



Tenant Handbook

501 Second Street



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Welcome to 501 Second Street

501 Second Street is a seven-story, 207,809 square foot office building centrally located along the Second Street Corridor within San Francisco's vibrant South of Market ("SOMA") District.

The architecturally unique building is regarded as one of the highest quality office projects in the rapidly expanding SOMA District and features institutional quality design and construction, a subterranean parking garage, and views of the San Francisco Bay and ballpark.

The building also offers a beautiful, spacious lobby, newly renovated common areas, and an ideal location with immediate access to all major modes of transportation, and proximity to numerous housing alternatives and recreational amenities.

Building Information

Building Hours

501 Second Street is open Monday through Friday from 7:45 am until 6:00 pm. The building is closed on weeknights from 6:00 pm through 7:45 am, as well as on weekends and holidays.

Tenant Access

Tenants may access the building 24/7 with their access card.

If a tenant does not have his / her access card, building security will not provide the tenant with building or suite access. A tenant may request that security call the tenant company's office manager to obtain verbal approval to provide the individual with access to the building and tenant suite.

Access cards may be obtained from the building office. New cards and card deletions are free of charge. Replacement cards cost \$25 / each. It is the tenant's responsibility to notify building management of new employees or employees who have left, as well as to report a card as lost, stolen, or damaged. It is the policy of building management to assign one card to one user. Extra cards will not be assigned to the same person. Cards may not be shared or transferred without prior notice to building management.

Visitor Access

Visitors may access the building freely during business hours. Tenants must provide their visitors with suite access. After hours, tenants must provide their visitors with building and suite access. Security will not permit access to visitor after hours who are not escorted by a tenant employee.

Holidays

The building typically observes the following holidays, and after hours procedures for security, janitorial and engineering services are in place.

- New Year's Day
- Martin Luther King, Jr.
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day

Staff

501 Second has an onsite property management office that is open Monday through Friday from 8:00 am until 5:00 pm.

Engineering staff are available for tenant calls and building operations during business hours.

Building Office Contact Information

The building office staff can be reached at the following contacts:

Phone:	(415) 615-0501
Fax:	(415) 615-0596
Email:	501second@swigco.com

In an emergency after hours, tenants may call the building office phone number. The caller will be connected to an answering service. The answering service will contact the property manager.

24/7 Security

501 Second Street has 24/7 onsite security. A security officer is located at the console in the main lobby and does regular building rounds throughout the day.

Security Contact Information

Security can be reached at the lobby console at: (415) 974-6393.

Rules and Regulations

Building rules and regulations included in Appendix 1, and are also found in the lease. The Landlord reserves the right to amend the rules and regulations at any time.

Amenities

Outdoor Terrace

501 Second Street offers its tenants an outdoor terrace, complete with comfortable couches, lunch tables and Wi-Fi. Access to the outdoor terrace is via the 5th floor.

Tenant companies may rent the terrace for their office events. For details on renting the terrace, please contact the building office.

Showers

The building has a secure shower room located on the Terrace level (floor "T" in the elevator). It is available Monday through Friday from 7:00 am until 9:00 pm. Contact the building office to have this amenity added to your access card.

Bike Parking

The building has secure bike parking and a repair station located on the Terrace level (floor "T" in the elevator). Contact building management to have bike-parking access added to your access card.

Long-term storage of bicycles is not permitted. Tenants should remove their bicycles each night. Tenants park their bicycles at their own risk. The Building, its staff and affiliates are not responsible for bicycles parked at the building.

Parking

The garage is available for tenant parking only. In general, parking rights are conferred to a tenant company in the lease. Please check your lease. If parking stalls are available, building management, at its discretion, can rent a parking stall on a month-to-month basis to the tenant company. Parking stalls are not rented to individuals.

All tenant parkers must sign the Parking Agreement, as well as fill out a Parking Contact Information form. Please contact building management for these documents.

A parking valet is on duty Monday through Friday from 7:00 am until 5:00 pm. Upon entry to the garage, tenant parkers are to utilize the valet. No open parking is permitted.

Tenant parkers must leave a spare key with the valet. The spare key is kept in a secure lockbox in the garage. If a tenant parker chooses not to leave a spare key with the valet, he

/ she must sign a key release form acknowledging the understanding that the key will be left inside the unlocked car at the end of the day. Tenants park their cars at their own risk. The Building, its staff and affiliates are not responsible for cars parked at the building.

Car Washes

Car washes are available for tenant parkers at the 501 Second garage. BioCarCare does on-demand, mobile, waterless car washes for their clients. For information on scheduling a car wash, please contact BioCarCare. <https://biocarcare.com/>

Free Shuttle

501 Second tenants may utilize the free building shuttle during the morning and evening commute hours. The shuttle route includes stops at Caltrain, BART, and the building. The shuttle schedule is below, and also available through the TripShot application.

AM TIMING: 7:00AM - 10:10AM

1 st Stop	55 2 nd St (Montgomery BART)	7:00am	7:50am	8:40am	9:40am
2 nd Stop	371 Bryant St (501 Second)	7:10am	8:00am	8:50am	9:50am
3 rd Stop	333 Townsend St (Caltrain)	7:20am	8:15am	9:15am	10:05am
4 th Stop	501 2 nd St (On Bryant St)	7:30am	8:25am	9:25am	10:10am

PM TIMING: 3:15PM - 6:10PM

1 st Stop	Federal St (Lobby Exit)	3:15pm	4:00pm	4:45pm	5:30pm
2 nd Stop	333 Townsend St (Caltrain)	3:25pm	4:10pm	4:55pm	5:45pm
3 rd Stop	Federal St (Lobby Exit)	3:40pm	4:25pm	5:10pm	6:00pm
4 th Stop	55 2 nd St (Montgomery BART)	3:50pm	4:35pm	5:20pm	6:10pm

Telecommunications & Riser Management

IMG Technologies is the riser manager for the building. IMG manages tenant & telecom vendor access to the building riser closets, the Minimal Point of Entry (MPOE) and also handles all data cabling within the common areas. Tenants should contact IMG at (888) 464-5520 or imgservice@img-connect.com for any telecom requests.

Telecommunication vendors who provide services to 501 Second Street include:

- AT&T
- CenturyLink (formerly Level 3 Communications)
- Cogent Technologies

- Wiline
- Zayo

Delivery and US Mail

Express mailboxes are located in the basement of 501 Second Street:

- DHL
- Federal Express
- UPS

In the event that packages do not fit in the express mail drop boxes, *do not* leave them in the basement unsecured and *do not* attempt to jam them into the drop boxes. Tenants may schedule pick-ups with their delivery service provider directly from their suite.

US mail service delivers mail suite to suite Monday through Friday, excluding holidays.

Elevator Cab Dimensions

Door clearance: 3'5" x 7'0"

Interior cab length: 5'5"

Interior cab width: 6'5"

Interior cab height: 9'5"

Tenant Services

Angus Anywhere Work Order System

501 Second utilizes the Angus Anywhere work order system to receive and process service requests from tenants. Tenants can request service for security access cards, lights out, warm / cool calls, plumbing issues, and more via Angus Anywhere. Contact building management for access to Angus Anywhere.

Above-standard Services

Above-standard service requests include, but are not limited to:

- Replacement access cards
- Extra janitorial services (e.g. carpet cleaning, dishwashing, detail cleaning, etc.)
- Security supervision (for a move, large delivery, or after hours work)
- After hours lightning and HVAC
- Submetered electrical consumption
- Engineering supervision (for afterhours work)
- Replacement parking tag

Requests for above-standard services can be made through Angus Anywhere.

Building management will bill tenants for above-standard services on a monthly basis. Invoices and any back up will be included with the monthly statement.

Energy Management System

Afterhours lighting and HVAC services can be requested via the Energy Management System (EMS) portal. Contact building management for your log on credentials.

<http://5012ndbms.dynalias.com/ZoneDial/Login.aspx>

Tenants who will be working in the building after hours can schedule lights and HVAC to be turned on automatically. Requests for one-time activation can be made in advance or “on the fly.” In addition, a tenant can set a regular schedule for afterhours services. Building management kindly asks that tenants not schedule any requests for more than 90 days in advance. Doing so has an adverse effect on the system and can cause your request to fail.

Locksmith Services

The building has a master key system. Tenants are obliged to request locksmith services through building management in order to help ensure the security and reliability of the master key system.

If a tenant needs a lock to be changed or a key to be copied, a request can be made via Angus Anywhere.

Payments

Base Rent and Additional Rent

In accordance with the lease, rent is due, without notice, in advance, on the first day of each calendar month. Examples of charges for which payment is due on the first include, but are not limited to base rent, operating expense and real estate tax escalations, parking charges, SF City Taxes.

Building management sends account **statements** each month as a courtesy to the tenant. Tenants should **not** use this statement as their invoice. Rent and additional rent payments should be put on a recurring payment schedule to ensure payment is made on time and to avoid late fees.

If the tenant company's accounting department requires an invoice or back up to make a payment, please use the lease.

Notices for the estimated operating expense and real estate tax escalation for the coming year are sent each December. Tenants should pay the amounts noted effective January 1. A reconciliation of expenses from the prior is generally performed in Q1. Upon completion of the reconciliation, building management will notify the tenant.

Invoices for above-standard services (i.e. extra janitorial, security supervision, submetered electrical consumption, etc...) are sent each month and accompany the statement. Payment for above-standard service invoices are due net-30 from the date received.

Payment remittance

Payments may be sent to the following location:

If by check via US Mail:

SIC-501 Second St, LLC
PO Box 7665
San Francisco, CA 94104

If by check via Fed Ex or another overnight courier:

Contact building management

If by electronic funds transfer (EFT) or wire:

Contact building management

Deliveries and Moves

All deliveries and moves, whether large or small, are subject to the policies set forth by building management. All deliveries and moves occur via the main lobby. Below are guidelines:

Business Hours Deliveries

Small deliveries

- 1) Permitted deliveries (examples)
 - a. Office supplies, snack deliveries, catering / food **drop off**, overnight couriers such as Fed Ex, UPS, DHL, OnTrac.
- 2) Certificate of insurance (COI) required for any vendor entering the building
- 3) Advance notice not required (other than ensuring a compliant COI for the vendor is on file with building management).
- 4) Tenant must be onsite to accept the delivery.

Large deliveries

A “large” delivery includes large items that would fall outside the scope of a standard office delivery. (Examples: furniture, electronics, artwork, etc).

- 1) Certificate of insurance (COI) required.
- 2) **Maximum** of three (3) trips through the lobby / elevator
- 3) Must occur during low-peak traffic hours (Monday through Friday 9:30 am to 11:00 am or 2:00 pm to 3:30 pm).
- 4) Minimum three (3) business days advance notice to building management.
- 5) Tenant must be onsite to accept the delivery.
- 6) Pallet jacks, forklifts and other large delivery equipment are **not** permitted in the building. All deliveries are to be made on rubber-wheeled, manual / hand driven, dollies or carts. Pallets must be removed by the delivery vendor and may not be disposed of in building receptacles, stored in / around the property, or left at the curb. Masonite may not be lain during business hours. Any delivery that management deems to require Masonite must occur after hours.
- 7) Additional requirements for large deliveries, please check with Building Management.

After Hours Deliveries and Moves

Office moves and large deliveries that cannot be completed in three (3) trips through the lobby / elevator must occur after hours. In addition, large, heavy, awkward loads that management deems to be unsafe for business hours deliveries or loads that do not fit in the elevator must be completed after hours.

- 1) Certificate of Insurance (COI) required.
- 2) Occurs Monday through Friday 6:00 pm to 9:00 pm and weekends.
- 3) Security supervision required, at an additional cost.
- 4) Minimum three (3) business days advance notice to building management.
- 5) Tenant must be onsite to accept the delivery or direct the movers.
- 6) Pallet jacks, forklifts and other large delivery equipment are **not** permitted in the building. All deliveries are to be made on rubber-wheeled, manual / hand driven, dollies or carts. Pallets must be removed by the delivery vendor and may not be disposed of in building receptacles, stored in / around the property, or left at the curb. Masonite may be required, please check with Building Management.
- 7) Additional requirements for office moves, please check with building management.

Insurance

Tenant Insurance

Pursuant to the lease, tenant companies are required to keep a current certificate of insurance (COI) on file with building management. Refer to your lease for insurance requirements.

Vendor Insurance

All vendors entering the building must have an approved and compliant COI on file with building management. It is the tenant's responsibility to ensure that vendors scheduled for deliveries and work in the building maintain a current COI. Contact building management for vendor insurance requirements.

Building management reserves the right to cancel or deny a delivery based on lack of approved insurance.

Construction

Pursuant to the lease, any construction or alterations to the tenant premises a tenant wishes to make must be approved in advance by building management. Examples of work that require approval include, but are not limited to, painting, hanging signage, carpet replacement, electrical work, telecom/data work, moving walls, repairing or replacing window coverings, locksmith work, etc...)

Refer to your lease and contact building management for guidelines.

Service Animals

The building permits service animals in the building in accordance with the Americans with Disabilities Act (ADA) and pursuant to the terms of the lease. Service animal requirements are included in this handbook. Tenants should check their lease for additional requirements.

The following documentation is required by building management whenever a tenant employee requests to bring a service dog into the building on a routine basis, and prior to entry being granted:

1. A signed letter on company letterhead from the tenant of the building that employs Employee (“Tenant Employer”), affirming Employee is authorized to bring the dog into the building as a service animal. Building Management does not need a copy of the Employee’s medical authorization letter. It is the responsibility of the Tenant Employer to obtain such authorization and perform due diligence upon the request for Employee’s accommodation under the Americans with Disabilities Act (ADA), the Fair Employment and Housing Act (FEHA) or similar laws.
2. A copy of the current dog license issued by the city they live in. This ensures the dog is current on their rabies and other vaccinations.
3. A current photograph of the service dog.

All service dogs must be taken out of the building to go to the bathroom. The tenant employer is responsible for any damage caused by the service dog’s actions. Tenant employees whose service dogs have been granted access are responsible for ADA compliance, controlling their service animal in a safe manner and if not compliant may be excluded. Building management, its staff and affiliates assume no responsibility for the care, welfare or safety of any service animal under any circumstance.

Waste Management

Composting / Recycling / Landfill

501 Second complies with the City of San Francisco's ordinance on composting and recycling. In turn, tenants are required to participate in the composting and recycling programs that are in place at the building.

The tenant should sort waste into three categories at the tenant suite level:

- 1) Compost – anything organic or that was once “alive”. Examples include: food scraps and plant waste, compostable paper (i.e. plates, cups, napkins, paper towels, greasy pizza boxes, coffee filters, tea bags, wooden stir sticks, wax coated cartons, etc.), specially designed compostable products (i.e. bio-bags, tater ware, etc.)
- 2) Recyclables – aluminum products (i.e. cans, bottles, food containers, pie plates, foil), rigid plastic materials (i.e. bottles, yogurt and food containers), clean paper products (newspaper, junk mail, office paper, magazines), clean cardboard products (i.e. office supply or Amazon delivery boxes).
- 3) Landfill – anything that does not fall into the compostable / recyclable category, including, but not limited to: film plastic (i.e. one-time grocery bags or produce bags, packing film), packing peanuts, Styrofoam products, composite materials (i.e. a paper container that is lined with aluminum on the inside, or a Fed Ex envelope (unless the plastic is removed)).

The tenants are required to provide their own containers for the three waste streams.

Recycling and landfill waste will be picked up nightly desk-side and in communal areas in the suite, such as a kitchen or a copy room. Compost is picked up nightly **only** from communal areas in the suite, such as a kitchen or a conference room. Compost will not be picked up desk-side, except for an additional service.

Building management partners with Biagini Waste Removal Systems to assist with staff and tenant training for composting and recycling. If you would like a training for new staff or a refresher training, please contact building management.

Appendix 1

Rules and Regulations

1. Sidewalks, halls, passages, exits, entrances, elevators, escalators and stairways shall not be obstructed by tenants or used for any purpose other than for ingress to and egress from their respective premises. The halls, passages, exits, entrances, elevators, escalators and stairways are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence, in the judgment of Landlord, would be prejudicial to the safety, character, reputation and interests of the Building and its tenants.
2. No sign, placard, picture, name, advertisement or notice, visible from the exterior of leased premises shall be inscribed, painted, affixed or otherwise displayed by any tenant either on its premises or any part of the Building without the prior written consent of Landlord, and Landlord shall have the right to remove any such sign, placard, picture, name, advertisement, or notice without notice to and at the expense of the tenant.
3. If Landlord shall have given such consent to any tenant at any time, whether before or after the execution of the Lease, such consent shall in no way operate as a waiver or release of any of the provisions hereof or of such Lease, and shall be deemed to relate only to the particular sign, placard, picture, name, advertisement or notice so consented to by Landlord and shall not be construed as dispensing with the necessity of obtaining the specific written consent of Landlord with respect to any other such sign, placard, picture, name, advertisement or notice.
4. No signs will be permitted on any entry door with the exception of glass doors. All glass door signs must be approved in advance by Landlord. Signs or lettering shall be printed, painted, affixed or inscribed at the expense of the tenant by a vendor approved by Landlord.
5. The Building Directory will be provided exclusively for the display of the name and location of tenants only and Landlord reserves the right to exclude any other names therefrom. Landlord reserves the right to restrict the amount of directory space utilized by Tenant.
6. No curtains, draperies, blinds, shutters, shades, screens or other coverings, hangings or decorations shall be attached to, hung or placed in, or used in connection with, any window on any premises without the prior written approval of Landlord. In any event, with the prior written approval of Landlord, all such items shall be installed inside the Building's standard draperies and shall in no way be visible from the exterior of the

Building. No articles shall be placed or kept on the windowsills so as to be visible from the exterior of the Building.

7. Landlord reserves the right to exclude from the Building all persons who do not present a Building pass signed by Landlord between the hours of 6 P.M. and 6 A.M. and at all hours on Saturdays, Sundays and holidays. Property owner will furnish passes to persons for whom any tenant requests the same in writing. Each tenant shall be responsible for all persons for whom it requests passes and shall be liable to Landlord for all acts of such persons.
8. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person.
9. During any invasion, mob, riot, public excitement or other circumstance rendering such action advisable in Landlord's opinion, Landlord reserves the right to prevent access to the Building by closing the doors, or otherwise, for the safety of tenants and protection of the Building and property in the Building.
10. No tenant shall employ any person or persons other than the janitor of Landlord for the purpose of cleaning the premises unless otherwise agreed to by Landlord in writing. Except with the written consent of Landlord, no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning the same. No tenant shall cause any unnecessary labor by reason of such tenant's carelessness or indifference in the preservation of good order and cleanliness. Landlord shall in no way be responsible to any tenant for any loss of property on the premises, however occurring, or for any damage done to the property of any tenant by the janitor or any other employee or any other person. Janitorial service shall include ordinary dusting and cleaning by the janitor assigned to such work and shall not include beating or cleaning of carpets or rugs or moving of furniture or other special services. Janitorial service will not be furnished on nights when rooms are occupied after 9:30 p.m. Window cleaning shall be done only by Landlord, and at such intervals and such hours as Landlord shall deem appropriate.
11. No tenant shall obtain for use upon its premises ice, drinking water, food, beverage, towel or other similar services, or accept barbering or boot blacking services in its premises, except from persons authorized by Landlord, and at hours and under regulations fixed by Landlord.
12. Each tenant shall see that the doors of its premises are closed and securely locked and must observe strict care and caution that all water faucets or water apparatus are entirely shut off before the tenant or its employees leave such premises, and that all utilities shall likewise be carefully shut off, so as to prevent waste or damage, and for any default or carelessness the Tenant shall make good all injuries sustained by other

tenants or occupants of the Building or Landlord. On multiple tenancy floors, all tenants shall keep the door or doors to the Building corridors closed at all times except for ingress and egress.

13. No tenant shall alter any lock or install a new or additional lock or any bolt on any door of its premises without the prior written consent of Landlord. If Landlord shall give its consent, the tenant shall in each case furnish Landlord with a key for any such lock.
14. Landlord will furnish Tenant without charge with two (2) keys to each door lock provided in the Premises by Landlord. Landlord may make a reasonable charge for any additional keys. Tenant shall not have any such keys copied or any keys made. Each tenant, upon the termination of the tenancy, shall deliver to Landlord all the keys of or to the Building, offices, rooms and toilet rooms which shall have been furnished to the Tenant or which the Tenant shall have had made. In the event of the loss of any keys so furnished by Landlord, Tenant shall pay Landlord therefor.
15. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be thrown therein, and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it.
16. No tenant shall use or keep in its premises or the Building any kerosene, gasoline or inflammable or combustible fluid or material or use any method of heating or air conditioning other than that supplied by Landlord.
17. No tenant shall use, keep or permit to be used or kept in its premises any foul or noxious gas or substance or permit or suffer such premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors and/or vibrations or interfere in any way with other tenants or those having business therein, nor shall any animals or birds be brought or kept in or about any premises or the Building.
18. No cooking shall be done or permitted by any tenant on its premises, except that the preparation of coffee, tea, hot chocolate and similar items for tenants and their employees shall be permitted, nor shall such premises be used for lodging.
19. Except with the prior written consent of Landlord, no tenant shall sell, or permit the sale, at retail of newspapers, magazines, periodicals, theater tickets or any other goods or merchandise in or on any premises, nor shall any tenant carry on, or permit or allow any employee or other person to carry on, the business of stenography, typewriting or any similar business in or from any premises for the service or accommodation of occupants of any other portion of the Building, nor shall the premises of any tenant be

used for the storage of merchandise or for manufacturing of any kind, or the business of a public barber shop, beauty parlor, or any business or activity other than that specifically provided for in such tenant's lease.

20. Landlord will direct electricians as to where and how telephone, telegraph and electrical wires are to be introduced or installed. No boring or cutting for wires will be allowed without the prior written consent of Landlord. The location of telephones, call boxes and other office equipment affixed to all premises shall be subject to the written approval of Landlord. All electrical appliances must be grounded and must meet UL Label Standards.
21. No tenant shall install any radio or television antenna, loudspeaker or any other device on the exterior walls of the Building.
22. No tenant shall lay linoleum, tile, carpet or any other floor covering so that the same shall be affixed to the floor of its premises in any manner except as approved in writing by Landlord. The expense of repairing any damage resulting from a violation of this rule or the removal of any floor covering shall be borne by the tenant by whom, or by whose contractors, employees or invitees, the damage shall have been caused.
23. No furniture, freight, equipment, packages or merchandise will be received in the Building or carried up or down the elevators, except between such hours, through such entrances and in such elevators as shall be designated by Landlord. Landlord reserves the right to require that moves be scheduled and carried out during non-Business Hours of the Building. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building. Safes or other heavy objects shall, if considered necessary by Landlord, stand on wood strips of such thickness as is necessary to properly distribute the weight thereof. Landlord will not be responsible for loss of or damage to any such safe or property from any cause, and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of the Tenant.
24. With the exception of "service animals" (as defined by Law) ("Service Animals"), no animals, reptiles or birds are permitted in the Building or a tenant's premises at any time. Service Animals brought into the Building or a tenant's premises must (i) be dogs who are recognized as Service Animals under Title III of The Americans With Disabilities Act, (ii) be individually trained to do work or perform tasks for a person with a disability, and (iii) be registered with the Property Management Office prior to bringing any such dog into the Building. Dogs or other animals, birds or reptiles whose sole function is to provide comfort or emotional support do not qualify as Service Animals under the ADA and are not allowed. The following terms and conditions shall apply to Service Animals (to the extent enforceable by Law);

- a. the use and entry onto the Building or Property of all Service Animals shall at all times comply with all applicable Laws;
- b. while in or about the Premises, the Building or the Property all Service Animals must be harnessed, leashed or tethered and under the handler's control at all times;
- c. any Service Animals brought into and remaining in the Building shall access the Premises through the freight elevator only, which freight elevator is located in the passenger elevator bank;
- d. Service Animals may not be disruptive or aggressive or pose a direct threat to the health and safety of others (including, without limitation any Service Animal having fleas or similar infestations);
- e. all Service Animals having access to the Premises and the Building shall be house-trained, vaccinated in accordance with applicable Laws and have a current rabies tag;
- f. Tenant shall be responsible for any additional cleaning costs and all other costs which may arise from the Service Animals' presence in the Building in excess of the costs that would have been incurred had Service Animals not been allowed in or around the Building;
- g. Tenant shall be liable for, and hereby agrees to indemnify and hold Landlord and all of Landlord Parties harmless from any and all claims arising from any and all acts (including but not limited to biting and causing bodily injury to, or damage to the property of, another tenant, subtenant, occupant, licensee, invitee or an employee of Landlord or any of the Landlord Parties) of, or the presence of, any Service Animal in or about the Premises, the Building or the Property;
- h. Tenant shall immediately remove any animal waste and excrement from the Premises, the Building and the Property. If Landlord reasonably determines that Landlord has incurred or is incurring increased janitorial (interior or exterior) maintenance costs as a result of the Service Animals' presence, Tenant shall reimburse Landlord for such costs as Additional Rent within twenty (20) days of Landlord's demand.

25. Bicycles.

- a. Bicycles shall be parked only in the Building's designated bicycle storage areas. Only tenants of the Building and their employees may bring bicycles into the Building or premises. Tenant is responsible for it and/or its employees bringing bicycles into the Building and premises, and will ensure that it and its employees strictly observe the following rules as may be amended by Landlord from time to time;
- b. At Property Manager's option, bicycles must be registered with the Property Management Office before they are brought into the Building. Bicyclists must provide the make, model and serial number, as well as such additional information as may be requested by Landlord.
- c. Tenant cannot enter the Building's bicycle storage area without a key or building

access card. Building staff will not open locked storage areas to allow tenant access to store a bicycle or otherwise attend to a bicycle.

- d. Bicyclists are required to lock their bicycles within the Building's bicycle storage area.
 - e. Landlord is not responsible for stolen, missing or abandoned bicycles.
 - f. A bicycle shall be deemed abandoned if it is left in the bicycle storage area for more than 72 consecutive hours. Abandoned bicycles may be disposed of by Landlord without further notice at Tenant's expense.
 - g. Tenant is responsible for any damage caused to any part of the property, or injury to any occupant, visitor, vendor, etc. of the Building by tenant's bicyclist employees, staff, or vendors.
 - h. Prior to entering the Building, bicyclists will remove cleated bicycle shoes or any other clothing that might damage the floors, walls or any other part of the Building.
 - i. Bicyclists must dismount and walk bicycles into and out of the Building.
 - j. Bicycles are not permitted to be parked in a manner that violates building or fire codes or any other applicable law, rule, or code, or which otherwise impedes ingress or egress to the Building.
 - k. Bicyclists will not conflict with any building systems, services, or equipment.
 - l. Blocking or impeding the flow of pedestrian traffic in the Building's exits and walkways is prohibited.
 - m. Bicyclists will use caution and courtesy at all times to prevent injury and to ensure safety of the Building and its tenants, invitees, contractors and employees.
 - n. During an emergency as determined by Landlord in its sole discretion, bicycles are prohibited in all Building elevators, hallways and stairwells and are not permitted to be moved or transported from their location in the Building from the time the emergency commences until Landlord provides notification that the emergency has ended.
 - o. Motorized bicycles are not permitted to enter the Building or any tenant premises at any time.
 - p. Performing maintenance work and/or repairs on bicycles in the Building or in any tenant premises is strictly prohibited.
 - q. Noncompliance with these rules and regulations shall constitute a default under this Lease and the offending bicycle may be banned from further entry into the Building.
 - r. Tenant will notify the Building Management Office upon employee's termination or if employee no longer requires access to the bicycle storage area.
26. No tenant shall overload the floor of its premises or mark, or drive nails, screw or drill into, the partitions, woodwork or plaster or in any way deface such premises or any part thereof.
27. There shall not be used in any space, or in the public areas of the Building, either by any tenant or others, any hand trucks except those equipped with rubber tires and side

guards. No other vehicles of any kind shall be brought by any tenant into or kept in or about any premises in the Building.

28. Each tenant shall store all its trash and garbage within the interior of its premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the City of San Francisco without violation of any law or ordinance governing such disposal. All trash, garbage and refuse disposal shall be made only through entryways and elevators provided for such purposes and at such times as Landlord shall designate.
29. Canvassing, soliciting, distribution of handbills and other written materials and peddling in the Building are prohibited and each tenant shall cooperate to prevent the same.
30. Landlord shall have the right, exercisable without notice and without liability to any tenant, to change the name and address of the Building.
31. The requirements of tenants will be attended to only upon application at the office of the Building. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord, and no employee will admit any person (tenant or otherwise) to any office without specific instructions from Landlord.
32. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant or tenants, nor prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all tenants of the Building.
33. These Rules and Regulations may be changed from time to time, as Landlord may deem appropriate, and are in addition to, and shall not be construed to in any way modify, alter or amend, in whole or in part, the terms, covenants and conditions of the Lease.