

2525 28th Street

BOULDER, COLORADO



FIRST CLASS CONSTRUCTION • TIMELESS DESIGN • REMARKABLE SERVICE

MAVDevelopment West, LLC

Blake Street Terrace • 1860 Blake Street, Suite 610 • Denver, Colorado 80202

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2525 28th Street Tenant Handbook

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WELCOME . . .

1 Introduction

MAVDevelopment West welcomes you to 2525 28th Street. We are delighted to have you as a tenant and our goal is to make your tenancy a pleasant experience by providing prompt, efficient, and courteous service. This handbook has been prepared for your reference and convenience. The following is some background information on our organization.

MAVDevelopment and MAVD West has actively acquired and developed projects representing over 3,000,000 square feet of commercial/office space, 1,000 acres of land, at a total value of over \$500 million. MAVD currently manages a portfolio consisting of over 600,000 square feet of office space and 300+ acres of land for development. Our professionals include registered architects, construction and finance experts with an average of 20+ years of experience.

MAVDevelopment West has a simple mission: “Be the best at what we do in the markets that we serve.”

2525 28th Street Property Management staff are here for one reason: to assure your satisfaction. So please contact us with any questions you may have regarding your suite; we also appreciate comments and suggestions.

We appreciate your tenancy and look forward to continuing to serve you and your firm for many years to come.

Sincerely,

MAVDevelopment West

Our Company: History

In 1989 Michael A. Vlastic founded MAVDevelopment Company in connection with his family's business, Vlastic Investments, LLC. Since the 1930's the Vlastic family has been an active investor and operator of businesses in Southeast Michigan, most notably Vlastic Foods which was sold to Campbell Soup Company in 1978. MAVDevelopment Company is headquartered in Ann Arbor, Michigan.

MAVDevelopment real estate activities were concentrated in Southeast Michigan until early 2006 when its Colorado subsidiary, MAVD West, LLC was created. MAVD West is located in Denver, Colorado and focuses on acquiring and managing real estate assets along the Colorado Front Range.

MAVDevelopment West Mission Statement

"Be the best at what we do in the markets that we serve".

MAVDevelopment West Core Values

- | | |
|-------------------------|---|
| Teamwork - | We foster a culture of cooperation, respect, honesty and encourage creativity and innovation in our work. |
| Quality - | We strive to acquire and develop properties with first-class materials and timeless design. |
| Service - | We pride ourselves on delivering responsive, personal service to our tenants and second to none care of our assets. |
| Sustainability - | We are loyal stewards of the environment and aim to utilize design and operating standards that minimize the impact to our earth. |
| Community - | Our success relies on support from local communities that we actively support, and we seek to improve our communities by the projects we undertake. |

2 BUILDING OPERATIONS

2.1 Key Personnel

Robert Aldrich	President	(734) 930-6700
Margaret Brandt	Property Manager	(303) 308-1200 ext. 1203 (720) 234-9211 cell
Tiffany Boyce	Tenant Administrator	(303) 308-1200 ext. 1207
John Burrows	Maintenance Supervisor	(303) 308-1200
Tom Coyle	Maintenance Technician	(303) 308-1200
Michael Genrich	Vice President	(734) 929-1005
Mark Melchi	Vice President	(734) 929-1004

2.2 Emergency Numbers

Fire Department -Emergency	911
Fire Department- Non- Emergency	720-913-2400
Police – Emergency	911
Police- Non- Emergency	720-913-2000
Poison Control	1-800-222-1222
Weather Conditions	303-494-4221
Bomb Threat	911 or Federal Protective Service 1-877-437-7411
Natural Gas Emergency	303-623-1234

2.3 MAVD West Contact Information

Main Office Number	(303) 308-1200
Fax Number	(303) 308-1202
Service Request Email Address	servicewest@mavd.com
Company Web Site	www.mavd.com

MAVD West Address: 1860 Blake Street
Suite 610
Denver, CO 80202

2.3.1 After Hours Contact Information

An answering service is in place should you have to contact MAVD West after normal business hours. Dial the main phone line at 303-308-1200 and when prompted press #6 to be connected to a live operator. Once the operator has taken all the pertinent information they will then contact a member of the MAVD West staff. The staff member will follow up with the caller, giving them an approximate time the emergency will be addressed. In some cases a charge may be incurred by the Tenant for work performed after normal business hours.

2.4 After Hours Access System

Tenants have access to 2525 28th Street seven days per week, 24 hours per day. An access card is required to gain entry to the building after normal business hours which are listed in the next section, "Hours of Operation." Upon occupancy access cards will be assigned to current employees at no charge. After the initial issuance, additional or replacement cards may be requested at a cost of \$10 per card. All requests for access cards must be submitted to MAVD West on Form "B" which can be found in the Tenant Handbook. Should an employee leave your company, please retain their building access card so it can be reprogrammed for future needs.

2.5 Hours of Operation

2.5.1 Main Lobby

The Front Main Lobby entrance of 2525 28th Street is unlocked at 7:00 a.m. and secured for the evening at 6:00 p.m., Monday through Friday. The building remains locked at all times on Saturdays, Sundays and Federal Holidays. Tenants entering the building outside of these hours will need to utilize their building access card to gain entry.

2.5.3 Elevator

Located in the main lobby is one (1) passenger elevator, which provides vertical access to the building.

If the elevator fails to operate properly, please contact MAVD West immediately. If you are detained inside of the elevator cab due to a malfunction, you should press the emergency call button located in the elevator cab. This will connect you directly with ThyssenKrupp Elevator, the elevator maintenance company and they will provide you further instructions.

2.5.3 Parking

Shared parking is available on the surface lot and under the building.

2.6 Recycling

2525 28th Street participates in a single stream recycling program which is provided at no charge for businesses.

2.7.1 Getting Started

If your office is not currently participating, but would like to participate contact MAVD West to get set up. It's easy, free and most of all it can help cut business waste by 40—75%.

Did you know that the average office worker generates 126 pounds of paper per year?

2.7.2 Suite Recycling Location

Once your office has received their recycling containers, a "Recycling Location" must be established within the office. This is where the recycling will be placed nightly for pick up by the janitorial staff. The janitorial staff does not empty or pick up any recycling other than that which is placed in this location.

2.7 HVAC Services (Heating, Ventilating & Air Conditioning)

The 2525 28th Street building Heating, Ventilating, and Air Conditioning is provided by self contained roof top units (RTU's). The RTU's are serviced by the MAVD West maintenance personnel and a licensed HVAC service contractor.

2.8.1 Thermostats

Thermostats can be adjusted by 2 degrees either up or down. Should you experience warm or cold temperatures, adjust the thermostat for the area that is uncomfortable and see if this does not resolve the issue. Should there be no change in the temperature, contact MAVD.

2.8.2 HVAC Hours of Operation

HVAC service is provided to your suite as specified in your lease or during the normal business hours of the building which are:

Monday — Friday 7:00 a.m. to 6:00 p.m.

Saturday— 8:00 a.m. to 12:00 p.m.

Sunday & Federal Holidays -none.

Outside of normal business hours the temperature may fluctuate as the HVAC goes to unoccupied mode to conserve energy.

2.8.3 Additional Hours of Operation for HVAC

Should you require additional heating or cooling outside of normal business hours or holidays please contact MAVD West at least 24 hours in advance of the requested date. All requests must be submitted in writing on Form "C" which can be found in the Tenant Handbook and forwarded to MAVD West.

Additional costs for extended operation of the HVAC system may apply as detailed in your lease agreement.

2.8 Service Requests

Maintenance personnel are available for service from 7:00 a.m. to 5:00 p.m. Monday through Friday.

2.9.1 Submitting a Service Request

Maintenance service requests can be submitted via email to servicewest@mavd.com or online through the MAVD West web site at www.mavd.com. Once on the site click on the box labeled "Colorado Properties." Phone requests are always welcome at 303.308.1200.

Please direct all Service Requests to the MAVD West office, rather than directly to maintenance

personnel. This helps us track requests and ensure they are resolved in a timely fashion.

2.9.2 Information

When submitting a service request, please include the following information:

- Requestor Name and Phone Number
- Company Name
- Suite Number
- Scope of Work to be completed (give as much detail as possible)
- Location of work to be completed (give as much detail as possible)

2.9.3 Completion Time

We make every effort to attend to service requests within a 24 hour time frame. Despite our best efforts, special circumstances, such as the need to order parts, may delay completion.

2.9.4 Vendor/Contractor Work

Should the service request require the assistance of outside vendors, a contractor may be called to obtain a price quote for the work. Once the tenant has approved all costs, the contractor will be contacted to schedule the work. The tenant will be billed on their monthly rent statement for any agreed to charges.

2.9.5 After Hours Service Requests

Should you require emergency services after normal business hours contact the MAVD West answering service as outlined on page 6.

What constitutes an emergency? A request that can't wait until the next business day due to the interruption of a building system that could result in significant personal or property damage/loss. Water leaks, power outages and life safety issues are also considered an emergency.

Locked out of the building or your suite? Try calling another member of your company.

2.9 Moving Procedures

In order to ensure that you have a safe and efficient move either into or out of 2525 28th Street, the following procedures should be followed to prevent any damage to the building and to minimize interference with the lobby areas and other Tenants.

2.10.1

Moves may only take place (*BEFORE 7:00 a.m. or AFTER 6:00 p.m.*) Monday thru Friday or on the weekend, unless specifically approved by MAVD West.

2.10.2

The section on “Specifications for Moving,” Section 2.11 of this Handbook, should be forwarded to those moving companies bidding on your move.

2.10.3

When a moving date is firmly established, a letter must be written to:

Margaret A. Brandt
Property Manager
MAVD West
1860 Blake Street, Suite 610
Denver, CO 80202

The letter may be e-mailed to mbrandt@mavd.com

The letter should provide the following information:

Date of move. The actual time the move will take place. MAVD West must clear all moving arrangements. All moves will be scheduled on a first come, first serve basis.

Time periods for which the elevator is needed. The padded freight elevator is the *ONLY* elevator that should be used for your move. This ensures no disruption of elevator services for the other tenants of the building.

Name of moving company. Name and phone number of the contact person with the moving company.

Proof of adequate insurance coverage by the moving company. Copies of Certificates of Insurance must be received by MAVD no later than five (5) days prior to the scheduled day of the move from the Moving Company and any contractor doing work to assist with the dismantling of equipment, partitions, etc., (i.e. electrical company, plumbing company, computer company, etc).

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Insurance Policies must name as additional insured:

Owner: 2525 28th Street, LLC
Owners Agent: MAVD West, LLC

Please see Section 2.11.4 of this Handbook for the required limits of coverage. Management may refuse movers access to the building should their Certificate of Insurance not meet MAVD requirements.

2.10.4

A tenant representative will need to be present during the move in order to provide access to the premises and to monitor their activity. Advance written notice is required for any contractors requiring access to your suite and/or elevator prior to your move. Every effort will be made to accommodate your needs.

2.10.5

Moving companies and Tenants will be responsible for leaving the building and the premises clean. This will include removing all cartons and other trash generated from the move, sweeping or vacuuming the lobby and corridor floors, and cleaning up the elevator cab.

2.10.6

Any and all damage to the building, grounds, or elevator areas caused by the Tenant, the moving company, or the employees or agents of either the Tenant or the moving company, will be the responsibility of the Tenant. The Tenant will reimburse the Landlord for the entire cost of restoring the building to its original condition prior to the move. To avoid unnecessary damage:

- A. Pad or otherwise protect all entrances, doorways and walls affected by the move.
- B. Cover all floors traversed during the move with appropriate material.

2.10.7

Your moving company must report any electrical problems or equipment break downs that occur during the move which may affect building operations

2.10.8

The Fire Marshall prohibits the blocking of fire corridor, exit door, elevator lobby or hallways. Do not park moving vehicles in marked fire lanes.

2.10.9 Walk Through Inspection

At completion of the move, a walk-through inspection will be performed with a representative from the Tenant and MAVD West. During the inspection, a list will be prepared outlining items, if any, the Tenant will be responsible for repairing or replacing.

2.10 Specifications for Moving and Delivery

MAVD West has established the following specifications for the movement of Tenants office furniture and equipment into or out of 2525 28th Street.

2.11.1 Instructions to Moving Company:

The moving company is responsible for contacting MAVD West, LLC to arrange for a meeting prior to the scheduled move. This will enable the mover to inspect the tenant premises and acquaint the mover with the existing conditions of the premises (bringing to the attention of MAVD West any pre-existing damage) and enable the mover to provide proper equipment and labor necessary for an orderly and timely move. This will also allow the moving company to become familiar with the building surroundings, such as building entrances, elevator locations, loading docks, garage entrances and also to be made aware of safety precautions under which their work must be accomplished.

2.11.2 Moving Schedules

Moves may only be scheduled **BEFORE or AFTER** normal business hours of 7:00 a.m. to 6:00 p.m. Monday through Friday or on the weekend. A Tenant representative must be present at all times during the move.

2.11.3 Moving Company Requirements

The moving company shall furnish all supervision, labor, materials and supplies necessary to perform an orderly and timely move.

- (a) Each employee of the moving company shall be bonded and uniformly attired in the same type and color uniform. These requirements shall be strictly adhered to in order to maintain security of the premises and provide easy identification of the movers.
- (b) The moving company shall take every precaution to safeguard the property from damage. They shall be responsible to pad or otherwise protect all entrances, doorways, walls and windows affected by the move, including covering all floors traversed during the move with appropriate material. Any equipment such as dollies, hand trucks, etc. must have rubber-tired wheels and must be free from grease and dirt.
- (c) When a move occurs, the freight elevator cab is padded. The padded freight elevator is the **ONLY** elevator to be used during the move.
- (d) The Fire Marshall prohibits the blocking of fire corridors, exit doors, elevator lobbies or hallways. DO NOT park moving vehicles in marked fire lanes.
- (e) The moving company shall be responsible for leaving the building grounds and premises clean by the removal of all cartons, trash generated from the move, sweeping, vacuuming the lobby, corridor floors and elevator cabs.
- (f) The moving company shall report any electrical problems or equipment break downs that occur during the move which may affect building operations.

2.11.4 Insurance Requirements

The mover, at the mover’s sole cost and expense, shall obtain, maintain, and keep in full force and affect the following types of insurance:

- a. Comprehensive General Liability \$1,000,000.00
- b. Employer’s Liability & Workers Comp \$500,000.00
- c. Comprehensive Auto Liability \$1,000,000.00
- d. Umbrella Liability \$1,000,000.00

The Insurance Policy must name *MAVD West, LLC* and *2525 28th Street, LLC* as additional insured.

The certificate of insurance must be received by MAVD West at least five (5) days prior to a scheduled move.

MAVD West, LLC may refuse movers access to the building should their certificate of insurance not meet the above requirements.

2.11 Tenant Signage

MAVD West provides Tenant identification in the main lobby directory and on suite entrance doors.

Please refer to your lease for additional signage requirements.

2.12 Mail & Delivery Guidelines

Upon move-in each Tenant is assigned a mailbox in the first floor lobby, along with two mailbox keys.

2.13.1 Mailing Address

The Building's mailing address is 2525 28th Street, Denver, CO 80301. Incoming mail must include your suite number to guarantee delivery by the post office or other commercial delivery services.

2.13.2 U.S. Postal Service

An outgoing mail slot is located in the mailbox area in the first floor lobby. Mail is picked up daily when the mail is delivered and again at 4:00 p.m.

Post Office Address:

2995 55th Street

Boulder, CO 80301

Mon. — Fri. 8:30 a.m.—6:30p.m.

Sat. 9:00 a.m.—6:30 p.m. Sun. Closed

www.usps.com

1-800-275-8777

2.13 Rent Payments

Rent payments are due on or before the first of each month. Payment can be made by check and made payable to 2525 28th Street, LLC and mailed to 2727 South State Street, Suite 100, Ann Arbor, MI 48104.

2.14 Solicitation

Solicitation is not permitted in the building or on the building premises. Please notify MAVD West immediately if you notice a solicitor within the building. Building staff will make every effort to locate the person and as quickly as possible escort him/her off the premises.

2.15 Contractors & Vendors Access

There may be special instances when you may require contractors or vendors to perform work in your suite. In such instances, please provide written notification to MAVD West prior to the work being conducted. Please include the following information:

- Company name
- Names of all people who will be doing the work
- Date(s) the work will be performed
- Time the contractor/vendor will arrive and depart
- Description of the work being done
- Copy of contractor/vendor certificate of insurance

This includes phone, internet, and/or IT contractors/vendors that may need to access the electrical or phone closets.

For security reasons our building staff will not admit contractors/vendors into your suite. Please make arrangements to meet the contractor/vendor or to provide them with access.

2.16 Building Rules & Regulations

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors, and halls shall not be obstructed or encumbered by any Tenant or used for any purpose other than ingress and egress to and from the Leased Premises.
2. No sign, picture, lettering, notice, or advertisement of any kind shall be painted or displayed on or from the windows, doors, roof, or outside wall or interior of the building in which the Leased Premises are located except within the Leased Premises.
3. No curtains, blinds, shades, screens, awnings, or other projections shall be attached to or hung in, or used in connection with, any window, or door of the Leased Premises or outside wall of the Building without prior written consent of the Landlord, which shall not be unreasonably withheld, conditioned or delayed.
4. Any carpeting cemented down shall be installed with a releasable adhesive.
5. The water and wash closets and other plumbing fixtures shall not be used for any other purpose other than those for which they are constructed, and no sweepings, rubbish, rags or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the Tenant who, or whose servants, employees, agents, visitors or licensees, shall have caused the same.
6. No Tenant shall mark, paint, drill into (with the exception of picture hangers), or in any way deface any part of the Leased Premises of the Building of which they form a part except to the extent of non-structural alterations permitted under the Lease. No boring, cutting or stringing of wires shall be permitted, except with the prior written consent of the Landlord, and as the Landlord may direct.
7. No motorized vehicles, and no dog or other animal shall be allowed in offices, halls corridors, or elsewhere in the Building except leader dogs.
8. Tenant shall not cause or permit unusual or objectionable odors to be produced upon or permeate from the Leased Premises, including duplicating or printing equipment emitting noxious fumes. Tenant shall not allow any cooking on the Leased Premises, provided that Tenant shall be permitted to use a microwave oven in the Leased Premises. Tenant shall not disturb any occupants of this or neighboring buildings or Premises.
9. No Tenant shall throw anything out of the door, window, or down any passage ways or elevator shafts.
10. All loading, unloading, receiving or delivery of goods, supplies or disposal of garbage, or refuse shall be made only through entry ways provided for such purposes and indicated by Landlord.

11. Tenant is not permitted to use any part of the Building or Common Areas for lodging or sleeping, or for any immoral or illegal purpose.
12. All safes, freight, furniture, or other bulky matter of any description shall be carried in or out of the Leased Premises only at such times and in such manner as shall be prescribed in writing by Landlord, and Landlord shall in all cases have the right to specify the proper positions of any such safe, furniture or other bulky articles which exceed the floor load limit of 80 pounds per square foot, and, to require the installation, at Tenant's cost, any reinforcement of the floors in the Leased Premises deemed necessary by Landlord or its engineers and/or contractors, and provided that the same shall only be used by Tenant in a manner which will not interfere with or cause damage to the Leased Premises or the Building in which they are located, or to the other Tenants or occupants of said Building. Tenant shall be responsible for any damage to the Building or the property of its Tenants or others and injuries sustained by any person whomsoever resulting from the use or moving of such articles in or out of the Leased Premises, and shall make all repairs and improvements required by the Landlord or governmental authorities in connection with the use or moving of such articles.
13. Tenant shall not bring in or allow to be kept upon the Leased Premises any inflammable, combustible or explosive fluid, chemical substance or any article deemed extra hazardous on account of fire or other dangerous properties, except in accordance with applicable law.
14. Landlord shall have the right to prohibit any advertising by any Tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
15. Canvassing, soliciting, and peddling in the building is prohibited and each Tenant shall cooperate to prevent the same.
16. Windows in each office suite shall remain closed during periods when the building heating or air condition is in operation.
17. Wherever the word "Tenant" occurs, it is understood and agreed that it shall mean Tenant's associates, agents, clerks, servants, and visitors.
18. The Building is a "NO SMOKING" building. Tenant shall not permit any of its employees, agents, invitees, guests, or any other person within the Leased Premises to smoke, and Tenant shall place appropriate signage within the Leased Premises indicating that there is no smoking within the Tenant's offices.
19. Landlord is not responsible to any Tenant for the non-observance or violation of the rules and regulations by any other Tenant, provided Landlord is uniformly enforcing the same.
20. Landlord reserves the right to exclude from the Building between the hours of 6:00 p.m. and 8:00 a.m. on business days, 12 midnight to 8:00 a.m. and 1:00 p.m. to 12 midnight on

Saturday and at all hours on Sundays, and legal holidays, all persons except Tenant's employees and visitors who are given after hours access by Tenant via the Building's electronic security system, and Tenant shall be liable to Landlord for all acts of such persons.

2.17 Energy Management

MAVDevelopment West is committed to sustainability and energy saving initiatives. We strive for continuous improvement in the energy efficiency of our buildings and encourage our tenants to participate in this commitment to reduce our impact on the environment.

Did you know that over 50% of our nation's energy use is used at places where we work? This is why we have initiated energy saving measures in our buildings and continue to review best practices within our industry that promote environmental stewardship. Our efforts include:

- ◆ Operating and maintaining our building systems and equipment so they perform at peak efficiency.
- ◆ Becoming an *Energy Star Partner* and being committed to do our part to protect the environment through improved energy performance at our buildings.
- ◆ Using state of the art electronic controls to monitor and manage our HVAC systems.
- ◆ Using occupancy sensors and electronic lighting controls.
- ◆ Installing high efficiency motors and variable frequency drives on major equipment.
- ◆ Tracking and monitoring energy and water usage with sub-meters to identify potential savings.
- ◆ Conducting energy audits at each property to identify energy waste and efficiencies.

As tenants, you can help reduce energy consumption within your suite by implementing a few simple strategies noted below:

- ◆ Power down during off hours: Turn off everything possible, such as PC's, monitors, copiers, kitchen equipment and task lights.
- ◆ Energy Star equipment: When purchasing office equipment such as PC's, printers, appliances, copiers, fax machines, etc. consider Energy Star models that "power down" after a period of inactivity.
- ◆ Laptop computers and Inkjet printers: If appropriate, use laptop computers which consume 90% less energy than desktop computers. Also, ink-jet printers consume 90% less energy than laser printers.
- ◆ Space Heaters: Space heaters are energy hogs, present safety concerns and should not be used. If areas within your suite are too cold, please let us know.
- ◆ Turn off the lights: Especially when you leave an office or room.
- ◆ Harvest daylight: Switch off overhead and task lighting when daylight is sufficient.
- ◆ Thermostats: Please report uncomfortable temperatures to us so we can work toward comfort solutions that avoid the use of space heaters and thermostat battles.

We welcome your input and involvement. Please contact us with any suggestions or if you have any questions regarding our energy management efforts.

3 EMERGENCY PROCEDURES

INTRODUCTION AND PURPOSE

To prepare for possible emergencies, the 2525 28th Street building management works closely with Boulder's Fire and Police Departments to evaluate conditions, anticipate potential risks, and develop and maintain a comprehensive Emergency Action Plan for the actions employees and visitors should take at the onset of an emergency. This document represents that plan, which focuses on the safety and life preservation of 2525 28th Street occupants.

These procedures are intended to prepare you for any emergency that might occur while you are inside the 2525 28th Street, building. These procedures have been developed to present a set of clear instructions on the actions required during the first minutes of an emergency (prior to the arrival of safety personnel). By instituting calm, organized communication and reaction, these actions will reduce the potential for injury in the event of an emergency.

While any emergency occurring in the 2525 28th Street building could pose unique problems for building occupants and emergency personnel, thorough training in individual responsibilities and emergency procedures can minimize panic and result in a safe and efficient emergency response.

To ensure the safe evacuation of the 2525 28th Street building during an emergency, the procedures in this manual must be followed unless Fire or Police Department officials direct otherwise. All employees shall follow the instructions of their assigned *Floor Wardens*.

2525 28th Street building management, in conjunction with the Boulder Fire Department, has developed these procedures with your safety as the primary goal. All employees assigned to an office in the 2525 28th Street building must read these procedures and become familiar with the actions required during specific emergencies. The importance of this Emergency Action Plan cannot be overemphasized. While it is understood that this plan cannot address every possible emergency situation, the guidelines set forth should be followed as closely as circumstances allow in order to reduce the chances of injury. The purpose of this manual is to establish a command structure, a sound decision-making process, and effective lines of communication

3.1 PRE-EMERGENCY ACTIONS TO BE TAKEN

1. Emergency Weather Radio and AM radios with battery back-up– should be located in the office.
2. Flashlights with extra batteries should be located in the office.
3. An Emergency Reaction Pre-Plan specific to Blake Street Terrace, must be in place. All members of the building staff must remain current in the implementation of The Plan.

3.2 PANIC CONTROL

Panic is a sudden, unreasoning terror, often spreading quickly and often accompanied by mass flight. Panic is caused by fear, although those involved may not know what they fear. People may be tempted to join a fleeing crowd; the flight of those in motion is enough to suggest the presence of something to fear. When this stage is reached, it may become difficult to control the group. Attempting to reason with such a crowd may be futile, but it may be possible to control the group by assuming leadership or distracting key members of the group. In any case, corrective action should be taken before the flight begins.

PANIC DETERRENTS

Inform personnel what is expected of them in an emergency. Training, experience and knowledge are key factors in preventing panic.

Exemplify strong, competent leadership.

Eliminate physical causes. (Blocked or obstructed exit doors and passageways, poorly marked exits, etc).

ANTIDOTES FOR PANIC

Provide assurance.

Exert positive leadership.

Reassure the group by giving information and instructions calmly.

Eliminate unrest.

Dispel rumors.

Identify troublemakers and prevent them from spreading discontent and fear.

Demonstrate decisiveness.

Suggest positive actions.

Indicate what to do, rather than what not to do.

These panic control recommendations are offered as a guide to action. In the final analysis, it is entirely up to you to properly react and control panic.

3.3 TENANT SECURITY RESPONSIBILITIES

Remember that the best way to improve security is for each tenant in the Building to take an active role- just as you would in the neighborhood where you live.

1. Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.

*Do not hesitate to report any suspicious or disorderly individuals to MAVD West, by calling (303)308-1200.
2. Solicitation is not permitted in 2525 28th Street, and any individual who enters your offices for this purpose should be reported to MAVD West. Building personnel will escort them from the building.
3. Inform MAVD West of any building keys which are lost.
4. Please DO NOT share your access cards. Inform MAVD West immediately when individuals have been terminated.

3.4 THEFT

Should you suspect that your offices have been broken into or if items are found to be missing, contact MAVD West by calling (303) 308-1200, and the Boulder Police Department. Try to avoid disturbing anything in areas which you feel might have been affected by an intruder.

3.5 LOST AND FOUND

Any individual finding lost item(s) should contact MAVD West by calling (303) 308-1200 to notify us of these items. You may also call MAVD West if you have lost an item.

3.6 STAIR ENCLOSURES

Evacuation of the building occurs through the building stair enclosures. Stair enclosures are the lifelines out of the building for emergencies. Each floor has two stair enclosures, which are clearly marked with exit signs. Stair enclosures are protected by fire-rated doors and walls. Upon entering the stair enclosure and proceeding downward, a tenant can re-enter a floor that is not in the alarm zone area. The stair enclosure doors on these floors are always open.

The Fire Department's Knox-Box[®] key vault contains four sets of emergency access keys which are tagged and updated as needed.

3.7 ELEVATOR MALFUNCTION

If you should observe that an elevator is not operating properly, please notify MAVD West by calling (303) 308-1200.

If you are in an elevator and it should malfunction, please proceed as follows:

Keep calm

Press the button that has the telephone on it

Please provide the following information:

- a) Building address – **2525 28th Street, Boulder CO 80301**
- b) Elevator car number
- c) Your name
- d) What floor you think you are on or between
- e) Your condition and possible medical information that is important to know

Do not try to force open the elevator doors

Never attempt to leave the elevator if it is stopped between floors, unless specifically instructed by emergency personnel.

*Relax and stay calm until help arrives, please allow approximately one- half hour from the time of your call for help to arrive.

3.8 ELEVATOR EMERGENCY REQUIRING FIRE DEPARTMENT ASSISTANCE

During an elevator emergency, 911 should only be called if the person inside is trapped, as defined by the Denver Fire Department. The Denver Fire Department defines the word “trapped” as used in the UFC Denver Amendments Section 206-E. A situation involving one or more of the following would warrant a call to 911:

- ◆ The inability to communicate with the person.
- ◆ The person requests that 911 be called.
- ◆ There is a medical emergency (panic included).
- ◆ There is an environmental emergency (such as fire, chemical, bomb threat, etc.).
- ◆ Wall has to be breached or person must be removed by any means other than normal passenger exit door or under their own power.
- ◆ MAVD West Management personnel, security or responding elevator company deem it necessary to call 911.
- ◆ Due to weather or other conditions the response time may be longer than one– half hour.

3.9 MEDICAL EMERGENCY IN THE EVENT OF ACCIDENT OR ILLNESS

1. CALL 911. Be prepared to provide the following information:

2525 28th Street, LLC

The floor and suite number.

2. Call MAVD West at 303-308-1200.
3. Perform first aid at your highest level of expertise.
4. CPR could be performed if there is a trained person at hand. Do not move the patient unless:
 - a) CPR is needed and cannot be given without repositioning the patient.
 - b) Bleeding cannot be controlled.

Patient cannot remain where they are without further endangering their life.
5. Should the patient be bleeding, someone at the scene should attempt to apply direct pressure until help arrives.
6. Keep calm, reassure patient, keep patient warm until help arrives.

3.10 POWER FAILURE

In the event of a power failure, the battery powered emergency lights will supply lights to stairwells, exit signs and corridors. The fire alarm system will operate under battery supplied power.

In the event of a power failure, the following guidelines should be observed:

- ◆ Contact MAVD West by calling 303-308-1200.
- ◆ DO NOT attempt to use any electrical equipment.
- ◆ DO NOT use any lighting other than battery-powered lighting.
- ◆ Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
- ◆ If you are instructed to evacuate, lock all areas.
- ◆ Do not congregate in the lobby areas or in the street.
- ◆ If you are trapped in an elevator during a power failure, wait for assistance. The elevators will cease operation, but will not fall. Do not force open the doors or try to escape through the roof hatch.

MAVD West Property Management will attempt to advise you regarding the length and cause of the power failure as soon as possible.

3.11 WATER INTERRUPTION

A temporary interruption of the water supply may result in the disruption of building services. Without water it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires.

3.12 FLOOD

In the event of flood, we will evacuate and close the affected areas of the building. Flooding can cause great harm to electrical equipment that serves the building and disrupts the sanitary water supply.

If there is a slow water leak (not considered a flood) in the restroom or a customer place, please inform MAVD West Property Management by calling 303-308-1200.

Because of the extreme danger generated by floods and subsequent electrical problems, in the event of an actual flood:

- ◆ Evacuate the area to a dry and safe place.
- ◆ Call 911 for the fire department.
- ◆ Explain the location of the flood and probable cause, giving the building's address.
- ◆ Call MAVD West Property Management 303-308-1200.

Follow these same procedures should the sprinkler system release within the building.

3.13 TENANT EVACUATION PROCEDURES

The following evacuation procedures should be observed:

1. If possible, grab purses, wallets, valuables, etc. as soon as the order to evacuate is given. You will not be allowed back into the space until the Fire Department or Building Management say it is safe to re-enter.
2. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and caulk around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!!** Find another exit to the corridor.
3. If both your door and doorknob are cold, and you leave your office:
 - A) Check for smoke in the corridor.
 - B) When smoke is present, stay low by crawling since clean air is closest to the floor.
 - C) Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN!** All the stairwells are constructed with fire resistant materials to provide safe evacuation for building occupants. Stay to right while descending stairs.
 - D) **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 - a) Knowledge of procedures which must be followed.
 - b) Confidence in the responsible personnel's ability and guidance.
 - c) Calmness and self-confidence of responsible personnel.
 - E) **DO NOT USE THE ELEVATORS!**
 - F) Check stairwells for smoke.
 - G) If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
 - H) Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
 - I) Evacuate to an area that is a minimum of 300 feet from the building.
 - J) If your designated evacuation area is outside of the Building, move to areas across the street to insure you do not inhibit fire-fighting activities. The stairwells exit the Building on the ground floor in the lobby.

4. A Fire Warden (and an Alternate) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
5. The last person leaving any enclosed office area should close the office door, **without locking it.** This will help to confine any fire until the arrival of the Boulder Fire Department.
6. Form a single file line at the stairwell exit door and proceed calmly and carefully up or down the stairwell to the floor designated in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor. **PLEASE NOTE THE SIGNS BY THE DOORS INDICATING IF ACCESS IS PROVIDED.**
7. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the right side of the stairwell.
8. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department.
9. During evacuation, handicapped persons should be helped into the fire-protected stairwell. Security or Fire Department personnel will meet them in this area and assist their evacuation.

If evacuation of an area is not possible because all escape routes are blocked by fire or thick smoke, the following procedure should be observed:

1. Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
2. If a phone is accessible, call the Fire Department by dialing 911. If you are unable to reach the Fire Department, then contact MAVD West Property Management by calling 303-308-1200, with your precise location.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. Open a window just a crack and hang a cloth or other signal outside to attract attention of the firemen.

5. DO NOT BREAK THE GLASS. Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

3.14 RECOMMENDED FIRE SAFETY FEATURE FOR TENANT SPACES

1. Tenants should make arrangements with Building Management to protect areas such as computer rooms, mail rooms, and duplicating and storage area with fire-rated enclosures and fire extinguishers. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems should be considered. Call the Building Property Manager 303-308-1200 if you need any assistance in arranging the purchase of any of the above equipment.
2. Tenants should take steps to safeguard their business from the effects of a fire in the Building by protecting vital documents and company records. This can be done by off-site storage duplicate records, or fire-resistance storage areas. The specific method of protection will depend on the size and nature of the material involved.
3. Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. **DO NOT** touch or handle any suspected object.

The Fire Wardens and Building staff will make a complete search of the suspected areas. It will be the responsibility of the Fire Wardens to identify any suspicious items or packages which do not belong in the space. If a suspicious item is identified, the police will then investigate the object.

3.16 BOMB THREAT – EVACUATION

The Management Office will make a recommendation whether a tenant space should be evacuated. If your Fire Warden gives the order to evacuate, all of the following steps should be followed:

The Fire Warden will make sure all employees are notified.

Everyone should proceed quickly, but calmly, to the nearest stairway exit.

DO NOT RUN!

The Fire Warden or Alternate should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.

Evacuation, depending upon the size and type of explosive device, is normally one floor below and two floors above the bomb. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Office of the Building or the Police Department.

Upon arrival at the lobby, everyone should remain in the area. No one should wander about or leave unless directed to do so by the Police or Management Office.

The Searcher or Alternate should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Management Office.

3.17 HOSTAGE SITUATION

Report any situation involving hostage to Boulder Police Department by calling 911.

Helpful information to give the Police Department includes:

- A physical description of the person and their location
- Whether or not they are armed
- The number of hostages and their location

After the police have been notified, inform the building management of the situation by calling (303) 308-1200.

Report the presence of the suspicious individual in or about the property to the building management. A physical description of the person and the location they were last seen will also be important information to communicate.

3.18 SEVERE WEATHER

Generally, there are two types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- Severe thunderstorm activity
- Tornado

Severe Thunderstorm Activity

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

Tornado

When a tornado **WATCH** is announced, this means that tornadoes are expected in or near your area. Keep your radio or television set tuned to local station for information and advice from your local government and the weather service.

Call 911 to report any funnel cloud activity.

When a tornado **WARNING** is issued, it means that a tornado has actually been sighted or has been indicated by radar and tornadoes may strike in your vicinity. Public warning will come over the radio, TV, or by five-minute steady blast or sirens by the Municipal Defense warning system. Should a severe storm or tornado occur, the following safety guidelines are recommended:

1. Move away from the exterior of the building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms with windows.
3. Go to the center corridor and protect your self by either putting your head close to your lap by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. Do not use the elevators.
5. Do not go to the first floor lobby or outside of the building.
6. Keep your radio or TV tuned to a local station for further information.
7. Do not use the telephone to get information or advice.
8. Keep calm. If you are trapped in an outside office, seek protection under a desk.

3.19 EARTHQUAKE

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time. Earthquakes generally last for a few seconds but great earthquakes can last up to a minute.

PRECAUTIONS TO TAKE DURING THE EARTHQUAKE

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
3. Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
4. Do not be surprised if the electricity goes out, or if elevator, fire and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
5. If you are outdoors, try to get into an open area away from buildings and power lines.
6. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake). Also, aftershocks may occur –these are separate quakes which follow the main shock. Aftershocks may occur several minutes, several hours, or even several days afterwards. Sometimes aftershocks will cause damage or collapse of structures that were already weakened by the main earthquake.

3.20 PRECAUTIONS TO BE TAKEN AFTER THE EARTHQUAKE

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun. Here are some safety guidelines to follow:

1. Remain calm and take time to assess your situation.
2. Seek medical help for those who need it. Cover injured persons with blankets to keep them warm.
3. Check for fires and fire hazards. Put out fires immediately if you can.
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
5. Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
6. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are).
9. Be certain that sewer lines are not broken before resuming regular use of toilets.
10. Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
11. Listen to the radio for information about the earthquake and disaster procedures.
12. Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main shock.

Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules which can eliminate all earthquake danger. However, damage and injury can be reduced by following the above precautions.

3.21 NATURAL GAS EMERGENCY

Please adhere to the following if a natural gas odor is present in the building

1. Leave the area and notify the Denver Fire Department by dialing 911.
2. Contact Xcel Energy (Public Service) at 303-623-1234 and notify them of the situation.
3. Contact MAVD West by calling (303) 308-1200.
4. Evacuate the building immediately. Do not stop to turn anything on or off, open or close anything.
5. The individual who discovered the gas leak should identify him/herself to the Fire Department once outside the building.

****UNDER NO CIRCUMSTANCE IS ANYONE TO RETURN TO THE BUILDING FOR ANY REASON UNTIL TOLD THEY MAY DO SO BY THE FIRE DEPARTMENT.**

3.22 ENVIRONMENTAL EMERGENCY

Notify the Boulder Fire Department immediately by dialing 911 of any chemical spill in the building and quickly evacuate the effected area. Then contact MAVD West by calling (303) 308-1200.

Those persons with knowledge of the incident need to be available to the Boulder Fire Department, building management and emergency response personnel outside the building in order to answer questions. A description of what happened, where, when and the type of products spilled will be extremely valuable. If possible, try to obtain the label from the product container.

The Boulder Fire Department and MAVD West will make a decision regarding how to proceed once all the facts have been received. Only when the environmental hazard is removed will the affected areas of the building be allowed to be re-occupied.

2525 28th Street

Tenant Handbook

QUICK ACTION DOCUMENT

If a **FIRE** or **MEDICAL EMERGENCY** occurs, contact 911

When contacting 911 be prepared to provide the following information:

Your name

Type of emergency (Fire, Medical Emergency)

Building address

Your location within the building (Floor #, Parking Garage, Warehouse)

Do not hang up until 911 operator requests that you do so.

Provide Building Security with the same information given to the 911 operator.

If a **FIRE** is found:

Close all doors to the fire area

Activate the fire alarm manual pull station at the nearest stairwell

Call 911 from a safe area after relocation

IF an **EVACUATION/RELOCATION** is necessary:

- a. Leave affected floors immediately
- b. Use stairways only to exit, staying to the right
- c. Proceed to the evacuation/relocation assembly point
- d. Do not return until the Fire Department gives the “all clear” signal

If a **TORNADO** watch/warning is posted:

- a. Immediately move from the perimeter of the building
- b. Close all office doors
- c. Move to the center of the building (bathrooms or stairways)
- d. Stay inside the building

If an **EARTHQUAKE** occurs:

- a. Stay calm
- b. Seek shelter
- c. Prepare for after shocks

If a **NATURAL GAS LEAK** is detected:

- a. Leave the area immediately; do not turn anything on or off
- b. From a safe area, call 9-911 to report a leak
- c. From a safe area, call building management.
- d. Do not re-enter until an “All Clear” signal is given by the Fire Department
- c. Call building management
- d. Contact 911 if necessary

Continued >>>>

If an **ENVIRONMENTAL EMERGENCY** occurs:

- a. Isolate (product) and insulate (protect) yourself and others
- b. Call 911 from safe area
- c. Call building management from a safe area

If a **FLOODING** situation occurs:

- a. Move to a safe area
- b. Do not touch electrical equipment

If a **BOMB THREAT** is received:

- a. Notify building management
- b. Fill out the Bomb Threat Checklist

4 Forms

The following forms in this section are for your use as referenced throughout the handbook. They can also be found online in an electronic format via the MAVD West web page.

“A”	Tenant Contact Information Form	Page 46
“B”	Building Access Card Request Form	Page 47
“C”	HVAC After Hours Request Form	Page 48
“D”	Suite Entry Signage Form	Page 49
“E”	Bomb Threat Checklist Form	Page 50

“A”

TENANT CONTACT INFORMATION

2525 28th Street, Boulder



Company Name: _____

1860 Blake Street
Denver, CO 80202

Suite #: _____

Phone No: _____

Fax No: _____

Company Web Site: _____

Alarm Code: _____

The "Primary Office Contact" Person is the 1 person in charge who has the power to order Keyscan Cards, additional suite keys, door lock re-keys and any other issues that may arise with in your suite.

Primary Office Contact

Name: _____

Title: _____

Business Phone: _____

Fax: _____

E-mail Address: _____

Cell Phone: _____

Secondary Office Contact

Name: _____

Title: _____

Business Phone: _____

Fax: _____

E-mail Address: _____

Cell Phone: _____

Accounting Contact

Name: _____

Title: _____

Business Phone: _____

Fax: _____

Billing Address:
(if different than
site address) _____

Cell Phone: _____

E-mail Address: _____

AFTER HOURS EMERGENCY CONTACT

#1 Name: _____

Title: _____

Home Phone: _____

Cell Phone: _____

#2 Name: _____

Title: _____

Home Phone: _____

Cell Phone: _____

#3 Name: _____

Title: _____

Home Phone: _____

Cell Phone: _____

BUILDING ACCESS CARD REQUEST FORM

2525 28th Street
Boulder, CO 80301



Company Name: _____
Suite #: _____ Date: _____
Requested By: _____ Phone: _____

New Employee Request

****If multiple cards need to be added, deleted or changed please list them on an additional sheet of paper! Thank-you!**

Employee Name: _____
Suite #: _____

Request Submitted for the following Card/FOB:

Card # : _____

Fob #: _____

Charges: Card \$10.00

Employee Name: _____

FOB \$15.00

Reason for Request

Lost Card/FOB ☐

Change Access ☐

Terminate Access ☐

Change of Name ☐

New Card/FOB # Assigned: _____

Change Name to: _____

Access Zones & Times

Building Access ☐

Elevator Access ☐

Suite Access ☐

24 / 7 Access ☐

Restricted Access ☐

Specify dates / times: _____

MAVD OFFICE USE ONLY

Card # Assigned: _____

Issue Date: _____

Fob # Assigned: _____

By Whom: _____

Total Charges: _____

Input into System: _____

Please allow a minimum of 24 hours for your request to be completed!

“C”

HVAC AFTER HOURS REQUEST FORM

2525 18th Street
Boulder, CO 80301



Tenant Name: _____ Date of Request: _____

Suite Number: _____ Time Submitted: _____

Contact Person: _____

Phone Number: _____

Date	Time Service to Begin	Time Service to End	Total Service Hours	Rate per Service Hour	Total Cost

HVAC requests must be submitted no later than 24 hours prior to the beginning service time. Service which is requested less than 24 hours in advance cannot be guaranteed.

Requests can only be accepted via fax or email to servicewest@mavd.com.

After hours HVAC service will be billed at a rate of _____ per hour or per the terms of your lease.

Email: servicewest@mavd.com

Fax: 303.308.1202

MAVDWEST OFFICE USE ONLY

Date Received: _____

Time Received: _____

Service Programmed By: _____

Total Amount Billed: \$ _____

Date Service Billed: _____

Service Billed By: _____

“D”

SUITE ENTRY SIGNAGE FORM



2525 28th Street
Boulder, CO 80301

Boulder

Company Name: _____

Suite #: _____

Phone No: _____

Date: _____

There are two (2) lines per sign. Logos are allowed with prior approval by Landlord.

Company Name

Company Name

Suite Number

Form Completed By:

Name

Title

NOTE: Please attach a vector file for logo along with this form and return
to the MAVDevelopment Office via email to tboyce@mavd.com
or servicewest@mavd.com. Thank you!

MAVD OFFICE USE ONLY

Date Signage Ordered: _____

Vendor Used: _____

Expected Date of Delivery: _____

Special Notes: _____

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number where Call Received: _____

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Female
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Male
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft

Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

Other Information:



Homeland Security