease:

Monday – Friday: 8:00 am – 6:00 pm

Saturday: 9:00 am – 1:00 pm

Services outside of these hours, including after-hours HVAC and freight elevator access, may be arranged by utilizing the Tenant Service Portal 24-hours a day, 7 days a week.

Building Holidays

The Gas Company Tower will be closed in observance of the following major holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Day

Each Tenant Liaison, however, should consult their specific lease clause. If any conflict arises as to the above Holiday schedule and your lease, your lease terms prevail. Please call the Management Office to make sure the appropriate building services are provided.

General Rules and Regulations

The Gas Company Tower is a premier business address in Los Angeles, as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly clean and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees and invitees.

Smoking Policy:

Brookfield Properties would like to remind tenants of the Building's current smoking regulations which are applicable and inclusive of all smoking/vaping products and substances.

As part of Brookfield Properties' commitment to the environment and our LEED green building practices, the smoking of any substance in front of any building or business entrances, exits, and air intake vents is prohibited through our Smoke Free initiative. Smoking and vaping is also prohibited in all common areas of the building including, but not limited to tenant suites, elevator lobbies, lavatories, loading dock, elevators, freight elevators, stairways and the garage.

As a reminder, e-cigarettes and vaping of any substance will be treated the same way as traditional cigarettes and prohibited from use in the building or within 20 feet of building entrances and exits.

After Hours Entry:

To gain access to the Building after-hours and on non-business days, tenants must use the Grand Avenue/ 5th Street building entrance. For the safety of all, management requires tenants entering and leaving the Building after-hours to present their access control magnetic pass card key at Security.

Tenants should send a written request or work order to the Management Office for after-hours and non-business days access for temporary employees, contractors, telephone workers, etc. Access will not be granted without the written request being on file. Security will issue temporary identification badges.

Animals & Bicycles:

Tenant shall not bring into the Building or keep in or around the premises any animal, or bicycles without the prior written consent of Owner (wheelchairs, seeing eye dogs, and baby carriages excepted). Bicycle racks are provided on the P1 level of the garage.

Blind Closing:

Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.

Building Image:

Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing, which consent may be unreasonably withheld.

Entrance Obstruction:

Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building.

Tenant shall not place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

Flammable Fluids:

Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.

Glass Panel Doors:

Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

Large Item Disposal:

Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant, for disposal. If Tenant wishes to dispose of such items prior to 6:00 pm., it may do through the Tenant Service Portal.

Locks:

No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to all leased or occupied premises. All keys shall be returned to Owner promptly upon termination of each lease.

Material Movement:

The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.

Owner's Reservation of Rights:

Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules of regulations at any time prescribed for the Building.

Plumbing Systems:

The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

Premises Infestation:

If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Tenant at its sole cost and expense, shall cause such premises to be exterminated from time to time, to the satisfaction of Owner and shall employ such exterminators as shall be approved by Owner.

Quiet Enjoyment:

Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.

Roof Access:

Admittance to the roof of the Building is done only upon the written consent of Owner.

Sales or Auctions:

No space in the Building shall be used for manufacturing, public sales or auctions.

Signs & Advertising:

No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.

Soliciting & Peddling:

Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Management Office.

Weapons:

Owner has the right, but not the obligation, to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

Insurance Requirements

Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The Certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service.

All certificates shall name the Landlord as the certificate holder and additional insured party as follows:

Certificate Holder:

Maguire Properties - 555 W. Fifth, LLC
555 West 5th Street, Suite 750
Los Angeles, California 90013

Additional Insured Endorsements:

Brookfield DTLA Holdings LLC, Brookfield Properties Management (CA) Inc., Maguire Properties – 555 W. Fifth LLC, 555 W. Fifth Mezzanine LLC, and their respective affiliates, shareholders, members (including members of members), partners (including partners of partners), subsidiaries and related entities, and any each of their respective successors and assigns.

Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the required insurance coverage with companies acceptable to landlord. Please contact the Management Office at 213.622.8700 for minimum limits for contractors.

New Tenant Move-in Procedures

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the freight elevator. All move-ins/outs must take place after 6:00 pm, Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional Charges for loading dock personnel, elevator operators, and security guards to accomplish the move will be charged to tenant at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Tenant and move-in vendors Certificate of Insurance
- Tenant business telephone numbers. At least two (2) after-hours emergency contacts (home telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden designates and alternates per full floor occupancy
- Name of Tenant Administrative Liaison(s) and respective signature(s) of authorization
- Arrangements should also be made with the Management Office for:
 - Access control cards
 - Evacuation training for Floor Wardens and employees
 - Keys for offices and restrooms

A list of union building approved movers is available from the Management Office. The following rules pertain to moving furniture, equipment and supplies in and out:

- The loading dock is the only building entrance permitted to be used for moves
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate of Insurance prior to the move
- Clean Masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The Masonite must be at least ¼ inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of Masonite must be taped to prohibit sliding
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office. Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Management supervision is required during the move. Tenant will only be charged for those hours that extend the normal shift of staff and porter
- Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you with your next monthly rent.
- The Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or of hallways. Moving vehicles should not be parked in marked "Fire Lanes"

Deliveries/Loading Dock/Freight Elevator

The loading dock entrance is located on Olive Street. This area may be used for deliveries and pick-ups only. The loading dock accommodates straight body trucks up to 24 feet long and 13 feet high. An attendant is on duty from 6:00 am to 6:00 pm to assist with deliveries. All deliveries are to be made via the loading dock and the freight elevator. We have two freight elevators that can be used for deliveries and freight elevator service is provided from 6:00 am to 6:00 pm for tenant deliveries.

- **Small Freight** dimensions are 69.75 in. long, 63.5 in. wide, 120 in. high (Capacity is 3,500 lbs. – maximum transfer weight of 875 lbs.)
- **Large Freight** dimensions are 97.5 in. long, 70 in. wide, 120 in. high (Capacity is 6,000 lbs. – maximum transfer weight of 1,500 lbs.)

Day time deliveries are limited to 15 minutes or one trip in the freight elevator. Any deliveries requiring more than one trip in the freight elevator must be scheduled afterhours. Deliveries and use of the freight elevators after business hours may be arranged by contacting the Building Management Office at 213.622.8700.

Visitor Registration

The Property utilizes [Angus Anywhere](#), our Tenant Service Portal to register visitors. Building visitors are provided access to your designated floor by Security upon check-in. Please note that your visitor will receive a Visit Pass outlining the check-in procedure at the property along with a QR code.

Should you have any questions or concerns regarding the visitor registration process, please contact the Management Office at 213.622.8700.

Cleaning Services

Cleaning service is provided five times per week excluding holidays. For trash that is not in a wastebasket, please inform the cleaning personnel by leaving a large note on the items that read BASURA or TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets because these items might be misconstrued as garbage.

If a small cleaning problem or request should arise during working hours, you may reach the department through the Tenant Request System.

For questions or comments regarding the cleaning services or pricing for any above standard services, please submit a work order request or notify the Janitorial Project Manager at 213.613.4492.

Elevators

Elevator service is available 24-hours a day and requires a keycard for access. The building is equipped with three parking elevators, two freight and twenty-three passenger elevators serving the office tower. Elevators chime at each floor indicating a floor change to persons with a visual disability.

If you are detained inside of the elevator due to a malfunction, please remain calm. Use the alarm button inside the elevator to signal your stalled status to the Security Console. You may also use the intercom on the right panel of the elevator to speak directly to the Security Desk and receive instructions on what to do.

Our elevator maintenance company will be immediately dispatched to correct the problem. Property staff will remain in constant contact to let you know what is being done.

Tenant Service Request

Brookfield Properties' goal is to provide outstanding tenant service at all times. The Tenant Service Portal allows for:

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

Tenant Services may be provided by Brookfield Properties staff or by outside contractors hired by Brookfield Properties. Authorized tenant representatives can submit requests for routine maintenance using the online Tenant Service Portal. [Click here](#) to login to the Tenant Service Portal.

Please contact the Building Management Office at 213.622.8700 should you need instructions on use of the tenant service portal.

Repairs

If a need for repairs is noticed throughout the building, please notify the Management Office submitting a work order through our [Tenant Service Portal](#). Our staff welcomes your information and assistance in maintaining The Gas Company Tower as a first-class office environment.

If electrical, plumbing or other above standard repairs are requested within your premises, please log on to the Tenant Service Portal. The work will be completed by property maintenance personnel or outside contractors who are familiar with the building.

For more information about Service Requests please call the Building Management Office at 213.622.8700.

Engineering Services

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

Engineering requests are processed and billed as follows:

- A member of the engineering department staff investigates the situation. If possible, the problem is resolved immediately
- If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults the Property Manager. They then plan the work and prepare a time-and-materials estimate for tenant approval

Prior to work commencing, the tenant will be required to acknowledge the cost of work for which the tenant is responsible.

Tenant Parties, Receptions and Open Houses

If a tenant has any plans for a party, reception, open house, etc., please contact the Management Office two weeks in advance. This will allow us to make Security, Janitorial and the Engineering departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time. Please note that there is no cooking onsite and/or open flame allowed. Also, some events will require a LAFD permit.

HVAC

If the temperature in your office needs adjustment, please initiate a request through [Tenant Service Portal](#). Your request will be referred immediately to engineering personnel.

After Hours HVAC

Most leases provide for standard HVAC between the hours of 8:00am - 6:00pm, Monday-Friday and 9:00am – 1:00pm on Saturdays. Certain leases provide that HVAC be routinely provided during non-business hours, but for most tenants, after-hours HVAC is provided 24/7 on a request basis through the [Genea](#) website. In general, tenants are billed for after-hours HVAC on an hourly basis. The rate at which tenants are charged is sometimes stipulated in the lease; if not, the tenant is charged at the building standard rate. After-hours HVAC is usually billed on a monthly basis.

Keys and Locks

Keys will be provided upon move-in. All additional locks, keys and lock changes must be installed by our building locksmith and should be keyed to the building master key system. A fee is charged for this service and is billed to the monthly sundry invoice. No additional locks will be allowed on any door without written permission of landlord. All key and lock requests should be submitted using the Tenant Service Request work order system.

Building Signage and Directory

Tenant signage is provided based on Lease terms. Please contact the Building Management Office at 213.622.8700 for all signage inquiries.

Mail Service

Mail may be collected by tenants or their agents from the mailroom 24-hours a day. The mailroom is located on the Concourse level behind the escalators.

Outgoing USPS mail may be deposited in the collection boxes located in the mailroom. The pick-up schedule is at 5:00pm, Monday through Friday and 12:00pm on Saturdays.

The nearest Post Office location is at 350 South Grand Avenue B1, Los Angeles, California 90071. For more information, please call your local Post Office or visit <https://www.usps.com/>.

The mailing address for the Building Management Office is:

Maguire Properties – 555 W. Fifth, LLC
c/o Brookfield Properties Management
555 West 5th Street, Suite 750
Los Angeles, California 90013

Recycling

Brookfield Properties is committed to both preserving our environment and reducing operating costs.

Brookfield Properties is proud to be a part of, and manage, an innovative and responsive recycling program. In

addition, Brookfield Properties generally provides e-waste recycling drives bi-annually and battery recycling containers are also located in the mailroom 24-hours a day. The cleaning staff will empty the central recycling bins as required. The following products CANNOT be recycled and should be discarded into the regular trash receptacles: paper towels, carbon paper, waxed paper, blueprints, food plates, and Styrofoam. If you have any questions, please call the Management Office at 213.622.8700.

Solicitation

For the privacy of our tenants, solicitation and hand-billing is not allowed in The Gas Company Tower. To report solicitation, please call the Building Management Office at 213.622.8700.

Security Overview

Security Officers are on duty 24-hours a day, seven days a week. The Building also utilizes closed circuit surveillance cameras throughout the building as well as two-way radio communication. While security officers, closed circuit cameras and the maintenance staff can provide basic protection for the Building, security is everyone's responsibility and your cooperation and vigilance is essential.

The building utilizes [LiveSafe](#) – a mobile app that allows tenants to directly report suspicious activity & security concerns to the Security team.

Additionally, [Building Safety Solutions Guardian](#) (BSS) is available as an online emergency preparedness training resource for all building occupants.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of procedures such as:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Building Management Office immediately. Our ability to take positive action may be wholly dependent on speedy notification.
- Establish and use, within the occupied premises, a secured area for packages, purses, salable and transportable property, etc., and particularly any form of a negotiable instrument or petty cash. We recommend a GSA approved fire safe.
- At the end of each working day, store small personal and company items of value in a locked desk, credenza, file cabinet or other secured location.
- Personal computers and large calculators should be bolted to the desk. Particular care should be taken for the security of lap top computers and tablets; they are easily transported and readily marketable.
- File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.
- Be certain that all public corridor egress doors are locked at the conclusion of standard business hours on each business day and when your receptionist leaves the premises.
- Enforce strict control of keys and access cards. Please notify the Building Management Office when any employees are terminated.
- Promptly report the loss of property or any suspicious event to Security. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
- Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.

Tenant Security Services

Tenants may require security services in addition to those typically provided on a day-to-day basis by the property's security personnel. If extra security measures are required, the tenant should call the Management Office at 213.622.8700 to discuss these needs and the best way to fulfill them.

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:
<https://guardian.bssnet.com>

Please log in to the site. Should you need your company specific Registration Code, please contact the Director of Security at 213.613.4437

Brookfield Properties' National Security Team's key responsibilities include:

- Delivering unparalleled service to our customers
- Maintaining our national programs at the highest state of readiness
- Cultivating professional relationships with local law enforcement agencies

Emergency Procedures: Emergency Notification System – LiveSafe

[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 Properties' protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency AND ROUTINE tips to a dashboard that YOUR BUILDINGS can monitor in house. Below is a list of LiveSafe mobile application features that will be available to our tenants:

- One button feature to contact security or property management directly.
- One button feature to contact 911.
- One button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario.
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the Safewalk feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage, to the train station or travelling out of town.

As long as their colleague has the LiveSafe app, Safewalk can be used in any capacity that a tenant wants a colleague to follow their path.

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. The Gas Company Tower is open to tenants at all times, however, Management may limit public access at certain hours. Building doors are open during the times listed in the Hours of Operation section.

Outside of these times only tenant employees using The Gas Company Tower security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper after-hours authorization are referred to Property Security at all other times.

Vendor/Contractor Access

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Property Management Office on the After-hours Access Form including:

- The Company
- Name Foreman or supervisor
- Names of all people who will be doing the work
- Date(s) the work will be performed
- Time the contractor will arrive and depart
- Description of the work being done

Please note that property staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or provide them with keys.

Handicap Accessibility

Handicap accessible entrances provide easy access to and from The Gas Company Tower. Handicap entrances and egresses are available at the following locations:

- Elevator located on 5th Street and Grand Avenue
- P-1 to P7 level of parking structure

Property Removal/Stolen Property

Miscellaneous property (material or equipment) removal notifications may be submitted via the [Tenant Service Portal](#). Please choose the service type "Move" and include items that are to be removed along with the individual's name who will be removing items. Please contact the building management office for reference tip sheet.

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

Lost and Found

Lost and found items can be claimed or turned in at the Security Desk in the main lobby or the Building Management Office located on the 7th floor in Suite 750.