

# ***4040 CIVIC CENTER TENANT HANDBOOK***



**4040 Civic Center Drive**

**San Rafael, CA 94903**

**Managed by Cushman & Wakefield**

# TABLE OF CONTENTS

<b>Building Information</b>	<b>Page 3</b>
<b>Building Hours &amp; Access</b>	<b>Page 4</b>
<b>Building Staff Contact Information</b>	<b>Page 5</b>
<b>Directions</b>	<b>Page 6</b>
<b>Elevators</b>	<b>Page 7</b>
<b>HVAC System</b>	<b>Page 8</b>
<b>Janitorial Services</b>	<b>Page 10</b>
<b>Local Transit</b>	<b>Page 13</b>
<b>Mail Service</b>	<b>Page 14</b>
<b>Miscellaneous</b>	<b>Page 14</b>
<b>Moving Procedures</b>	<b>Page 16</b>
<b>Recycling Program</b>	<b>Page 19</b>
<b>Security</b>	<b>Page 20</b>
<b>Telecommunication</b>	<b>Page 23</b>
<b>Tenant Service Requests</b>	<b>Page 27</b>
<b>Vendor Insurance Requirements</b>	<b>Page 29</b>

# **BUILDING INFORMATION**

## **NEIGHBORHOOD**

4040 Civic Center is located right off of US Highway 101 with beautiful views of Mt. Tamalpais and the Marin County Civic Center. 4040 Civic Center is also conveniently located across from the newly renovated Northgate Mall with many new retail shops, restaurants, and a movie theater.

## **DESIGN**

4040 Civic Center is a 5 story Class A commercial office building originally built in 1979 with a major renovation in 1995. The building has 3 passenger elevators and 1 freight elevator, as well as 3 common stairwells. The building has a southern 3 story parking garage as well as a 2 story northern parking garage, providing 469 parking spaces for the tenants.

The property's large floor plates and flexible design draws interest from a wide variety of businesses and is home to a strong base of notable and credit-worthy tenants. There is a Café located on the first level to provide tenants with breakfast and lunch options.

4040 Civic Center offers the highest level of building services including an on-site property management team, an engineering staff and full-service janitorial.

## **BUILDING HOURS & ACCESS**

4040 Civic Center is open to the public Monday through Friday. Normal hours of operations for 4040 Civic Center are 7:00 a.m. to 6:00 p.m. The building is closed on Saturday and Sunday.

## **BUILDING ACCESS**

Tenant employees holding a valid building access card can enter the building 24 hours/7 days a week.

## **VISITORS**

Please contact the management office and let us know if you are expecting a large crowd of guests, media, or vendors to the building prior to their arrival during normal business hours.

Prior arrangements through the building office must be made for any after hour visitors or vendors.

## **BUILDING HOLIDAY'S**

4040 Civic Center is closed on the following holidays:

New Year's Day  
Memorial Day  
Labor Day

President's Day  
Independence Day  
Thanksgiving Day  
Christmas Day

Should you require cleaning, ventilation, air conditioning (HVAC), lighting, or any other service on any of the above holidays, please contact the management office two business days in advance.

Since the building staff and contractors observe these building holidays, there will be a charge for any building

services provided. We will be glad to give you a cost estimate for any such services.

## **BICYCLES & BICYCLE RACKS**

Bicycle racks are available in the northern 2 story parking garage.

Bicycles may be taken through the lobby area and brought up in the passenger elevators for floors 2, 3 and 4 due the restricted access on these floors. (Freight elevator on floors 2, 3 and 4 open into private tenant spaces).

## **BUILDING STAFF CONTACT INFORMATION**

The building is managed by Cushman & Wakefield

### **Our Contact Information**

Cushman & Wakefield  
100 Drakes Landing Road Suite 210  
Greenbrae, CA 94904  
Phone: 415-464-8646  
Fax: 415-464-8663

**MANAGEMENT OFFICE: 415-464-8646**  
**Stacey Daniels – Property Administrator**  
**Mikhail Osipov – Assistant Property Manager**  
**Don Denne – Property Manager**

### **ENGINEERING OFFICE:**

Todd O'Donnell  
Please contact Todd via the work order request system at  
[www.PMREQUEST.com](http://www.PMREQUEST.com)

**AFTER HOURS EMERGENCY: 888-638-1729**

# **DIRECTIONS TO THE BUILDING**

## **FROM SAN FRANCISCO**

Take 101 heading north  
Take Exit 455 toward Terra Linda  
Follow signs for Frontage Rd/Fairgrounds  
Turn right onto Manuel T Freitas Pkwy  
Take the first right onto Civic Center Drive

## **FROM EASTBAY**

Take I-680 north  
Take exit 45B to merge onto CA-24 W/State Route 24  
toward Lafayette/Oakland  
Take exit 2B toward I-580 W  
Merge onto I-580 W  
Merge onto I-80 E  
Slight right onto I-580 W (Signs for San Rafael/Point  
Richmond- Partial Toll Road)  
Take exit 1A on the left to merge onto US 101 N toward  
San Rafael/Santa Rosa  
Take exit 455 Toward Terra Linda  
Follow signs for Frontage Rd/Fairgrounds  
Turn right onto Manuel T Freitas Pkwy  
Take the first right onto Civic Center Drive



## ELEVATORS

There are three passenger elevators and one freight elevator in the building.

**Passenger Elevators:** All Tenants. Access cards needed after hours.

**Freight Elevator Access:**

Floor 1 and Floor 5 –All tenants

Floor 2- GSA Access Only

Floor 3 and Floor 4- Pasha Access Only

## ELEVATOR DIMENSIONS

### Freight Elevator

42" x 84" Door opening width

79 ½ Cab Width

55 ½ Cab Depth minus rail. (Deduct 2 ½ for rail and add 5" at door opening)

119" Cab Height

3000 lbs. Weight Capacity

Elevator service is available 24 hours a day. If any elevator fails to operate properly, please notify Building Management at 415-464-8646.

All elevators sound a tone to indicate floor changes to people with visual disabilities.

If you are detained inside an elevator cab due to a malfunction, **REMAIN CALM**. Modern elevator technology will prevent an elevator from falling, so there is no physical danger involved, only inconvenience.

Building Staff will take the necessary steps to release you from a "stuck" elevator as quickly as possible. However, due to safety regulations, they are limited in the assistance they may provide.

Our elevator maintenance technicians will be dispatched immediately in case of a "stuck" elevator in order to correct the problem. Building staff will remain in constant contact with people in a "stuck" elevator to let them know what is being done to release them.

## **HVAC SYSTEM**

### **GENERAL SERVICE**

Heating, air conditioning (HVAC), and lighting are provided Monday through Friday from 7:00 a.m. to 6:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m. The HVAC system is centrally controlled and is designed to provide you with consistent temperatures within your premises. Should the temperature level change abruptly or be outside of a reasonable level in your office, please call the Management Office.

### **COMPUTER ROOM HVAC**

If you require special air conditioning for any computer facilities you have, please contact the Management Office for details concerning the requirements for this service.

### **LIGHTING CONTROL**

As you may expect, energy-related costs are the single largest operating expense. In an effort to reduce costs to all tenants, we have implemented certain energy management measures. On Monday through Friday, the building is controlled by an automated lighting control system. After 6:00PM all lights, except emergency lighting, are automatically turned off until 7:00PM on the next business day.

## **AFTER HOURS LIGHTING**

If full-lighting is needed after hours, on the weekends or holidays, you may make arrangements in advance by calling the Management Office. We will provide after-hours lighting to your floor when requested.

Some areas of 4040 Civic Center are controlled by occupancy sensors. These sensors detect air movement and maintain the lights in the area when it is occupied. When an area is unoccupied, the sensors will detect there is no one in the area and automatically turn off the lights to conserve energy.

If any adjustment is required for a sensor in your suite, please contact the Management Office and an engineer will promptly adjust the necessary sensors. The lights, which are not controlled by sensors, are controlled by individual switches. In order to reduce operating costs, please turn off all of the lights in your suite when you leave in the evenings. Calculators, radios, computers, and coffee machines should also be turned off each evening. Every tenant will benefit from these simple measures to conserve energy.

If you have a light out in your office, please call the Management Office to place a work order. Standard lighting is replaced at no cost to the tenant. For a fee, the engineering staff can replace any custom or specialty lighting, such as track, accent, or spot lighting.

# JANITORIAL SERVICES

Nightly janitorial service is provided to all floors Monday through Friday after 5:00PM. Standard services are provided as listed below. Special requests for janitorial service can be handled by either our day or night janitorial crews, depending on the request. Please call the Management Office to schedule. Items that are to be disposed of and can be compacted by the buildings compactor, must be clearly marked "trash." The janitorial crews will not remove any items unless they are marked "trash." "Trash" stickers can be obtained from the Management Office.

## A. STANDARD SERVICES

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services:

Our daily building cleaning includes:

- \* Sweeping or vacuuming all floors
- \* Dusting all reachable horizontal surfaces
- \* Sweeping all steps, sidewalks, and plazas
- \* Cleaning elevator cabs
- \* Emptying all waste containers
- \* Cleaning all public restrooms

Our weekly building cleaning includes:

- \* Dusting all desk tops
- \* Spot cleaning doors and surrounding areas
- \* Dusting the top of file cabinets and counters
- \* Damp mopping the floors
- \* Cleaning the building directory
- \* Wiping all waste containers

Quarterly we:

- \* Dust all vertical surfaces of furniture
- \* Strip, scrub, and wax all resilient floor areas

## **B. SPECIAL SERVICES**

The Management Office will gladly arrange or provide referrals for special services, such as electrical, painting, or pest control, which may extend beyond the day-to-day needs of tenants. For information regarding these services, please contact the Management Office.

Even with the extensive cleaning program offer, there are many additional services you may wish to consider. The following services can be provided by the Management Office for an additional fee:

1. Carpets: Thorough carpet care requires a professionally organized program that includes steam cleaning alternated with lighter cleaning and power pile lifting, as well as ongoing spot cleaning. Carpeting is an expensive and heavily used portion of your space. Moreover, instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet and keep it in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.
2. Floors: Prolonging the life and beauty of any floor requires a combination of proper maintenance techniques including stripping, sealing, waxing, and buffing. Wood and tile floors often require special care on a regular basis to preserve their natural appeal and life span.
3. Upholstery: Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done when necessary. Dirt in furniture retains odors and mutes the color of the fabric. Marks make the furniture appear unsightly. This can be critical when considering the professional, first class image of your office.

4. Drapes/Blinds: - As with upholstery, draperies or blinds should be cleaned on a regular basis. This helps to maintain color and the fresh, crisp appearance, as well as removing any odors that might be trapped in the fabric.
  
5. Partition Glass Walls and Doors: - Our janitorial staff will spot clean obvious fingerprints nightly, but a more thorough washing on both sides of the glass will need to be scheduled at an additional charge. A regular weekly or monthly cleaning may be set up in advance.
  
6. Miscellaneous: - Other areas in your space might also have special cleaning needs. Private restrooms, wood furniture, etc., all require special cleaning and care to keep them in top condition. Putting a program into place to provide this specialized care will maintain the look and condition of the item.

## LOCAL TRANSIT



Golden Gate Transit located Terra Linda  
(Las Gallinas at Northgate Mall)



Ferry Building- Larkspur Golden Gate  
Ferry terminal located at Larkspur  
Landing



Sonoma Marin Smart Train – Larkspur to  
Cloverdale – Terminal located in Marin  
Civic Center

## **MAIL SERVICE**

Tenant mail will be delivered directly to their individual suites within the building. If there is no one available, the mail will be slid under the suite door.

There is a Fed Ex pick up station directly outside of the southern entrance near the Café.

## **MICSELLANEOUS**

### **ELECTRICAL REQUIREMENTS**

Prior to any alterations of the electrical wiring outlets, etc., please submit specifications to the Management Office for review by the building electrician.

### **WINDOW TREATMENTS**

4040 Civic Center Drive is outfitted with building standard vertical blinds in all suites. To maintain a consistent, professional image both inside and outside, no blinds or blackout drapes should be installed without building approval. Also, we remind you that your lease restricts the exhibiting of any signs or lettering on the windows.

### **WINDOW CLEANING**

The exterior and interior of the exterior windows of 4040 Civic Center are cleaned annually. Building Management will notify tenants one week in advance of interior cleaning so items such as desks, file cabinets, and personal items can be removed from in front of the windows.

### **SOLICITORS**

Soliciting is prohibited at 4040 Civic Center. Please report solicitors to the Management Office.

## **SMOKING**

Smoking is permitted outside the building. There are ash trays located on the north and south sides of the building. Smoking is not permitted within 25 feet of the building. Please dispose of cigarette buds and be courteous to the other tenants outside on the patio.

## **REMODELING/REDECORATING**

Remodeling/redecorating work can be either minor or major in scope and includes any of the following:

- \* Installing electrical or phone outlets
- \* Installing or relocating light fixtures
- \* Relocating doors
- \* Repairing carpets
- \* Installing new carpet
- \* Adding or removing walls
- \* Painting or wall covering

Kilroy Realty has the capacity to organize the work through every phase of construction with minimum involvement on your part. During the beginning phases we meet with you and find out exactly what your requirements are. Depending on how extensive the work is, we either have working drawings prepared or we make a written specification of the scope of the work. When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal proposal is prepared for completing the project. Upon approval of the proposal, contractors are brought on site and the work is coordinated through its completion. If you are interested in any of the above-listed services, contact the Management Office to discuss the appropriate fees.

## **PETS**

Dogs are only permitted within the Building if included in the Tenant's Lease. Dogs are only permitted to use the freight elevator and must be on a leash. Dogs are not permitted within the common areas at 4040 Civic Center. Please be kind and courteous to other tenants of the building.

## **EMERGENCY TELEPHONE NUMBER**

In case of any emergency, such as theft, a fire, or other incidents after normal business hours, we will notify a designated emergency contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

## **LOST AND FOUND**

If you lose an item, please check with the Management Office.

## **MOVING PROCEDURES**

Moves during the day are limited to one load in the elevator. All other deliveries need to be performed after hours (between 5pm – 7am)

### **After-Hours Access and Elevator Key**

You will need additional access cards and an elevator key for your move. It will be necessary to coordinate the supply and coding of these access cards to the building for after-hours use. Please indicate the on-site Property Manager at 4040 Civic Center Management Office to indicate the number of cards needed to schedule a convenient time to pick-up the cards. You will also be issued a freight elevator key which will enable your movers to stop the elevator and keep the doors open during the move. We request that you return the access cards and elevator key the next business day following your move. If the elevator key and access cards are not returned, your company will be charged accordingly.

### **Certificate of Insurance**

Please see requirements sent separate by the Property Manager. A valid/approved insurance certificate must be

received by Property Management with 24 hours of a scheduled delivery of any item.

### **Elevator Access**

**The freight elevator is restricted on floors 2, 3 & 4,** therefore using a passenger elevator may be necessary to access these floor. If a passenger elevator is needed for deliveries, pads must be placed in the elevator designated for the delivery. Property Management must have this request AND the insurance certificate at least 24 hours in advance of any delivery. Please contact the Property Manager to discuss further if needed.

Freight elevator Dimensions: 42" x 84" Door opening width  
79 ½ Cab Width  
55 ½ Cab Depth minus rail. (Deduct 2 ½ for rail and add 5" at door opening)  
119" Cab Height

Building Overhang Clearance near Freight: 13' 6"

Land width near Freight: 12 '

### **Protective Materials**

The Building requires standard protection for moving, including Masonite and protection on all wall edges. Please be sure that the movers pay particular attention to protecting the freight and/or passenger elevators and fire doors. Both of these doors have a unique paint on them which is expensive to repair if they are damaged.

### **Truck Access and Parking**

Please have all personnel park in the appropriate, marked parking locations. We request that both cars and trucks be observant of the fire lanes surrounding the building and driveways.

It is difficulty for a trailer over 40 feet in length to reach the freight entrance. In particular, the left turn from the entry

driveway onto the building parking lot can be difficult for large trucks. This is where the palm trees are located.

Damage to trucks and property has been incurred in this location in the past, therefore we recommend that large trucks use the back entrance which is accessible via Scettrini Drive.

For larger pieces of furniture such as large conference tables, removal of the elevator hatch will be necessary. In rare cases, an exceptionally large piece of furniture may have to be moved on top of the elevator car. This work is performed by the building elevator maintenance contractor (ESR) and results in an additional charge. **Pallet jacks are not allowed in any elevator.**

If it is necessary to move an object on top of the elevator or through the escape hatch, the costs will be billed to the Tenant at the current hourly rate (including travel time).

Any problems or damage to the elevator, resulting from overloading, etc., that requires the services of ESR will be billed to the respective tenant.

## **ADDITIONAL CHARGES**

**Movers/Tenants** are responsible for the cleanup of all public areas from the entrance of the building to the tenant suite. Any costs incurred for janitorial services will be passed on to the tenant.

Tenants moving out of the building must ensure that the vacant space is cleaned of any materials, equipment, debris, etc. Charges incurred by the building for the removal of such materials will be passed on to the tenant.

## RECYCLING PROGRAM

Tenants must separate out the following trash and recyclable items and designate containers for each:

- **Trash**- such as plastic bags, chip bags, food, wax paper, and composting
- **Glass/Plastic/Aluminum**
- **Paper**
- **Cardboard** – Please break down large boxes and mark as “trash” so the janitorial crew can dispose of them accordingly.
- ***Composting is not yet available for Marin commercial properties***

If you need additional or special recycling barrels, they can be purchased from the Building Office, please call 415-464-8646.

### **Hazardous Waste**

Tenants must comply with regulations mandating waste disposal and removal practices. Disposal of hazardous waste must follow strict federal, state, and local guidelines. Please sort waste accordingly.

### **Janitorial Service**

Nightly janitorial services empty all waste containers daily.

# SECURITY

The security at 4040 Civic Center is one of our highest priorities. Consequently, we have developed and implemented a system to maximize personal safety and to minimize the chance of property damage and theft. Specific elements of our comprehensive security system are outlined below.

## **THEFT AND INSURANCE**

Any suspected theft, no matter how small, should be reported to the Management Office. The San Rafael Police should also be notified immediately by calling 415-485-3000 and a report should be filed. The Police need to be informed of any thefts in the building in order to establish a pattern to the thefts and to effectively complete an investigation. The insurance policy for 4040 Civic Center does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each Tenant.

### **Office Theft**

Theft in the office place is not uncommon. Also, for several simple reasons, thefts invariably increase in frequency during the Holiday season. Usually small personal items such as checkbooks, wallets, purses, radios, coins, and other easily concealable property are targets. Larger items, such as clothing, shoes, umbrellas, desk items, gift packages, and clocks, are also stolen.

The reality is that almost anyone can easily enter most offices in a typical office building and take whatever they want. As with most office buildings, 4040 Civic Center is open to the public during the working day, five days each week. Professional thieves make a specialty of office buildings

because the pickings are easy. If they are bold enough to walk in and act like they belong there, they can make a living just by strolling through office spaces and taking personal items.

The solution to this problem lies within each tenant's control. There are some very effective deterrents to office theft and they are simple to carry out. The following steps will increase the security and safety of everyone in the office:

1. **Security Awareness:** It is quite typical for people to wander through office spaces that have no business there. Frequently they are lost, just looking around, or are involved in some kind of activity that gives them legitimate need to see a particular person or be in a specific place. They may have strayed for perfectly innocent reasons into other areas.

Any employee who **does** belong in the area should simply ask strangers who they are looking for or how they might be of assistance. This security awareness act on the part of employees will typically prevent a great deal of theft in offices and in retail environments, according to studies done by the American Society for Industrial Security. A would-be thief will generally leave empty handed when he has been "greeted" (i.e. observed or noticed). It is the employee who **does** belong in an area who can most easily prevent crime.

2. **Reception Areas:** Traffic into or out of an area should be funneled through places where company employees may observe who is coming and going. When non-company individuals pass through, they should be greeted and asked who they wish to see or where they are planning to go. Coupled with proactive efforts on the part of employees in general, this traffic-control measure extends the effectiveness of theft prevention to even greater levels.

3. **Locking Valuables:** Almost every case of personal theft from office spaces in 4040 Civic Center involves the theft of an item that was left on a desk or shelf. Many were in a jacket pocket left hanging in an office, in an unlocked desk drawer,

or simply sitting on an office or cubicle floor. The common denominator here is that anyone who wanted the item could have easily taken it. The solution is to avoid leaving valuable personal items lying in plain sight or in unlocked desk drawers. Put them away in locked drawers or cabinets. Don't leave wallets, check books, or purses lying around. If your office or cubicle is not usually locked it is "publicly" accessible.

If you would leave your personal belongings in your open, unlocked office and desk, it is nearly equivalent to leaving them in the hallway or the elevator lobby. While it is surely inconvenient to lock things up when you leave your area, there is no other, more effective, way of protecting your possessions. We have very few recorded cases on file of breaking into an office, desk, briefcase, or locked cabinet.

4. **Reporting Thefts:** All thefts should be reported to Building Management. In many cases the theft report adds information, which helps us identify a trend or a consistency, which leads us to the thief, or gives us clear direction in preventing further thefts of that type. Whether or not the stolen item is of significant value, information about the theft may be of great value. Building Management will respond promptly and take a complete theft report on any item stolen. Those reports are reviewed, compared, and correlated in efforts to determine who is stealing on our property. We genuinely want to catch thieves, but statistics and experience show the most effective measures in stopping theft are those that prevent it from happening in the first place.

5. **Internal vs. External Theft:** Most thieves look like ordinary people, and although most people do not steal, there is no way to distinguish thieves from other people. It is very unlikely that stolen goods will be recovered and it is nearly impossible to catch a thief in the act. A co-worker might steal repeatedly and never be caught.

**The solution: Lock your valuables and challenge strangers!!**

## C. INCIDENT REPORT

To provide an accurate record of every incident, the 4040 Civic Center Building Staff is required to write an incident report for any theft or other incident occurring on the property.

We would appreciate your cooperation in answering any questions the building staff may have.

## TELECOMMUNICATIONS

### Emergency Service and/or Repairs

1. Call AT&T.

They can check the lines leading to the building to determine if the problem occurs at or before the MPOE. Whenever you have a problem with your telephone lines, call AT&T first. In our experience, most problems originate outside of the building. If the problem is not found within AT&T telephone lines, then it is typically an equipment malfunction. It is very rare that a problem will occur with the house system cabling.

### **Please note the following before scheduling work:**

Please remember to let the management office know before you schedule vendors. Insurance must be on file **before** work can commence in order to eliminate any delays.

## TENANT SERVICE REQUESTS

If you follow these procedures for requesting building services, we can provide you with an efficient response.

Log into the tenant request module at [www.pmrequest.com](http://www.pmrequest.com) anytime to leave a work request or any other type of request. This is the easiest way to report issues not only in your suite but around the building if you see something out of order or a bathroom needs attention.

You may also call or email the office but your response will be quicker if you use the automated system.

### **Give the following information:**

- Tenant name and suite number
- Name of the individual calling
- Nature of request or problem
- Location on floor
- Contact number

Building Management staff will dispatch the proper personnel to service your requests.

Some services provided by our engineer and janitorial departments may have associated charges.

**Please check with your main tenant contact before requesting special services. Charges may apply for keys, access cards, Engineering Labor, extra HVAC and extra cleaning.**

## TENANT AND LOBBY DIRECTORY SIGNAGE

To add or change names and/or headings on the lobby directory and/or suite and floor signage, please contact the

Building Management Office. Signage orders usually take 2 to 3 weeks to process, and in some cases, there may be a fee.

## **KEYS**

All keys at 4040 Civic Center are keyed to a Building Master Key System. This key system is necessary so the Fire Department and Building Emergency Staff have access to all areas in the event of an emergency.

For this reason, no locks can be changed or additional locks/bolts be added to any door within your suite without advanced approval from the Building Management office. If additional lock work for your suite is necessary, the building staff can provide new locks and keys for a fee. Please contact the Management office as required.

There is a \$5.00 charge for each key. Adding or removing of locks will be priced at the time the request is made.

# VENDERS, CONTRACTORS, DELIVERIES INSURANCE REQUIREMENTS

DTZ requires an original Certificate of Insurance and Endorsement from all vendors before work or service is performed in the building.

It is the responsibility of the person scheduling the delivery or visit to ensure the Property's insurance requirements are met, and to verify that a Certificate of Insurance has been submitted and received by Building Management. Please contact the Building Management Office for a copy of the insurance requirements and additional insured language or please visit [www.4040civiccenter.com](http://www.4040civiccenter.com).

The Certificate of Insurance shall be endorsed to provide the above additional named insured will receive 30 days written notice of cancellation or material change in policy provisions.

In the circumstance that vendors or contractors need to perform work in your suite during non-business hours, please provide written notification at least 24 HOURS IN ADVANCE to the Building Management Office via email or the Access request Form located on the properties website ([www.4040civiccenter.com](http://www.4040civiccenter.com)) under "Building Forms" including:

- Names(s) of the individuals(s) and the company.
- Date they will be working and the approximate time.
- Description of the work to be done.
- Time the contractor will arrive and depart.