

Hines

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Welcome to Ygnacio Center!

We look forward to a long and productive relationship with you. Please let us know how we can help as you settle into your new office space. We are happy to provide any information or services that you may require to make the transition into your suite as smooth as possible.

This Tenant Services Manual was designed to answer many of the immediate questions you may have about the property, building regulations, policies and operating procedures. You will find most of your day-to-day questions answered in the first section, General Information.

The Moving Deliveries and Contractors and Emergency Procedures sections provide you with the official policies upheld by the property. This information is available as a resource as well as to give you an understanding of how the property is managed.

We've also included the most common forms that you will need during your tenancy. These forms may be duplicated for your use.

The Amenities section highlights some local amenities that you may enjoy.

Hines takes great pride in providing high-quality tenant services and responsive attention to building maintenance and tenant requests. We encourage you to work with us to uphold these goals by offering your feedback at any time on how we can improve your tenant experience.

Sincerely,

The Hines Property Management Team

GENERAL INFORMATION

ANGUS WORK ORDER SYSTEMS

Ygnacio Center uses the Angus online platform for tenants to enter and track work orders (for example: lights out, too cold/hot, etc.). The Tenant Day Contact will be set up with access to the system upon move-in. Day Contacts can access via the Resources Page on our website: www.YgnacioCenter.com. Instructions for the portal login can be found in the appendix. All work orders entered after 4:45 p.m. will be processed the following business day. Should a work order require immediate attention please call the Property Management Office at (925) 935-2033.

BUILDING ACCESS

For your protection, there is a security officer on duty in the building 24 hours a day, 7 days a week, 365 days a year.

Building lobby doors are open to the general public Monday through Friday from 7AM to 6PM. At all other hours and on holidays, a cardkey is required for access. The Property Management Office will provide a reasonable number of access cards when your company initially moves into the Ygnacio Center. Subsequent access cards will be billed back to employers at a cost of \$10.00 per card (price subject to change).

BICYCLES

Bicycles are not permitted inside Ygnacio Center at any time. However, bicycle parking is available free of charge in the building's parking garage 24 hours a day, 7 days a week to tenants and tenant visitors. Arrivals to the building during "closed" hours simply need to contact Security via the intercom located at the garage entrance for access.

CARDKEYS

Cardkeys allow employees access to the building and elevators during non-business hours including weeknights, weekends, and holidays. Please contact the Building Management Office to issue new employee cardkeys, and to report lost cards or terminated employees.

The Building Management Office will provide a reasonable number of access cards when your company initially moves into Ygnacio Center. Subsequent access cards will be billed back to employers at a cost of \$10.00 per card (price subject to change).

ELEVATOR USE

In order to protect both the passengers and the finishes inside the passenger and garage elevators, property management requires that all deliveries, carts, and equipment come through the loading docks and freight elevator. Lightweight airline-style handcarts are permitted inside the passenger elevators provided they are padded sufficiently to prevent damage to the lobby and elevator floors.

The left most elevator (when facing the elevator bank) is considered the freight elevator for each building. All moving must take place through the building stairwells or this single elevator cab. The freight elevator has the following dimensions:

YC1 Freight Elevator	10'	Height
	2' 8"	Depth
	6' 7"	Width
YC2 Freight Elevator	8' 5"	Height
	4' 4"	Depth
	6' 7"	Width
YC3 Freight Elevator	9' 6"	Height
	5' 6.5"	Depth
	7'	Width

Freight elevators have a door opening of 7 feet tall by 4 feet 6 inches wide.

Business hours deliveries (7:00 a.m. to 6:00 p.m.) are limited to one (1) elevator load per day. Moving any type of furniture is prohibited during business hours.

All move-ins and move-outs must be scheduled at least 48 hours in advance with property management.

Moving companies are required to provide Masonite to cover:

- ground floor lobby from loading entrance to elevator
- floor corridors from elevator lobby to entrance door of tenant space
- carpeted floor of elevator

In addition to providing:

- walk-off plates to protect door thresholds on all floors
- corner boards on all door jambs, including elevators

EMERGENCY PROCEDURES

Ygnacio Center is equipped with a modern life safety system. Among the most important safety features this system offers are two exit stairwells in each building, smoke detectors at all elevators lobbies and visual/audible enunciation devices.

The Building Management offers training to tenants on what emergency procedures to follow in the event of fire, earthquake, bomb threat or civil disturbance. We ask that you assign at least one Floor Warden per 5,000 square feet of your office and that the Floor Warden take responsibility for monitoring your premises in accordance with the fire safety regulations. A complete Life Safety Plan is updated annually and distributed at the Annual Floor Warden Training. Life Safety Plans are available upon request to all employees. For more comprehensive information, please see the “Emergency Procedures” sections that follow.

HVAC & LIGHTS

HVAC and lighting services are provided Monday through Friday from 7:00 a.m. to 6:00 p.m. with the exception of holidays. (Your services may vary depending on the terms of your lease). Additional service hours are available by written request to the building office at least 24 hours in advance via Angus. Note that additional services are billable.

Overtime Heating Ventilation & Air Conditioning (HVAC) is a building specific charge that is calculated based on the type of equipment in each building, electricity, maintenance, and depreciation. Each suite is metered for overtime use, and charges will appear on monthly invoices. After hours HVAC requests can be entered through the Angus Work Order System. The per hour cost is based on square footage and is subject to change as PG&E electricity charges fluctuate. Please contact Property Management for your rate information.

Please keep in mind that the window blinds are a key part of the building’s heating and cooling system. Because varying degrees of sunlight affect offices on the same thermostat or ventilation unit differently, the most effective way to even out the temperature in a zone is to use the blinds. The blinds do not block out 100% of the sunlight and they do not need to be closed completely to have an effect on the temperature, but they do need time to make a difference. Your best bet is to adjust the window blinds before sunlight hits the window. Sunlight creates heat even when it’s cold outside and can quickly drive up the temperature in an office.

Blinds are routinely closed by the janitorial staff and lowered on weekends. Feel free to adjust your blinds on Mondays.

Space/ Floor heaters are NOT permitted on the premises.

Adjustments needed to the temperature or airflow in your offices are handled by our on-site building engineers, please submit a work order via Angus for service as needed.

HINES PROPERTY MANAGEMENT OFFICE

Campus Website: www.YgnacioCenter.com

2033 N. Main Street
Suite 210
Walnut Creek, CA 94596
Ph: 925-935-2033

The Property Management Office is located on-site in Suite 210 of the 2033 N. Main Street Building. Please do not hesitate to contact any one of the Management Team for any issues regarding the Ygnacio Center at (925) 935-2033. Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

Hines employs a competent team of professionals dedicated to the comfort, efficiency, and aesthetic appeal of the buildings and campus. The following individuals make up the property management staff:

Katy D’Albora	Property Manager	Katy.Dalbora@hines.com
Suzanne Omar	Assistant Property Manager	Suzanne.Omar@hines.com
Rachelle Pascual	Administrative Assistant	Rachelle.Pascual@hines.com
Chela Holton	Staff Accountant	Chela.Holton@hines.com
Aidan McCormack	Engineering Manager	
Carlos Aparicio	Engineer	
Ryan Santos	Engineer	
Jairo Chavez	Engineer	

HOLIDAYS

Ygnacio Center observes the following holidays: New Year’s Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Building services (janitorial, lighting, HVAC, engineering) for these days are not provided unless arranged for in advance. There is a fee for this service. Building management may observe additional holidays from time-to-time with limited building services provided.

INSURANCE REQUIREMENTS - TENANT

All tenants of Ygnacio Center must have a valid Certificate of Insurance on file with the Property Management Office. Please make sure that the certificate is completed in accordance with your specific lease and the information and limits of liability stated below:

Certificate Holder:	Hines Interests Limited Partnership 2033 N. Main St., Suite 210 Walnut Creek, CA 94596
Additional Insured:	Hines Interests Limited Partnership Ygnacio Center Owner LLC
Coverage:	As Required in the Lease Agreement

Please note that these policies may not be cancelled or changed without the delivery of a thirty (30) days written notice to Hines.

INSURANCE REQUIREMENTS - VENDOR

Any companies performing work on behalf of, or in, Ygnacio Center must have a valid Certificate of Insurance on file with the Property Management Office. Exceptions to this policy are made for vendors performing work on behalf of tenants, whose work does not directly impact the building's systems and equipment. For example, a vendor performing a repair or maintenance on a tenant's telephone system would be required to provide a certificate of insurance, while a food delivery service or flower vendor would not. It should be noted that the following service providers are always required to provide insurance: carpet cleaning, moving and storage, telephone equipment, construction and demolition, electrical wiring, and cabling. Please make sure that the certificate is completed in accordance with the information and limits of liability stated below and includes an ISO Additional Endorsement CG 2037 or CG 2026:

Certificate Holder:	Hines Interests Limited Partnership 2033 N. Main St., Suite 210 Walnut Creek, CA 94596
Additional Insured:	Hines Interests Limited Partnership Ygnacio Center Owner LLC

Coverage:

- | | |
|--|--|
| 1.) Workers Compensation | In kind and amount as prescribed by statute |
| 2.) Employers Liability | \$500,000 |
| 3.) Commercial General Liability | \$1000,000 or greater per occurrence with combined single limits for personal injury or death and property damage |
| 4.) Commercial Automobile Liability | \$1,000,000 or greater per occurrence with combined single limits for personal injury or death and property damage |
| 5.) Product & Completed Operation Liability | \$1,000,000 or greater per occurrence with combined single limits for personal injury or death and property damage |
| 6.) Contractual Liability | \$1,000,000 or greater per occurrence with combined single limits for personal injury or death and property damage |

Please note that these policies must not be cancelled or changed to affect insurance described by the certificate until thirty (30) days after written notice of such cancellation or change has been delivered to the Property Management Office.

Please email to: YgnacioCenter@hines.com

Mailing address:

Hines
2033 N. Main Street, Suite 210
Walnut Creek, CA 94596
(925) 935-2033

JANITORIAL SERVICES

Janitorial cleaning is done Monday through Friday, with day staff keeping common areas presentable and a night crew performing more extensive services. If you have employees working late or an event planned in the evening, please notify the Building Management Office so an appropriate time to clean the suite can be determined. Please direct any comments or concerns about janitorial service to the Building Management Office so we can make any adjustments needed. Special or extra cleaning can also be coordinated through the management office at a minimal cost.

KEYS & LOCKS

The Property Management Office will provide a reasonable number of keys per employee when your company initially moves into the Ygnacio Center, including mailbox keys. Subsequent keys will be billed at \$10.00 per key (price subject to change).

Should you require additional keys or a lock change for your space at any time during your tenancy, the designated Day Contact or Executive Contact must submit a work order via Angus.

In order to ensure proper access for emergency personnel, under no circumstances are you allowed to directly call a locksmith to the premises. If a lock is rekeyed without the knowledge of the Hines Property Management Office, repining will be at tenant's expense.

LOST AND FOUND

If you lose an item, check with the Building Management Office in the event it was found or returned. Leave your name, phone number, and a description of the lost item if it has not yet been returned and we will gladly contact you if it comes in. "Found" items may be turned in to the management office or the security desk in 2033 N. Main Street lobby.

MAILBOXES

All buildings have a mailroom with mailboxes specific to each tenant. Mail is delivered and picked up Monday thru Saturday. We have a **FedEx** and **UPS** drop box located in the mailroom at 2033 N. Main Street lobby, and YC1 Garage.

FedEx is located at 1909 Mt. Diablo Blvd in Walnut Creek and is open weekdays from 7:00a.m. to 10:00p.m.

UPS is located at 1630 N. Main St. in Walnut Creek, and is open weekdays from 8:00a.m. to 6:30p.m.

USPS is located at 2070 N Broadway in Walnut Creek, and is open weekdays from 8:00a.m. to 5:00p.m.

Direct pick-ups can be scheduled via **FedEx** by calling (925) 934-8254 or via **UPS** at (925) 934-931, and via **USPS** at (800) 275-8777.

PARKING

Ygnacio Center has three parking garages. They may be referred to as YC1 Garage (1990 N. California Blvd), YC2 Garage (2033 N. Main Street) and YC3 Garage (2001 N. Main Street).

YC1 Garage is accessible from N. Main Street.

YC2 Garage is accessible from Pringle Street.

YC3 Garage is accessible from California Blvd.

YC1 Garage is open 24 hours, 7 days a week.

YC2 Garage is open from 7:00am to 7:00pm, Monday through Friday.

YC3 Garage is open from 7:00am to 7:00pm, Monday through Friday.

On Sundays and Holidays these garages are closed. A limited number of tenants holding parking access cards will have 24/7 access to garages. Overnight parking and vehicle storage is strictly prohibited.

Garage rates:

\$100.00 Monthly

\$2.00 for Each 20 Minutes

\$18.00 max per day

EV Charging Stations are located at YC2 and YC3 Garages, reference the Amenities section 5.4 for more details about EV Charging Stations.

PEST MANAGEMENT PROGRAM

Ygnacio Center currently contracts through Crane Pest Control for the elimination of pests from the campus. Crane takes care of the exterior of the buildings, but we need your help to prevent pests from entering the buildings by keeping food in sealed containers, not over-watering plants and reporting any pests immediately. Please contact the Property Management Office at (925) 935-2033 for more information.

RENT PAYMENTS

Base Rent and Additional Rent charges are due and payable on the first day of each month. Statements detailing Base Rent and Additional Rent charges for the next year are sent to each Tenant in December of the preceding year. Miscellaneous charges (for keys, additional HVAC, etc.) will be invoiced separately. All checks should be made payable to “YGNACIO CENTER OWNER LLC.” Checks should be mailed to:

1. WIRING INSTRUCTIONS, for any payments by wire

YGNACIO CENTER OWNER LLC
Depository Account: 153796126065
ABA: 121201694

2. CHECK PAYMENT ADDRESS, payable to:

YGNACIO CENTER OWNER LLC
PO Box 516575
Los Angeles, CA 90051-0597

Address for overnight payments only:

US Bank Wholesale Lockbox
c/o 516575
16420 Valley View Ave.
La Mirada, CA 90638-5821

Late fees will be applicable in accordance with the provisions of the Lease. If you have any questions concerning Base Rent, Additional Rent, or other miscellaneous charges, please contact the Property Management Office.

SECURITY

Security is present at Ygnacio Center seven days a week, at all hours. You must have your own building access card and your own office key in order to gain entry into your office after business hours. Please anticipate any after-hours access requirements and make appropriate arrangements in advance.

We ask that you take an active role in making Ygnacio Center a safe and comfortable place to work. In multi-tenant buildings such as ours, it is impractical to screen every person who enters the building. Occasionally, a solicitor, vagrant or petty thief will slip in, and it will be *you* who notices their presence. If at any time you notice someone who seems out of place or suspicious in or around the building, please call security immediately by calling (925) 944-9936 with the location and description of that person. This applies to any door-to-door salesperson or “information distributors” as well.

Good ways to discourage thieves include:

- keeping tempting items such as wallets, purses, personal radios, cell phones and the like either on your person or out of sight;
- never leaving the reception area unattended with the door unlocked;
- escorting visitors, including delivery personnel, to inner offices or work areas rather than simply directing them;
- stopping and challenging strangers in your work area (“Hello, may I help you?”); and
- immediately reporting to security and/or building management any strangers seen loitering in the building or the loss of any equipment or valuables.

SERVICE DOG POLICY

The Ygnacio Center welcomes trained service dogs. If you wish to bring your dog to our building please get in touch with the Property Management team at (925) 935-2033 or YgnacioCenter@hines.com for the Ygnacio Center Dog Policy form which can be filled in and returned to our office.

Emotional support animals are not allowed.

SIGNAGE

Each tenant is provided a complete set of building standard signage upon arrival at Ygnacio Center. This includes a building lobby directory, floor directory, and a suite plaque sign outside your main suite door. To request your initial signage, or a change to your existing signage, please submit a work order via Angus. Changes to existing signage will be billed to the tenant.

SMOKING

By law and building policy, smoking is prohibited inside the Ygnacio Center at all times. This includes private offices, stairwells, the lobby, restrooms, hidden corners where “no one will ever notice”, weekdays, weekends, holidays, 24 hours a day – in short, every place, every time. Compliance with the law is a requirement of every tenant’s Lease Agreement.

To accommodate our smoking clients, a designated smoking area with ash urns has been set up on the exterior, at a minimum, 25 feet away from each building entrance. We appreciate any help you can offer in encouraging use of this smoking area by your employees.

E-Cigarettes

Hines Statement: Because of our commitment to the safety of all occupants in Hines- managed buildings, until there is conclusive, clinical data that there is no health risk, E-cigarettes should be treated like any smoking or tobacco products; they will not be permitted indoors at any Hines-managed asset.

SOLICITORS / SALESPEOPLE

Soliciting (door-to-door sales, flyer distribution, etc.) is strictly prohibited at Ygnacio Center. If you are approached inside or outside of your suite, please notify security immediately (925) 944-9936 so the individuals can be escorted from the building.

Aside from protecting our tenants from unwanted solicitations, our concern is that both casual and professional thieves use the salesperson role as a cover for theft.

TENANT CONTACT INFORMATION

Maintaining accurate contact information is imperative for keeping you up-to-date and informed about the property. The Tenant Contact form may be filled out and submitted at any time to indicate changes or updates to your requested contacts.

The following descriptions may be used as a guide when completing the attached forms. Please note that one individual may serve as the contact in several areas. It is also important to remember that the Executive and Day Contacts must be located on- site.

Executive Contact: These individuals are designated as the primary contact in the event of a building emergency, i.e., earthquake, fire, bomb threat, etc. Due to the extreme importance of fast and efficient notifications, it is imperative that this information is current and accurate. The names you provide should have the authority to make decisions on building evacuations and any other life safety measures mandated by the situations.

Day Contact: These individuals are authorized by your firm to call in day-to-day maintenance requests as well as special or overtime service. They are authorized to place requests, which may involve a billback charge to your company. These individuals are our primary contacts for day-to-day communication and should be limited to one or two people to ensure that we are able to respond to your requests effectively.

Lease/Rent Contact: This individual is responsible for your office location with authorization to receive and process notifications regarding rent/lease issues. Rent letters and reconciliation letters are sent to this individual as well.

Receipt of Invoices: This individual is responsible for receiving and processing monthly invoices for above standard services.

IT Contact: This individual is designated as the primary contact for any IT issues.

TENANT IMPROVEMENTS /ALTERATIONS

If your premises need alterations such as additional electrical outlets or painting, please contact the building management office prior to any work being performed. All alterations must be coordinated and supervised by property management, even if your lease permits certain work to be done by you and your vendor.

VISITORS

Any visitors that arrive during non-business hours will need to sign in and out at the security desk and will require tenant escort to their destination. Please submit all visitors and vendors in our visitor management site located on the Angus website if you are aware of visitors in advance so they may be placed on the buildings access list.

WASTE MANAGEMENT

Ygnacio Center is a green campus and has implemented a campus wide recycling program as a way to protect the environment and preserve natural resources. We encourage recycling by providing a set of trash, recycling, and compost bins in your kitchen or other central location in the suite. Tenants are responsible for providing additional bins for their suites.

- **Cardboard** – All cardboard should be flattened, marked “Trash” and placed in a cardboard bin in the break room/kitchen or central location for our janitorial staff to recycle.
- **Compost** – Lined green cans placed in kitchens or central locations
- **Mixed Recycling** – Lined recycling cans placed in kitchens or central locations
- **Non-Recyclable Trash** – Lined cans placed in kitchens or central locations

For a comprehensive list of compostable, recyclable and landfill materials, please visit Recycle Smart’s website at <https://www.recyclesmart.org/businesses/general>.

MOVING, DELIVERIES AND CONTRACTORS

SCHEDULING

For best results, moving and/or large furniture deliveries should be scheduled at least two weeks in advance with the Building Management Office. Building Management must be notified three months or as soon as possible in advance of any move in order to ensure the availability of the freight elevator and loading dock. Reservations for the freight elevator and loading dock are made on a first-come, first-served basis.

Moves are restricted to start at/after 6:00 p.m., and to end no later than 7:00 a.m., Monday through Friday, and are not restricted on Saturdays and Sundays. If there are any changes of dates and/or times of the move, please notify Building Management as soon as possible.

MOVERS AND OUTSIDE VENDORS

Please submit the name of the moving company (or any other outside vendors), telephone number and name and number of the onsite moving/vendor supervisor. Movers should have a site visit prior to the move. In addition, the moving company must comply with all moving rules and regulations. Please ensure that the moving company had the proper protective equipment (Masonite and walk-off plates) as you, the tenant, will be responsible for any damage to the building incurred during the move. Movers must report any electrical problems and elevator breakdowns that occur. They are also responsible for removing all trash, packing cartons, and moving boxes from the building.

INSURANCE

Prior to any move, the moving company needs to supply the building management office with a Certificate of Insurance showing both general liability and workers' compensation coverage. The certificate must name Ygnacio Center Owner LLC and Hines Interests Limited Partnership as additional insured parties. No moving can take place until the management office has received the Certificate of Insurance.

DIRECTORY LISTING AND SIGNAGE

Prior to move, please specify in writing exactly how the company name should be listed on building signage and in the building directory. Please use the Signage Form in this Tenant Move Manual and submit it to the building office two months prior to your move.

COMPANY INFORMATION, TENANT EMPLOYEES & TENANT CONTACTS

Prior to your move, please send us a list of employees who will be working at your Ygnacio Center location. In addition, please provide us with the Tenant Contact names as well as a list of all authorized signatories and designated contact persons. Please specify who will be the Tenant Move In Contact as well. The Tenant Contact should request a supply of cardkeys from the Building Office.

PARKING

Visitors are responsible for finding their own parking at Ygnacio Center. If the dimensions of your vehicle or the vehicle of your visitor exceed the capacity of our garages, special parking arrangements must be made with the Property Management Office at least two weeks in advance. Loading areas must remain clear for vehicles loading, parking in such designated spaces is restricted to local law and time zones and violators may be ticketed and/or towed at owner's expense. There is a 20- minute time maximum for vehicles parked in loading dock areas.

WALK-THROUGH

All moves should be preceded by a walk-through of the common areas that will be used by the movers (the path of travel). The walk-through participants include representatives of the tenant, moving company, and building management who will record any pre-existing damage in the path of travel. (This is in the interest of the tenant as pre-existing damage cannot be blamed on the move and billed back to the tenant.)

MAIL DELIVERY

Notify the United States Postal Service (USPS) and all clients of the new mailing address before the actual move-in date. Mail is delivered by USPS to each tenant mailbox.

PROTECTION

The moving company and/or outside vendor will be required to provide and put in place protective covering (Masonite) in the common areas of the building through which they will travel. On the tenant floor(s), the corridor from the elevators to tenant spaces and the floor and walls of the passenger elevators must be protected with Masonite. Doors and doorframes must be covered, and walk-off plates must be provided to protect door thresholds. The building security officer will inspect and approve the protection prior to allowing the move to begin.

DAY OF MOVE: OVERSIGHT, SAFETY, SECURITY, AND HVAC

An authorized representative of the Tenant must be on the premises to oversee the move from the time that the moving company arrives until the time they leave. Please note that Security and Building Management will not be responsible for providing access to the premises nor shall they be responsible for securing the space afterwards. Under no circumstances will Security or Building Management sign for a delivery of furniture or for any other items in regard to completion of a move in place of a tenant. At Landlord's sole discretion, depending on the size of the move, a representative from Building Management may be on site during the move.

It is the responsibility of the moving company (and/or outside vendor) and the tenant to perform the move in the safest manner possible. Please avoid blocking the building corridors, entrances and exits and avoid accumulation of combustible materials.

At Management's sole discretion, Building Management may elect to hire additional security officer coverage to monitor the move and this expense is *billable to the tenant*.

If ADDITIONAL HVAC is requested, please fill out the Additional HVAC Request form and submit it to the Building Office at least one week prior to your move. All additional HVAC requested for a move will be *billable to the tenant*.

AFTER THE MOVE: CLEAN-UP

Removal of Masonite, tape, tape adhesive residue, pads, corner boards, empty containers, boxes, and carts from public areas (corridors, elevators, elevator lobbies, main lobby, etc.) should be completed prior to the following business day. If there is an excess of trash, Building Management will arrange for additional trash service and *invoice the tenant* accordingly.

Any damages that can reasonably be assumed to have been caused by the moving company will be repaired by Building Management and *billed back to the tenant*.

Dimensions of elevators can be found in the General Information section titled "Elevator Use."

Please feel free to contact the building management office at (925) 935-2033 if you have any questions or concerns about moving instructions.

MOVE IN RULES AND REGULATIONS

1. Moves are scheduled on a first-come, first-served basis. Only one move can be accommodated at any given time. To schedule your move, contact the Property Management Office at (925) 935-2033 with the following information:
 1. Date(s) and Time(s) of the move
 2. Your Company's Name
 3. Name of Moving Company, contact name and phone number
 4. Estimated duration of the move; number and size of trucks expected
 5. Name and number of person(s) onsite for move, your company and moving company.
2. One truck can be accommodated in the loading dock at a time. Any truck in the loading dock may only remain there to load or unload. Under no circumstances will any vehicles be allowed to park in the loading dock. Any trucks parked on the street are subject to restrictions imposed by the city.
3. The moving company is responsible to designate one person as an elevator operator for the service elevator during the move.
4. Duct tape is NOT to be used on any floors, walls, doorjams, or doors because of sticky residue that is left on surfaces.
5. It is the Customer's responsibility to notify Landlord of items to be moved which are unusually large or heavy (in excess of 2,000 pounds) or which may require review by Landlord. Dimensions and weight may prohibit the safe transport and placement within acceptable structural guidelines. Any large items that cannot be placed in the service elevator will require special hoisting arrangements which will be made through the Landlord. Customer's moving contractor should include in the bid price to the Customer any additional charges required for extra services which may need to be provided by the elevator contractor to hoist large items.
6. Customer's moving company employees must be easily identifiable by wearing company shirts and name badges.
7. Customer's moving company must adhere to the Building Rules and Regulations.
- 8.

CHECKLIST OF VENDORS

This list is intended to help remind you of outside vendors involved in a move. Please remember that all outside vendors must submit a Certificate of Liability Insurance to the Building Office, preferably one month prior to the scheduled date of work and/or move. Also, all outside vendor visits to the building must be scheduled in advance with the Building Office as the loading dock areas, freight elevators as well as other considerations must be pre-arranged well in advance.

Possible Vendors may include, but are not limited to, the following:

- Moving Company

- Furniture Retailer, Furniture and/or Office Equipment Assemblers
- Interior Decorators, Designers, Company Architects
- Computer Vendors and/or Computer Technical Support and Installers
- Phone and Data Installers
- Repair persons
- Office Supply Delivery People
- Landscape / Plant Care Service
- Paper shredding service
- Off-site document storage service
- Caterers

Please remember that this is only a partial list designed to help you remember all of the possible outside vendors involved in your move. There may be outside vendors unique to your company's move. Please feel free to call the building office with any questions or concerns at (925) 935-2033.

VOICE AND DATA CARRIERS' RULES AND REGULATIONS

1. Below is a list of Voice & Data Carriers with a physical presence in the building:
 1990 N. California Blvd. (YC1): ATT, Comcast
 2033 N. Main Street (YC2): ATT, Verizon, Comcast
 2001 N. Main Street (YC3): ATT, Comcast
2. The Riser Manager for Ygnacio Center is Montgomery Technologies; any vertical cable pulls in the riser closets are to be done by MT, or at minimum, supervised by MT. Such work can be coordinated directly through MT who will alert Property Management. MT can be reached at: (844) 824-0100 or service@montgomerytech.net. When contacting MT, reference your specific building location at Ygnacio Center so they may direct you to a knowledgeable technician familiar with the building.
3. Please confirm with the Property Management Office that the proper insurance documentation is on-file for vendors prior to their arrival. Work may not begin until these documents have been received.
4. Please advise vendors and their technicians to report to the Property Management Office prior to starting work in order to obtain the proper access forms.

BUILDING REGULATIONS

The Lease contains building rules and regulations. If you have any questions about your Lease, please contact the Building Management Office.

EMERGENCY PROCEDURES

Tenants may request hard copies of the Emergency Procedures.

EMERGENCY CONTACTS

EMERGENCY TELEPHONE NUMBERS

Fire / Police / Medical	911
Non-Emergency – Fire	(925) 941-3300
Non-Emergency – Police	(925) 943-5844
Hospitals --	
John Muir, 1601 Ygnacio Valley Road, Walnut Creek	(925) 939-3000 1.6 miles away
Kaiser, 1425 S. Main Street, Walnut Creek	(925) 295-4000 1.2 miles away
John Muir Hospital, 2540 East Street, Concord	(925) 682-8200 6.6 miles away
Poison Control Information	1-800-222-1222 (toll free)
Building Management Office	(925) 935-2033
Building Security	(925) 944-9936

IMPORTANT NOTE

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

EMERGENCY COMMUNICATION AND DETECTION SYSTEMS

Various alarm and detection systems are located throughout the building. They include smoke detectors and fire alarm pull stations that are monitored twenty-four hours a day. When a fire alarm sounds, it emits an intermittent “whoop” tone from the speakers, accompanied by a flashing of the “FIRE” strobe lights.

FIRE ALARM PULL STATIONS

Fire alarm pull stations are located at the 3 exits on the first floor. The pull stations are connected to the lobby Fire Control Center, which is monitored by in house lobby staff and an offsite central alarm station.

FIRE EXTINGUISHERS

Portable fire extinguishers are inside fire extinguisher cabinets located in exit corridors.

SMOKE DETECTORS

Smoke detector locations include elevator lobbies, some tenant spaces and some mechanical spaces. Activation of the smoke detector results in the following:

1. Automatically returns all elevators to the first-floor lobby (Elevator lobby detectors only).
2. Stops the main air supply and triggers exhaust fans (mechanical room detectors only).
3. Releases all elevator lobby doors from their magnetic holders.
4. Sends signals to the lobby Fire Control Center.

PUBLIC ADDRESS SYSTEM

Building YC1 (1990 N. California Blvd.) is equipped with a public address system which can broadcast to the entire building or to an individual floor. Initial emergency instructions will be given over the public address system.

EMERGENCY EVACUATION FLOOR SIGNS

Emergency evacuation floor signs are located next to stairwell entrances and in elevator vestibules.

STAIRWAY SIGNS

These stairway signs contain green arrows and dotted lines indicating the fire escape route. There are “You are here” locations of fire alarm pull stations, fire extinguishers, combination standpipes, fire hoses and speakers/sirens. They also indicate the building office telephone number and reminders to avoid using elevators, to call 911, listen for instructions and have instructions for the disabled.

DUTIES OF THE FIRE SAFETY ORGANIZATION

DUTIES OF THE FLOOR WARDEN

Pre-emergency

- a. Develop and implement an Emergency Response Plan for your company.
- b. Train all floor occupants according to your Emergency Response Plan.
- c. Know the location and use of all fire and emergency related equipment on the floor or area of responsibility.

- d. Appoint area wardens if the floor is extremely large and beyond the control of one person.
- e. Be completely familiar with the floor arrangement, the number of floor occupants, and the location of exits.
- f. Maintain updated list of disabled occupants and ensure that individuals have selected an aide.
- g. Provide updated disabled occupant list to Property Management Office.
- h. Be fully aware of the existing procedures of the Building as they relate to Floor Warden's floor.
- i. Train the floor occupants in fire prevention measures and in safe fire exit procedures.
- j. Designate a refuge site in close proximity to Ygnacio Center.
- k. Select and train the following to assist during emergencies:
 - o Deputy Floor Warden
 - o Searchers
 - o Elevator Lobby Monitors
 - o Aides for the Disabled
 - o Stair Monitors

Emergency

- a. Implement Emergency Response Plan.
- b. Maintain control of occupants.
- c. If directed to relocate, direct occupants to exits and to appropriate floors.
- d. Determine safe availability of stairwells.
- e. Guide tenants away from elevators to stairs.
- f. Be prepared to communicate vital information to the lobby or Fire Department.
- g. If relocated, communicate to lobby your arrival at refuge area.
- h. Determine by head count any missing occupants, and relay to lobby or to Fire Department.

DUTIES OF THE DEPUTY FLOOR WARDEN

- 1. Assume the duties of the Floor Warden in his/her absence.
- 2. Perform all tasks assigned by the Floor Warden.

DUTIES OF THE SEARCHERS

Pre-emergency

- a. Become completely familiar with Emergency Response Plan, the floor arrangement, the number of floor occupants, and the location of emergency exits.
- b. Know the location and use of all fire and emergency related equipment on the floor or area of responsibility.
- c. Perform all tasks as assigned by the Floor Warden.

Emergency

- a. Search for occupants who may not have heard the fire alarm. Search remote floor areas, rest rooms, computer, or telephone rooms, break rooms, and copier rooms, etc. Direct persons found to closest exit.
- b. Once offices have been checked, close door and place a post-it note on the door signifying the room has been checked.
- c. Maintain calm and keep others calm by example of your own composure.
- d. Report —All Clear to Floor Warden.
- e. Perform all tasks as assigned by the Floor Warden/Deputy Floor Warden.

DUTIES OF THE ELEVATOR / LOBBY MONITOR

Pre-emergency

- a. Become completely familiar with the Emergency Response Plan, floor arrangement, the number of floor occupants, and the location of emergency exits.
- b. Know the location and use of all fire and emergency related equipment on the floor or area of responsibility.
- c. Perform all tasks assigned by the Floor Warden.

Emergency

- a. Assist the Floor Wardens in any way directed.
- b. Act as a crowd control monitor—directing people away from the elevators and to the nearest stairwell for relocation or evacuation. (Exit at own discretion.)
- c. Maintain calm and keep others calm by example of your own composure.

DUTIES OF THE STAIR MONITOR

Pre-emergency

- a. Become completely familiar with the Emergency Response Plan, floor arrangement, the number of floor occupants, and the location of emergency exits.
- b. Know the location and use of all fire and emergency related equipment on the floor or area of responsibility.
- c. Perform all tasks assigned by the Floor Warden.

Emergency

- a. Test the exit door for heat before allowing entry. (Use back of hand.)
- b. Verbally instruct exiting occupants about the correct stairwell procedures and the correct floor refuge.
- c. Verbally instruct relocating individuals to check doors for heat prior to entering floor.
- d. Ensure that the automatic door-closer acts correctly. (Do not prop doors open.)
- e. Exit at own discretion, after everyone has entered.
- f. Provide Floor Warden a head count when you reach the refuge floor.
- g. Maintain calm and keep others calm by example of your own composure.

DUTIES OF THE AIDE FOR THE DISABLED

Pre-emergency

- a. The disabled person should be allowed to select their aides.
- b. The aides shall have knowledge of the exact location of the building's safest exit.
- c. The aides and disabled person shall be familiar with the assigned exit.

Emergency

- a. Assist disabled persons in reaching assigned exit.
- b. Aide shall place disabled persons in a location away from the normal path of travel of exiting occupants and await the arrival of the fire department.
- c. Remain with the disabled person until relieved by the direction of a fire officer.

FIRE CLASSIFICATIONS AND METHODS OF EXTINGUISHING CLASS A FIRES

Common Combustibles; paper, wood, cloth, etc.

Extinguishing: Water to reduce temperature.

CLASS B FIRES

Flammable liquids, gases, and greases.

Extinguishing: Eliminate oxygen, remove fuel.

CLASS C FIRES

Energized electrical equipment.

Extinguishing: De-energize, eliminate oxygen (if not energized, classified as Class A).

CLASS D FIRES

Combustible metals; potassium, sodium, etc.

Extinguishing: Special extinguishing agents are available.

USING A FIRE EXTINGUISHER

The use of an extinguisher is very simple. The use of an acronym (P.A.S.S.) can help to remember the steps to use the extinguisher. It is only recommended that fires no bigger than in a waste basket should be smothered using the available fire extinguisher. Stay low and always keep your back to the exit. Always call 911 to report any fire. To use:

1. **P**ull the pin.
2. **A**im the nozzle.
3. **S**queeze the handle down.
4. **S**weep at base of flame.

California law requires that extinguishers be serviced once a year by a licensed service person. Report any that need service to Property Management.

RECOMMENDATION TO ALL TENANTS:

Take a practice "emergency" walk to establish the locations of the emergency exits and firefighting apparatus and mark them on your floor plan. Read the instructions marked on each fire extinguisher, to assure proper usage — YOU WILL NOT HAVE TIME TO READ INSTRUCTIONS DURING A REAL EMERGENCY.

PURPOSE OF PLAN

EMPLOYEES

1. Be familiar with the operation and location(s) of:
 - Manual Pull Stations/Alarm Boxes
 - Fire Extinguishers
 - Stairwells
 - Exits
 - Emergency and First Aid Supplies in your suite
 - Floor Wardens
2. Have a change of clothes available in case of an earthquake, including comfortable walking shoes and any medications/personal items required for up to 72 hours.
3. Be familiar with emergency procedures in this tenant guide and any emergency procedures of your company. Take an emergency walk to establish the location of the nearest exits, stairwells, and fire extinguishers on your floor. Read the instructions marked on each fire extinguisher to ensure proper usage. You may not have time to read instructions during an emergency.

FLOOR WARDENS

There must be at least two (2) Floor Wardens per floor and/or two (2) per tenant company plus two (2) alternates. The Floor Wardens have been issued a orange safety vest to be worn for identification purposes during an emergency. Floor Warden pre-emergency duties are as follows:

1. Be completely familiar with the floor arrangement, the number of tenant occupants and the exact location of exits and stairwells.
2. Have a working knowledge of the location and use of the emergency equipment within the leased premises.
3. Assign a responsible person to conduct a search of all restrooms, offices, conference rooms, closets, and storage rooms. Ensure that all persons are prepared to respond.
4. Assign any employees that are physically impaired responsible person to assist them in an emergency situation. The San Francisco Fire Department also requires that each tenant submit a list of physically impaired persons working in the building to the Property Management Office. Please use the form titled List of Physically Impaired Persons if applicable. This list should include temporary impairments such as a broken leg.
5. Take a head count following relocation.

After the Floor Wardens have been assigned, please complete the Floor Wardens form, and submit it to the Property Management Office. This form should also be used for any changes.

EARTHQUAKES

BEFORE AN EARTHQUAKE

1. Secure bookcases, file cabinets and shelves.
2. Secure all water storage against spillage.
3. Secure wall attachments, computers, appliances, machinery.
4. Install lip to front of bookcases and shelves.
5. The Mayor's Office of Emergency Services suggests preparing for a 72 hour stay after an earthquake by storing the following items:
 - a. Packaged water.
 - b. Portable radio or television.
 - c. Batteries.
 - d. Flashlights, rope, small tools.
 - e. Canned goods, can opener.
 - f. Dried foods.
 - g. First-aid kits.
 - h. Prescription medication.
 - i. Blankets.
 - j. Flat shoes.

DURING AN EARTHQUAKE

1. Remain calm and reassure others.
2. Take cover underneath a solid desk or table.
3. Stay away from windows, filing cabinets, shelves, glass doors.
4. Listen to announcements.
5. DO NOT attempt to leave the building; you are safer in the building than in the street.
6. DO NOT use the stairwells or the elevators until you are officially advised it is safe to do so.
7. If in an elevator, the elevator should go to the nearest floor and then open. Remain in the elevator lobby.
8. If a fire is a consequence of the earthquake, remain calm and follow instructions of your Floor Warden and announcements on the public address system.

AFTER AN EARTHQUAKE

1. Floor Warden's responsibilities
 - a. Maintain calm control over occupants.
 - b. Search, rescue, head count.
 - c. Conduct first aid on any casualties.
 - d. Survey for damage.
 - e. Establish communication: both internal and external.

2. General Guidelines

- a. Watch for aftershocks. Wait for instructions. Keep head protected.
- b. Watch out for falling glass or objects. Close curtains.
- c. Floor Wardens should report injuries to Building Management.
- d. Do not use matches, candles, or open flames. Gas may be present from broken pipes. Report any gas smell to Building Management.
- e. Be prepared to shut off natural gas, water, electricity.
- f. Turn a radio on. Telephones should be used only for emergencies.
- g. Gather tables and group them towards the center of the building.
- h. Move people towards the center of the building. Administer first aid to injured persons.
- i. Do not evacuate until told to do so. Listen to instructions.
- j. If evacuation is ordered, stay away from other buildings, and watch out for falling objects.
- k. In the event of a fire, follow emergency response procedures.

MEDICAL EMERGENCY

In the event of a medical emergency, upon feeling that you may need help:

1. Immediately inform the closest person to call 911 and summon medical help. Specify that it is a medical emergency.
2. If no one is around, immediately call 911 and request medical help.
3. GIVE BUILDING ADDRESS, FLOOR, AND SUITE NUMBERS, AND YOUR PHONE NUMBER.
4. Call the Building Management Office at (925) 935-2033.

Upon being informed of another person in need of medical help:

1. Immediately call 911
2. GIVE BUILDING ADDRESS, FLOOR AND SUITE NUMBER and PHONE NUMBER.
3. Make ill person as comfortable as possible.
4. Call the Building Management Office (925) 935-2033.
5. Give location and phone number
6. If safe to do so, get the person needing assistance close to the elevator.
7. Send someone to wait at the elevator to guide medical units.

Building Staff response upon receiving information that someone in the building is in need of medical help:

1. Call 911 to ensure medical response.
2. Send someone to front of building to meet responding unit.
3. Recall elevator (typically the freight) for responding personnel.
4. Guide medical units to elevator and provide assistance getting to floor and person needing assistance.

Medical tips:

- a. Check breathing, clear airway.
- b. Stop bleeding, apply direct pressure.
- c. Soothe a burn with cool running water.

BOMB THREAT

The responsibility for evacuation and notification of each Tenant employee will reside with the Senior Officer of each Tenant. The Senior Officer will be advised of all information on a timely basis.

BOMB THREAT PROCEDURE

If you receive a bomb threat by telephone:

1. Try to get as much information from the caller as possible: such as detonation time, bomb locations, floor, kind and size of the bomb, reason placed, did caller plant the bomb, caller's name.
2. Note the following: Time of call, was the caller male or female, describe voice and accent, background noises, was the caller angry or show and other emotions.

Upon hanging up with the caller:

1. Notify the Police Department at (925) 943-5844 or 911
2. Notify the Building Management Office at (925) 935-2033
3. Notify your supervisor.
4. The Building Management Office will notify all tenant companies by phone.
5. If advised to evacuate by your Senior Officer, do so quickly, and move at least three (3) blocks away.
6. Remember, you can search your area faster and more thoroughly for a suspicious package, as you know better than anyone else if it belongs.

If you find a suspicious package:

1. Do not move or touch it.
2. Notify the authorities immediately and leave the area.

SUSPICIOUS DEVICE PROCEDURE

1. Do not attempt to move or touch it.
2. Call 911.
3. Inform the Building Management Office immediately at (925) 935 2033
4. Evacuation of the immediate area is the decision of the Tenant.

CIVIL DISTURBANCE

Upon receiving notice that a civil disturbance threatens the building or your suite, please follow the steps below:

1. Call 911.
2. Call the Building Management Office at (925) 935 2033.
3. Notify others in the office.
4. Stay away from the area.

PANDEMIC FLU OF INFECTIOUS DISEASE OUTBREAK

Influenza outbreaks occur regularly, and antibiotic-resistant staph infections are an increasingly common public health concern.

Flue pandemics usually occur in two or three waves about 3 to 9 months apart, depending on the strain and time of year. (Flue tends to subside during warmer summer months.) With new flu strains, no one has immunity, and until a vaccine is developed (usually 18 months), the only prevention tools are non-pharmacological interventions such as social distancing and increased hygiene, plus anti-viral drugs in some cases.

GENERAL RESPONSE DURING AN INFECTIOUS DISEASE OUTBREAK

- Wash hands often; dry with disposable towels.
- Use a hand sanitizer with at least 62 percent alcohol
- Avoid touching nose, eyes, or mouth
- When coughing, cover mouth with your elbow, not your hand
- If you are ill, stay home
- Avoid crowded areas whenever possible
- If you have a staph infection, keep it covered. Seek treatment immediately

AMENITIES

Giving back to our tenants was the driving principle behind creating the shared Amenity Center. No matter the profession, having more space to conduct business will always be in demand. This brand-new facility boasts several conference rooms ranging from 7 to 48 seats for all your meeting needs, a spacious common area for casual chats or quiet workspace out of the office, bike parking to bring more options in your commute, and single-use showers to help with work/life balance. The entire Amenity Center carries high-speed Wi-Fi to keep your work going smoothly outside of the main office.

Hours of Operation: Monday – Friday 8:00am – 5:00pm

BANKS

There are four banks that closely surround Ygnacio Center, in Walnut Creek:

1. Bank of America Financial Center - 1330 N Main St
2. First Citizens Bank Banking Office - 101 Ygnacio Valley Rd Suite #425
3. First Republic Bank – 1400 Civic Drive
4. Wells Fargo - 1499 N Main St

AMENITIES CENTER

CONFERENCE ROOMS

Castle Rock: Capacity 18

Iron Horse: Capacity 7

Juana Sanchez de Pacheco: Capacity: 15

Miwok: Capacity 7

Mt. Diablo: Capacity 48

Conference room features include: tech hook ups (HDMI + AV inputs & video conferencing)

AMENITY CENTER SHOWERS

Whatever the reason, it is always helpful to have a shower handy at the office. We have two single-use showers available with locker storage as needed. Please remember that locker storage is for day use only. Before your first use, please fill out the shower release form and return it to Property Management. Showers are stocked with shampoo/conditioner/bodywash; towel service is not provided.

GARAGE INFORMATION

Ygnacio Center has three parking garages. They may be referred to as YC1 Garage (1990 N. California Blvd), YC2 Garage (2033 N. Main Street) and YC3 Garage (2001 N. Main Street).

YC1 Garage is open 24 hours, 7 days a week.

YC2 Garage is open from 7:00am to 7:00pm, Monday through Friday.

YC3 Garage is open from 7:00am to 7:00pm, Monday through Friday.

On Sundays and Holidays these garages are closed. A limited number of tenants holding parking access cards will have 24/7 access to garages. Overnight parking and vehicle storage is strictly prohibited.

We have an Executive Garage at Level 2, in YC2 parking garage. To reserve a stall in this location, please contact the Building Management Office at YgnacioCenter@hines.com or (925) 935-2033. The monthly rate is \$275.00.

Monthly parkers may register their vehicle and information at <http://monthypark.com/ygnacio-center.html>.

Garage rates:

\$100.00 Monthly

\$2.00 for Each 20 Minutes

\$18.00 max per day

Please note garage rates are subject to change.

EV CHARGING

Ygnacio Center has sixty-five (65) EV Charging Stations located at YC2 and YC3 Garages.

YC2 – Level B (27 stalls total: 7 Tesla, 20 Regular EV)

YC3 – Lower Level 2 (38 stalls total: 17 Tesla, 21 Regular EV).

Click [here](#) for EV Charger Instructions.

This amenity is offered on a first-come, first-serve basis. Usage of charging stations is at cost to each individual user through the Powerflex mobile applications, available on Google Play and the [Apple Store](#)

HEALTH AND FITNESS CENTERS

CB Fit	1840 N. Broadway	(925) 448-8202
CorePower	1375 N Main Street	(925) 300-4047
Orange Theory	1531 Locust Street	(925)278-6313
Renaissance Club Sport	2805 Jones Road	(925) 938-8700

HOTELS

Residence Inn	2050 N. California Blvd, Walnut Creek (925) 433-5215
Courtyard by Marriott	2250 Contra Costa Blvd, Pleasant Hill (925) 691-1444
Renaissance Club Sport	2805 Jones Rd, Walnut Creek (925) 938-8700
The Marriott	2355 N Main St, Walnut Creek (925) 934-2000
Holiday Inn Express	2730 N Main St, Walnut Creek (925) 932-3332
Hilton Embassy Suites	1345 Treat Blvd, Walnut Creek (925) 934-2500

OPEN SPACE WIFI

Ygnacio Center is proud to announce the newest amenity – Open Space Wi-Fi.

To log in simply select the Network titled: ‘Ygnacio Center’ and enter the password as it appears below.

Password: YCcomposts!

RESTAURANTS & CATERING

A Sweet Affair Bakery	1990 N. California Blvd, Ste. 10 (925) 943-2253
Lettuce Restaurant & Catering	1632 Locust St, Walnut Creek (925) 933-5600
The Counter Walnut Creek	1699 N. California Blvd, Walnut Creek (925) 935-3795
Round Table Pizza	1776 N/ Broadway, Walnut Creek (925) 945-7878
The Cheesecake Factory	1181 Locust St, Walnut Creek (925) 952-8450
Extreme Pizza	1630 Cypress St, Walnut Creek (925) 930-6100
Kacha Thai Bistro	1665 Mt Diablo Blvd, Walnut Creek (925) 988-9877
Veggie Grill	1320 Locust St, Walnut Creek (925) 942-1024

STORAGE & LOCKERS

In the Amenity Center, YC2 and YC3 parking garages, we have a variety of storage units that are available to rent on a monthly basis, including bicycle lockers. For inquiries into availability please contact the Building Management Office. Stuf Sorage is a tenant located at 2033 N. Main St., suite 200, who manages rentable storage units for the public use in the building. Please contact them for more information at (415)-291-2410 or visit their website [here](#).

TRANSPORTATION

BART

Ygnacio Center is conveniently located right across from the Walnut Creek BART Station (200 Ygnacio Valley Road). Our campus connects directly to BART via a pedestrian walkway across N. California Blvd.

Bay Area Rapid Transit (BART) provides rail service between the San Francisco Peninsula, including the City of San Francisco and SFO International Airport, with destinations around the East Bay and South Bay, including Oakland, Berkeley, Fremont, Richmond and Pleasanton.

WHEEL BUS SERVICE

The City of Walnut Creek supports a number of free transportation options for residents and visitors including the Route 4 Downtown Trolley, the Route 5 Creekside/Walnut Creek BART, and Route 7 Shadelands Express.

[Route 4, Downtown Trolley](#)

The Route 4 Free Downtown Trolley operates 7 days a week from the Walnut Creek BART Station and provides complimentary hop on, hop off service between various shopping, restaurant, and entertainment destinations in downtown Walnut Creek. Bus service is every 15 minutes during peak hours.

[Route 5, Creekside/Walnut Creek BART](#)

The Route 5 Creekside/Walnut Creek BART service operates weekdays from the Walnut Creek BART Station serving destinations along California Blvd., South Main Street and Creekside Drive, including destinations downtown. Take this bus for easy access to Kaiser Hospital, Los Lomas HS and neighborhoods on Creekside Drive.

[Route 7, Shadelands Express](#)

The Route 7 offers complimentary weekday bus service between the Pleasant Hill/Contra Costa Centre BART Station and the Shadelands Business Park.

SUSTAINABILITY

AMENITY CENTER BIKE LOCKERS

We created a secure bike parking space complete with a bike lift and maintenance tools, to support those who cycle into the office. Please make sure to bring your own bike lock and be respectful of the space. Overnight storage of bikes is not allowed and repeat offenders may have their privileges revoked. Please fill out the bike parking form and return it to Property Management for access to be added to your employee badge.

ENERGY STAR



ENERGY STAR® is a U.S. Environmental Protection Agency (EPA) voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency.

Ygnacio Center has held consecutive Energy Star certification since 2011.

At Ygnacio Center, our use of energy star products allows us to reduce energy usage and leave a smaller carbon footprint. Motion-sensor lighting, reduction of HVAC usage to prime business hours, usage of outside air during cooler times of the day, and LED lighting projects are some examples of energy star product usage and best practices.

Ygnacio Center is constantly researching new ideas to reduce greenhouses gases and stay efficient. To learn more about ENERGY STAR and its program, please visit: <https://www.energystar.gov/about/>

GREEN BUILDING FEATURES

Ygnacio Center has worked hard to provide our tenants with a sustainable, innovative, and efficient building. We have obtained LEED Silver status and we are working equally hard to keep and improve upon it. From reduction of pollution and increasing composting, to bicycle parking, to greenery and plant life in our lobby and plaza, Ygnacio Center believes in bettering the working environment.

Green Building features at Ygnacio Center include:

GREEN BUILDING FEATURES

- Efficient use of fertilizers and an Integrated Pest Management Plan are utilized on the landscaping
- Reduced water consumption from drip sprinklers and aerators on faucets
- Excellent transportation options for reducing carbon output via BART and buses
- Paper products in the restrooms are made from recycled consumer products. Please compost these products in the restroom and only these products
- Sustainable cleaning using least-impactful chemicals and microfibers
- Janitors close blinds to reduce heat load on the weekends and thereby minimizing start up energy and heat ejection on Mondays
- Materials used to renovate tenant suites use recycled pre- and post-consumer content
- Energy sensing systems utilize machine learning and predictive analytics without sacrificing comfort
- Garage sweepers recapture almost all water from cleaning

To read more about LEED Certification, please visit: <http://www.usgbc.org/leed>

RECYCLING AND COMPOSTING

The building wide recycling and composting program was created to make it easier for every tenant company to separate recyclables and compostable from their trash.

Ygnacio Center has a “full circle” recycling program, wherein building waste is sorted into three streams by tenants.

The Property Management Office provides every kitchen or break room with three bins. The blue can is for recyclables, black for landfill, and green for compost. Compostable items include food waste, napkins, soiled paper plates, and biodegradable products. Biodegradable products are labeled with the recycling symbol number 7. Paper towels in the restrooms are compostable and the bins are strictly for compost. Recyclables include paper, newspaper, cardboard, plastic bottles, glass bottles and jars, aluminum and steel cans, clean aluminum foil and tins.

GREEN OFFICE – A PROGRAM FOR TENANTS



GREEN OFFICE is a voluntary initiative adapted for Hines tenant spaces, which measures and rewards the "greening" efforts in your lease space.

The program will help you identify and implement no-cost and low-cost alternatives to operating in a standard indoor office environment. Scored on a scale of 100, you can evaluate your space in seven categories. When a specific strategy or improvement has been implemented from those categories, "Leaf Credits" are earned, which are weighted differently according to their relative sustainable value. If your office achieves 70 Leaf Credits and submits the attached form, it is then designated as a GREEN OFFICE.

We encourage you to establish a "green team" to conduct cost-benefit analyses for opportunities that require nominal cost to achieve a credit. Then a plan can be created for implementing those opportunities and measuring the results with an over-riding goal of reducing our collective environmental footprint and energy consumption.

Hines rolled out a similar program internally in December of 2008 and has since designated over 739 Hines GREEN OFFICES in the United States and Europe, which is more than 32 million square feet of leased space.

"Hines GREEN OFFICE expresses the sustainable approach we have used in our development and management services for decades. Encouraging tenants to make greener choices is just as important as designing healthy, productive, and environmentally friendly space. We are pleased to offer this service to our tenants." - Hines President and CEO Jeffrey C. Hines

As always, feel free to contact property management or engineering if we can assist you with anything, and we look forward to hearing of your sustainability achievements.

APPENDIX

FORMS

After Hours HVAC Request Form

Building Access Application

Contact Information

Electronic Directory Signage Form

Parking Application Form Tenant



YGNACIO CENTER

2033 N. Main St., Suite 210
Walnut Creek, CA 94596
Tel: 925-935-2033

AFTER HOURS HVAC REQUEST FORM

COMPANY NAME: _____

BUILDING: 1900 N. California Blvd.

REQUESTED SERVICE DATE: _____

START TIME: _____ **END TIME:** _____

5/1/21 - 10/31/21:

\$100.00 per hour, with a 4-hour minimum required.

11/1/21 - 10/31/22:

\$85.00 per hour, with a 4-hour minimum required.

An Administration Fee may be applied as per the terms in your lease.

Authorized Signature: _____

Print Name: _____

Phone Number: _____ Date: _____

We will process your request in as timely a manner as possible.
Requests must be submitted at least 48 hours prior to ensure fulfillment.



YGNACIO CENTER

2033 N. Main St., Suite 210
Walnut Creek, CA 94596
Tel: 925-935-2033

AFTER HOURS HVAC REQUEST FORM

COMPANY NAME: _____

BUILDING: 2033 N. Main Street.

REQUESTED SERVICE DATE: _____

START TIME: _____ **END TIME:** _____

5/1/21 - 10/31/21:

\$100.00 per hour, with a 4-hour minimum required.

11/1/21 - 10/31/22:

\$85.00 per hour, with a 4-hour minimum required.

An Administration Fee may be applied as per the terms in your lease.

Authorized Signature: _____

Print Name: _____

Phone Number: _____ Date: _____

We will process your request in as timely a manner as possible.
Requests must be submitted at least 48 hours prior to ensure fulfillment.



YGNACIO CENTER

2033 N. Main St., Suite 210
Walnut Creek, CA 94596
Tel: 925-935-2033

AFTER HOURS HVAC REQUEST FORM

COMPANY NAME: _____

BUILDING: 2001 N. Main Street.

REQUESTED SERVICE DATE: _____

START TIME: _____ **END TIME:** _____

Rate is \$85.00 per hour, with a 4-hour minimum required.

An Administration Fee may be applied as per the terms in your lease.

Authorized Signature: _____

Print Name: _____

Phone Number: _____ Date: _____

We will process your request in as timely a manner as possible.
Requests must be submitted at least 48 hours prior to ensure fulfillment.



YGNACIO CENTER

2033 N. Main St., Suite 210
Walnut Creek, CA 94596
Tel: 925-935-2033

BUILDING ACCESS APPLICATION

- ☐ New Card \$10.00 each
☐ Replacement Card \$30.00 each Previous Card # _____
☐ Reuse Card # _____
(Charges will be billed directly to monthly rent statement)

Building:

- ☐ 1990 N. California Blvd. **Suite:** _____
☐ 2033 N. Main Street **Suite:** _____
☐ 2001 N. Main Street **Suite:** _____

A request for a HID Proxy card has been received. The building access will be programmed; however authorization for 24 hour building access needs to be authorized by the appropriate individual from your office. Please remember to update your after hours authorization list each time you add or take away an applicant.

Please complete the information below and have it signed by an authorized individual.

APPLICANT NAME: _____

COMPANY: _____

SUITE #: _____ BUSINESS PHONE#: _____

I authorize 24 hour building access to the above applicant:

Signature: _____ Date: _____

Print Name: _____ Title: _____

Card acceptance signature: _____ Date: _____

PLEASE NOTE:

We will process your request in as timely a manner as possible.
However, the standard completion time for this request is 24 hours.



ELECTRONIC DIRECTORY SIGNAGE FORM

Company Name: _____

Suite: _____

Logo: Note: When submitting company logos, the files have to be in .jpg or a .bmp format. Logos should be no more than 150 pixels wide and no more than 50 pixels high.
Logos should be e-mailed to YgnacioCenter@hines.com

Floor: _____

Building: _____

Phone: _____

Individual Name: _____

Suite: _____

Company: _____

Title: _____

Phone: _____

Authorized By: _____

Print name

Dated: _____



Ygnacio Center 1, 2 & 3
2033 N. Main Street,
Walnut Creek, CA 94596
(925) 945-3676

APPLICATION FOR MONTHLY PARKING

Please complete all fields and email form to:
dgrouev@pci-sf.com

APPLICATION FOR

☐ INDIVIDUAL
ACCOUNT

☐ BUSINESS ACCOUNT
(MULTIPLE)

PLEASE COMPLETE THIS SECTION IN FULL

☐ NEW ACCOUNT

☐ CHANGE TO (*current parker*)

EXISTING ACCT #: _____

☐ ACCOUNT TERMINATION

☐ LOST / REPLACEMENT

KEY CARD #: _____

☐ OTHER: _____

Key
Card #

TERM
DATE:

Location:

☐ Non-Tenant – 1YC, 1990 N. California

☐ Tenant – 1YC 1990 N. California Blvd.

☐ Tenant – 2YC 2033 N. Main St.

☐ Tenant – 3YC 2001 N. Main St.

EFFECTIVE DATE: _____

The issuance of a monthly access to the customer identified below ("Customer") constitutes permission to park the vehicle identified below in the "Facility" subject to the terms and conditions specified in this Application. Acceptance of Customer's Application and the extension of monthly parking privileges to Customer are on the condition and with express understanding that Parking Concepts, Inc. or the Landlord will not be responsible for damage to Customer's vehicle or for personal property left in the vehicle. **PLEASE READ PAGE TWO FOR FULL RULES AND REGULATIONS.**

APPLICANT INFORMATION

FIRST NAME		LAST NAME	
COMPANY NAME (<i>if billed to company account</i>)			
BILLING ADDRESS	STREET	CITY	STATE ZIP
DAYTIME PHONE		EVENING PHONE	

ALL INVOICES, UNLESS SPECIFICALLY REQUESTED, WILL BE ELECTRONICALLY MAILED. PLEASE PROVIDE BELOW THE E-MAIL ADDRESS TO WHICH YOU WOULD LIKE US TO E-MAIL YOUR MONTHLY INVOICE. **E-MAIL ADDRESS:** _____

VEHICLE INFORMATION

1.	MAKE	MODEL	COLOR	LICENSE PLATE #	STATE
2.	MAKE	MODEL	COLOR	LICENSE PLATE #	STATE
3.	MAKE	MODEL	COLOR	LICENSE PLATE #	STATE
4.	MAKE	MODEL	COLOR	LICENSE PLATE #	STATE

Only one vehicle is permitted to park at a time. Multiple vehicles will be charged the daily rate as posted.

Customer acknowledges that he/she has read and understands all terms and conditions of this application as specified on the second page of this application and accepts the terms and conditions to the parking privileges granted.

Customer Signature: _____ Date: _____

FOR OFFICE USE ONLY

Key Card/Tag #: _____

Account No. Assigned: _____

Parking Rate: \$ _____

Date Entered: _____

Card Deposit: \$ _____

Entered By: _____

Billing Effective Date:

--	--	--	--	--	--

Billing Termination Date:

--	--	--	--	--	--



PARKING CONCEPTS INC.

GENERAL TERMS AND CONDITIONS TO MONTHLY PARKING PRIVILEGES

1. This is a license to park one vehicle in the Facility described within the Application. NO BAILMENT IS INTENDED OR CREATED IN THIS GRANT OF MONTHLY PARKING PRIVILEGES.
2. Individual parkers please include a \$25.00 non-refundable activation fee with first month's payment. A \$2.50 Monthly Processing Fee applies to each account.
3. Monthly parking charges are payable in advance and due on the 1st day of the month. A grace period of 5 days is granted whereby all payments must be received by 5:00pm on the 5th calendar day of each month. If payment is not received as specified, a \$25.00 late fee per access card will be charged for re-activation; otherwise, all parking privileges under this Application are terminated. No pro-ration against monthly charges will be allowed.
4. Reinstatement of parking privileges is the sole discretion of Parking Concepts. No offset will be allowed for parking charges incurred by Customer after termination of parking privileges. To qualify for reinstatement, Customer will be required to pay the full monthly charge for each month starting with the month of termination through and including the month of reinstatement.
5. Where applicable, lost or damaged access cards issued must be reported to Parking Concepts immediately. A \$30.00 replacement fee will be charged for a replacement of a lost or damaged card.
 - a. Parkers that forget their access card must contact an employee immediately after pulling a ticket. Ticket fees will be waived only once per month. Failure to contact an employee promptly may result in parker paying for the non refundable ticket they pull.
6. Where applicable, use of the monthly access card by person(s) other than the designated user may result in cancellation of parking privileges. Exchanging vehicles or operating more than one vehicle per card will result in confiscation of the card and immediate termination of parking privileges.
7. Monthly parking is subject to change at the discretion of the Operator and Ownership, with thirty days written notice to the Customer. Less guarantees in lease, Parking Concepts reserves the right to terminate monthly parking privileges under this Application with written notice to Customer.
8. Extended storage of vehicles is not permitted. A vehicle must exit the Facility daily. Vehicles left in the Facility for longer than one week shall be considered abandoned and shall be subject to legal process including (a) lien sale proceedings; (b) removal from garage at vehicle owner's expense; (c) vehicle boot, (d) small claims court proceedings and (e) proceedings under sections 10652 of the California Vehicle Code.
9. This Application constitutes the entire agreement between Parking Concepts and the Customer for monthly parking privileges. Except for a written agreement signed by Parking Concepts, no attendant or other person working in the Garage has authority to alter or change the terms and conditions set forth in this Application.
10. Monthly card holders may park in any space except those designated for disabled, reserved and restricted areas as directed by the attendant. A valet attendant may park and retrieve your vehicle on your behalf.
11. Monthly Parking terminations must be provided thirty (30) days in advance. Terminations made within thirty (30) days will be billed at the contracted rate without pro-ration.

Special Considerations:

 - a. Parking Concepts will waive the 30-day notice and allow cancellations, additions, deletions & other changes to be requested until 5pm on the 15th of the current month for the following month's billing. After this grace period expires, invoices stand as generated. Individual account holders must submit cancellation request online at www.monthlyPARK.com.
12. Customer agrees to follow the instructions of garage personnel and/or posted signage.
13. All vehicles are to be properly parked within the lines indicating a single parking stall. Vehicles parked improperly or in a grossly negligent manner are subject to tow at the vehicle owners expense.