



1801California

1801 California Street, Denver, CO

| TenantHandbook

Everything you need to know about your home away from home

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Introduction

Welcome

Brookfield Properties is committed to providing you with the highest level of Tenant Services and Support. 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.

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 "Tenant Handbook" section of the "Building Resource" 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.

About Brookfield Properties

Brookfield Properties is a premier real estate operating company, providing integrated services across all property investment strategies of Brookfield Asset Management ("Brookfield") – a global alternative asset manager with over \$265 billion in AUM. The combination of Brookfield's highly regarded network of investment professionals around the globe and vast access to capital, along with Brookfield Properties' well-established position as the commercial property landlord of choice in many of the world's most dynamic markets, provides a competitive advantage in the marketplace. More importantly, it assures premier quality and optimal outcomes for our tenants, business partners, and the communities in which we do business.

About 1801 California

1801 California is Denver's second-tallest office building and a prominent local landmark. The building is 709 feet tall and tops out at 54 stories. 1801 California encompasses over 1.3 million square feet of office space. This elegant building has been renovated into a Class AA building. Because of the building's strategic location, the attractive plaza serves as a gathering place for downtown workers and tourists.

1801 California was completed in 1983 and is located between 18th and 19th Street and California St. and Stout St. Strategically situated in the heart of the Central Business District, 1801 California is close to major area amenities, government and legislative offices, court buildings, the State Capitol, and major transportation hubs, which include the light rail stops on California, Stout Street, and the Regional Transportation District stops on 18th Street, and 19th Street and the Free MetroRide bus which takes commuters from Union Station east on 19th Street, south on Broadway to 16th Avenue and returns north on Lincoln Street and west on 18th Street to Union Station.

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 to do 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.

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.

Management Office and Operations

Management Office

As the property manager of 1801 California, we want you to know that every member of our staff is here to assist 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.

1801 California building mailing address, office hours, and telephone numbers are:

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

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

Management Directory

General Manager
Michelle Brown
Phone: 303.382.8402
Email: michelle.brown@brookfieldproperties.com

Property Manager
Alex Stader
Phone: 303.382.8407
Email: alex.stader@brookfieldproperties.com

Assistant Property Manager
Ariane Parras Geyer
Phone: 303.382.8403
Email: ariane.parrasgeyer@brookfieldproperties.com

Property Assistant
Martin Cunningham
Phone: 303.382.8405
Email: martin.cunningham@brookfieldproperties.com

Administrative Assistant
Alycia Jacquez
Phone: 303.383.1801
Email: alycia.jacquez@brookfieldproperties.com

Chief Engineer
Spencer Frank
Phone: 303.382.8404
Email: spencer.frank@brookfieldproperties.com

Security Director
Bryon McDaniel
Phone: 303.595.7029
Email: bryon.mcdaniel@brookfieldproperties.com

Leasing Agent
Nick Pavlakovich
Phone: 303.813.6438
Email: 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..... restricted access (access cards only).

Building Entrances

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

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 Center

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
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Hospital

Saint Joseph Hospital -	303.812.2000
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Retail Tenants

Guard and Grace https://guardandgrace.com	303.293.8500
1801 Eatery http://www.1801eatery.com	303.297.1940
Ink! Coffee https://www.inkcoffee.com/	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 ESG Report to learn more about the positive impacts we are helping to make at <https://www.brookfield.com/responsibility/2022-sustainability-report>

Fitness Center

A State-of-the-Art Fitness Center is located on the second level of the building and is available for use by all tenant employees.

If you are interested in utilizing the Fitness Center, a waiver must be filled out and submitted to be granted access. The waiver can be found on the axii app on the "Fitness Center" icon. An email will be sent once access has been granted within 48 hours of submittal. Please review the fitness rules and regulations on the 1801 California website located under the "Wellness at 1801 California" tab. The website can be found at <https://axiistenantapp.com/properties/denver-1801-california/>

There is no charge for tenant employees to use the Fitness Center. Out of consideration of all building employees, we ask that you not permit friends or family members to access the center with your access card. Children are not permitted in the Fitness Center.

Conference Center

There are four (4) meeting rooms available for tenant use on the lobby level of the building. The New York Conference room is the largest room in the facility, the Toronto conference room is the second largest room, the London conference room is the third largest room, and the Sydney conference room is the smallest conference room. Clickshare AV systems are available in the three largest conference rooms but is not provided in the smallest conference room.

The rooms are available for tenant occupants only and can be reserved for up to two (2) consecutive days for any one usage, up to sixty (60) days in advance, by using the online building service request system, Angus AnyWhere.

Bike Cages

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 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. The waiver can be found on the axiis app on the “Bicycle Cages” icon and access will not be granted until the waiver is submitted. An email will be sent once access has been granted within 48 hours of submittal.

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.

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>

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. Brookfield Properties utilizes a third-party company, BCS, to manage all Tenant COI's.

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.

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.

Deliveries/Loading Dock/Freight Elevators

The 1801 California loading dock and freight elevators are available for tenant deliveries during normal business hours. The loading dock is open 6:00 a.m. – 6:00 p.m., Monday through Friday. The dock entrance is on 18th Street between California and Stout Street (on the right side of the street). The height restriction for vehicles entering the loading dock is 12'5". Deliveries with vehicles over the height restriction will need to make arrangements with Property Management. Large trucks taller 12'5" may only park in spaces 3 to 9 in the loading dock.

Vehicles can remain in the loading dock for no longer than 30 minutes during business hours (8:00 a.m. – 5:00 p.m.) Large deliveries requiring two or more trips on the freight elevator must be completed after-hours. Small deliveries that require one trip on the freight elevator may be completed during business hours.

Vendor access forms will need to be submitted for any arrivals and/or deliveries and approved by the Property Management Office. A vendor access form is filled out whenever a vendor is accessing the building to perform any type of work. Vendor Access Forms will not be accepted from the tenant's vendor, the tenant must submit the form to allow access.

Moves

Vendor Access Forms must be submitted at least one week in advance for all tenant move-ins and move-outs. While work within suites is allowed during business hours; any removal of boxes, furniture, equipment, etc. can only be done after-hours. The delivery of any moving tools such as carts, dolly's, moving materials, etc. are allowed to be delivered before 8 a.m. Separate Vendor Access Forms must be submitted. (Work within suite or removal of items from suite). A current and compliant Certificate of Insurance (COI) must be on file for the Property Management Office to approve movers working in the building.

Movers should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover. The mover must always protect and preserve the building from potential damage. Movers are required to remove all boxes, trash, etc. when leaving the building. Any material left behind will be disposed of by the building and charges for this disposal are billed to you with your next monthly rent.

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.

Food and Flower Deliveries

All deliveries of food, flowers and plants should be made through the loading dock unless they can be hand carried.

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

Lost and Found

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

Accessibility

We have wheelchair accessibility on 18th 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.

If any issues arise regarding accessibility, tenants and visitors are encouraged to email 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://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 provides 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 always open to tenants 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.

Visitor Management

Envoy is the visitor management system utilized in the building. All visitors are to be submitted via Envoy as our Security staff is available to provide concierge assistance. To sign up please reach out to the management team.

Brookfield Emergency Alert System

RedFlag is 1801 California's emergency notification system. RedFlag alerts are sent via text message or email about severe weather, fire alarms, power outages, as well as any other event that would impact our tenants. To sign up please reach out to the management team.

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 Escort Program

With our Text-a-Head System, you're in safe hands, and your journey will be smooth and secure. Text ahead to alert our team an escort is needed in advance to anywhere in a one-block radius.

How it works:

- **Message Us!**
 - Text 720.902.9499 with a short message about your desired destination. "Escort to parking garage".
- **Head to the Security Desk.**

- While you are heading to the security desk our team will acknowledge your request and will be waiting to assist.
- **Confirm with the team.**
 - Check in with the security team and get ready to depart.
- **Head to your location.**
 - Our security team will walk with you to wherever you want to go within a one-block radius.

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.

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 our Security Team.) 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 of handling 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. For HVAC to be scheduled outside of these hours a service request must be submitted via Angus. HVAC cannot be sectioned off across the floor. HVAC is charged outside the hours of 6 a.m. to 6 p.m. Mon-Fri and Saturday 8 a.m. to 2 p.m.

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. Unlike HVAC, lights will not be charged after-hours but a service request will need to be submitted outside normal light schedules or on weekends.

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.

Building Tools and Equipment Policy

The building has an owner and management policy that addresses the loaning of property tools and equipment. The policy is as follows:

*The Management Company **will not** lend, borrow, or rent tools, equipment or materials to tenants, vendors, and contractors. Inclusive of this list are hammers, drills, screwdrivers, ladders, etc., or any piece of equipment that is owned by the building.*

This policy is in the best interest of the building and the tenants. Due to the liability issues involved, the policy will be strictly enforced. There will be NO EXCEPTIONS to this policy, regardless of the type and size of the tool.

It is the responsibility of the tenant to provide the necessary tools and equipment in order to address the need or issue at hand. This includes all building or tenant coordinated activities through their vendors and contractors.