

Douglas Emmett

**Century Park Plaza
Electronic Tenant Handbook**

Created on February 4, 2012

Building Amenities: Concierge

Did you Know?

As a Douglas Emmett tenant, you have a Concierge!

One of the amenities that Douglas Emmett provides for our tenants that sets us apart in the commercial real estate business is our Concierge Service. It is our pleasure to offer this benefit to you, just because you are a valued tenant in one of our buildings. Our Concierge Department is an extension of the Douglas Emmett commitment to Customer Service. Our goal is to provide you with services that complement your personal and professional needs while in the work place.

Onsite Concierge Services

Discount Movie Tickets

Never pay full price at the movies again! Discount movie tickets are available to Douglas Emmett tenants at prices that are a big savings over full price admission.

Discounts to Theme Parks, Attractions & Cultural Centers

Discount cards that can be used at area attractions to purchase tickets at a discounted price are available for all tenants. Participating theme parks include Magic Mountain, Knott's Berry Farm, Universal Studios, Sea World and many more.

Purchase Postage Stamps

Don't wait in line at the post office just to buy stamps! As a convenience to our Douglas Emmett tenants, books of 20 self-adhesive First Class stamps are sold at the face value of \$8.80.

How to access these services:

Contact: Richard Sain
Where: Building Lobby
Hours: Monday 8:30am - 5pm
Phone: 818-433-5214

For more information:

Douglas Emmett Concierge Services Department
310.552.0610
MyConcierge@douglasemmett.com

Online Concierge Services

One of the best resources available to our tenants is our website, www.DEconcierge.com. This on-line magazine is updated weekly with movie listings, theatre selections, events and festivals for the family and more. Here you will find information on Douglas Emmett Tenant Exclusives, such as our annual Oscar Contest, our annual See's Discount Candy Gift Certificate sale, Notary referrals and other exclusive offers for services and goods. This site is also the one place you can always go to find out how to request Concierge Services in your particular building.

Douglas Building Amenities: Parking **Emma**

Parking is provided for building occupants and their visitors below ground from the Century Park East entrance. The parking entrance height clearance bar is twelve (12) feet down to loading dock and 6.6 after loading dock. The parking garage is a below ground structure with five (5) levels: A-E.

Valet service is required for all visitors. Monthly parking is available on several service levels: valet only, VIP, reserved, unreserved tandem. All tandem spaces are valet assist and keys must be left with the attendant on duty each day.

The Parking Office, located on A Level, can assist you in purchasing validation stamp books for your visitors as well as all your monthly parking needs. Each tenant is allocated a specific number of monthly parking rights as provided in their lease. Additional parking rights may be purchased subject to availability. All monthly parkers must complete a Parking Agreement Form and return it to the Parking Office. Upon completion of this form, an AVI tag will be issued to allow the parker into the monthly parking area. Parking rates are subject to change from time to time.

Delivery parking is available at the Loading Dock at no charge if deliveries are completed in under 15 minutes. Prevailing Market rates for the full visit will be incurred should the delivery take longer.

The parking facility is available for monthly parking 24 hours per day, 7 days a week. Please note, however that long-term or overnight storage of cars in the garage is not permitted. The Parking Office must be notified of any vehicles that will be parked overnight. Visitor parking hours are 7am-9pm Monday-Friday. Any visitors expected after or before these times must be pre-authorized through the Building Management Office by completing an After-Hours Building Access Request Form. The visitor must push the intercom button outside the garage gate to speak with Security for access to the garage.

The Parking Office phone number is 310-552-2762.

PARKING FORMS: "[PARKING AGREEMENT \(MONTHLY PARKING\)](#)", "PARKING AVI REASSIGNMENT FORM"



Building Amenities: Retail Services

Century Park Plaza is committed to providing tenants with superior customer service and convenient amenities. Below is a listing of some of the major services and amenities available at Century Park Plaza:

Cafe: Bon Appetit located on the Third Floor: 310-277-7009

Copy Services

CP Document Technologies located on the First Floor 310-226-8640

Dry Cleaning Service: Century Cleaners & Sundries located on the Third Floor: 310-552-2002

Oil and Lube Service: "Fix Car Now" is available on every Wednesday. They are located on B-level of the parking facility. All products used are brand names such as Castrol and Quaker State.

Sundry and Gifts: Century Cleaners & Sundries located on the Third Floor: 310-552-2002

This listing does not represent a recommendation or endorsement by the Building Office.

The Century City Chamber of Commerce provides information about businesses and business opportunities within Century City. The office is located at 2049 Century Park East, Concourse Level, Los Angeles, 90067. Telephone number is 310-553-2222.

**Douglas
Emmett** Building Amenities: Notary Services

Seth Freedman
1801 Century Park East
Los Angeles, CA 90067
(940) 597-7384

Anita Stephan
1801 Century Park East, Suite 2400
Los Angeles, CA 90067
(310) 553-8833

Orin Lowe
Mobile Notary
(310) 592-2644

Kim Nguyen
1801 Century Park East, Suite 2200
Los Angeles, CA 90067



Building Amenities: Local Banks/ATMs

Bank of America
2049 Century Park East
Los Angeles, CA 90067
(310) 247-2080

City Bank
2029 Century Park East
Los Angeles, CA 90067
(310) 203-3400

1st Century Bank
1875 Century Park East
Los Angeles, CA 90067
(310) 270-9500

First Regional Bank
1801 Century Park East, 1st Floor
Los Angeles, CA 90067
(310) 552-1776

Preferred Bank
1801 Century Park East, 1st Floor
Los Angeles, CA 90067
(310) 286-2020

**Douglas
Emmett** Building Amenities: Gift Shops

Place At Constellation
10250 Constellation Boulevard, #100R
Los Angeles, CA 90067
(310) 203-0318

1888 Gift Shop
1888 CPE
(310) 552-2939



Building Amenities: Restaurants/Cafe

Bon Appetit
1801 Century Park East, Suite 330
Los Angeles, CA 90067

100 Cafe
10100 Santa Monica
Los Angeles, CA 90067
(310) 553-6331

The Cellar Restaurant Bar & Grill
1880 Century Park East
Los Angeles, CA 90067
(424) 354-4098

Trimana
1875 Century Park East
Los Angeles, CA 90067
(310) 772-0726

Craft
10100 Constellation Boulevard
Los Angeles, CA 90067
(310) 279-4180

Cafe Connection
1888 Century Park East
Los Angeles, CA 90067
(310) 553-1888

**Douglas
Emmett** Building Amenities: Car Wash

Century Park Detailing
1875 Century Park East
Los Angeles, CA 90067
(310) 552-0652



Building Amenities: Optical Internet Service

Optical Internet Service

[Cogent Communications](#)

707 Wilshire Boulevard, Suite 2000

Los Angeles, CA 90017-3501

(213) 623-1434

(213) 629-2197 Fax

Attn: Victoria Barrick

Building Operations: Accounting

Invoices for rent and miscellaneous charges will be sent by the first day of each month. Please remember, however, that rent is due on or before the first day of each month, in accordance with the terms of the Lease. Please reference your Lease for late charges.

Rent and service payments should be made payable and delivered to:

DE97 LLC - Century Park Plaza
c/o Douglas Emmett Mgmt., LLC
1801 Century Park East, Suite 760
Los Angeles, California 90067

Additional Space Requirements

Should your company have the need for additional space, please contact Alfred Jordan in the Building Office at 310-552-1801. He will be happy to assist you with your expansion needs.



Building Operations: Building Management

The staff of Century Park Plaza is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in suite 760 and is open Monday through Friday, 8:30 a.m. to 5:30 p.m. except Holidays. Please do not hesitate to contact the management office at:

Telephone: 310-552-1801

Fax: 310-552-2240

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Property Manager	Alfred Jordan	310-552-1801	ajordan@douglasemmett.com
Assistant Property Manager	Stacy LaCharite	310-552-1801	slacharite@douglasemmett.com
Administrative Assistant	Richard Sain	310-552-1801	rsain@douglasemmett.com
Chief Engineer	William Rogers	310-552-1801	wrogers@douglasemmett.com
Apprentice Engineer	Oscar Sanchez	310-552-1801	
Post Commander	John Fields	310-420-5603	

Douglas Emmett Building Operations: Holidays

Building Holidays – On these days building services will not be available (i.e., Air Conditioning/Heating) unless coordinated with the Building Office beforehand. Please note that the garage is available for tenants with AVI Tags, however, there will be no attendant on duty.

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

The Building Office will be closed in observance of the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day



Building Operations: Leasing

The leasing company for Century Park Plaza is Douglas Emmett and is located at 808 Wilshire Boulevard, Suite 200, Santa Monica, California 90401. The main phone number is 310-255-7700. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Leasing Agent	Robert Zaas	310-255-7775	rzaas@douglasemmett.com



Building Operations: Security

Lobby Console

Security staff are on duty twenty-four hours a day, seven days a week and are trained to assist anyone requiring information concerning policies and procedures of Century Park Plaza. Feel free to ask questions at the Lobby Console or contact the Building Office for further clarification.

Our Lobby Attendants are instructed not to accept any type of delivery on behalf of a tenant. Please ensure that a representative from your firm is present to accept your deliveries. In addition, we do not allow anyone to leave briefcases, boxes, equipment, etc., at the Lobby Console, even for a short period of time. The Attendant could be called away from the lobby momentarily in an emergency situation, leaving your personal articles at the Lobby Console unprotected and subject to theft. Your cooperation and that of your employees concerning the above is greatly appreciated.

On-Site Personnel

Please note that the on-site personnel are here to monitor the Fire Life Safety Systems of the Property, and to assist City personnel in the event of an emergency. They are not licensed "security" personnel, and cannot act as such.

On-site Personnel Hours:

24 hours per day, 7 days per week

Monitoring System:

All systems and security control systems at Century Park Plaza are monitored by Detection Logic, an outside monitoring firm.

On-site Location:

Fire Control Room and Lobby Console on ground floor

Security Phone:

310-556-3481 (at lobby desk). After hours, the Building Office phone offers an automatic connection to the on-site officer's cellular phone for emergencies; or you can reach them at 310-420-5603.

Building Security: After Hour Access

Tenant and Employee After-Hours Access

Tenants or employees desiring access after normal business hours 7:00 p.m. to 7:00 a.m., Monday through Friday, on weekends before 9:00 a.m. and after 1:00 p.m., and on holidays, will be required to possess a valid access keycard. Tenants or employees enter the building by means of a proximity access card reader system. These access keycard readers are located at building entrances, as well as in the elevator cabs.

During After-hours, Tenants or employees are required to sign in and sign out at the Lobby Console.

Building staff cannot unlock office suites. Tenants need to have their own keys.

Leaving the Building After-Hours

To exit the building after-hours, on weekends and on holidays all tenants and visitors must go to the Lobby Console and sign-out. This is critical in the event of an emergency. The response team needs to verify the occupancy and location of any persons in the building.

Visitor After-Hours Access

To insure easy access for visitors to your office during after-hours, 7:00 p.m. to 7:00 a.m., Monday through Friday, on weekends and on holidays, the following procedures must be followed:

- A visitor may access the building after-hours unaccompanied if he or she is listed in a letter or [After-Hours Building Access Form](#) with prior Building Office approval. The typed letter must be on the tenant's company stationery, noting the date, time, and floor of visitor access and be submitted to the Building Office prior to 4:00 p.m. if it is to be effective that evening. Security cannot accept letters or [forms](#) from tenants directly without Building Office approval.
- In the event that prior access has not been coordinated, the Lobby Attendant can try to contact someone in your office at that time.

A Sign-In/Sign-Out register is provided at the Lobby Console. The register must be signed by visitors and guests to include name, company, time-in and time-out.

Visitor Access Denied

If a visitor requests access to the Building and the Lobby Attendant does not have a letter of authorization or cannot contact the tenant in question by telephone, the unaccompanied visitor will be denied entry into the building.

Couriers

If your firm uses a courier service that requires entrance into the building after-hours, please have the courier service sign-in at the Lobby Console. The Attendant will then call the company receiving the package to inform them of delivery. If no response is obtained, the courier will be denied access.

You can expedite service by calling the Lobby Attendant in advance when expecting a messenger. Please be aware that the Lobby Attendants are not authorized to sign for or accept any packages.



Building Security: Building Access

Century Park Plaza is open to the public from 7:00 a.m. to 7:00 p.m., Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturdays.

Access Keycards

Access keycards can be obtained from the Building Office. The access keycard provided must be used to gain access to the building after-hours, on weekends and on holidays. To gain access to the parking garage, you must have a separate monthly parking AVI tag. For visitors, an after-hours Access Request Form must be submitted to the office of the Building for approval and clearance.

If, for any reason, the employment of an individual is terminated, please obtain the keycard from the employee and notify the Building Office as soon as possible. The card and information pertaining to the ex-employee will be deleted from the computer system and the keycard will become inoperative.

It is imperative, for the protection of tenants in the building, that the ex-employee's keycard be recovered. If a terminated employee is permitted to retain their keycard and you forget to notify the Building Office of the termination, this person will still have access to the building and they will have access to your floor. The Building Office should be informed immediately if a card is lost, stolen, or not received from an ex-employee.

[Click here to download an Access Keycard Request Form.](#)
[Click here to download the Monthly Parking Application.](#)

Douglas Emmett Building Security: Deliveries

All deliveries need to access the building using the freight elevator located by the loading dock during normal business hours: 8:00 a.m. to 6:00 p.m., Monday through Friday. The clearance for the Loading Dock is 12 feet. Please make sure your vendors are aware of this height clearance.

All vendors making After-hour deliveries must sign-in at the Lobby Console before going to their respective floors. Under no circumstances are deliveries requiring carts or dollies to be made through the passenger elevators. Resulting damage will be billed back to your company.

In the case of a delivery of furniture, large shipments, etc., please contact the Building Office in advance to use the freight elevator before or after normal business hours. Use of the freight elevator before-hours, after-hours, on weekends and on holidays must be approved in advance by the Building Office.

Firms involved in moving furniture and equipment must file a Certificate of Insurance with Building Management before freight elevator service can be scheduled. All new tenants who need freight elevator access to move-in must schedule through the Building Office.

Security Checklist

For your own internal security and also for the security of the building, it is in your best interest to control the number of keys issued. Only people needing after hour access should be issued a key.

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Have adequate procedures for collecting keys prior to termination of employees.
- Establish a rule that keys must not be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- A responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or from a commercial key control system.
- Insist on identification from repairmen who come to work in your office.

Security Checklist (continued)

- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call the Office of the Building immediately. If possible, make note of appearance, clothing, etc. to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" is enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.



Building Security: Key and Lock Policy

Control over Building keys and coding is one of the most significant parts of our overall security to the building. In the event you are locked out of your suite during normal business hours, you must contact someone from your office for access. You may come to the Office of the Building (suite 760) to use the phone, however; we are NOT able to allow access for anyone. This is done for your protection.

If a tenant forgets their key to the office suite or is locked out after-hours, the Building Office will be unable to assist you. The lobby attendant located at the Lobby Console does not have key access to tenant suite areas. You will be required to contact someone from your firm.

For each lockset installed, two keys are issued. If additional keys are required, they may be obtained at an additional cost by completing the Key Request Form. All door hardware installed at Century Park Plaza must be the preselected building standard hardware. Tenants are not permitted to change, modify, or install any other type of hardware. All rekeying of tenant door locks must be scheduled through the Building Office and rekeyed to the Building's Grand Master and Floor Master. Improper coding of keys can jeopardize the security of your suite and staff.

[Click here to download a Key Request Form](#)

**Douglas
Emmett** Building Security: Lost and Found

Lost and found for the building is located at the Building Office in Suite 760. It will be necessary to present identification and describe the lost item in order to retrieve lost property.



Building Security: Solicitation

Our Lobby Attendants attempt to prevent undesirable persons, including solicitors, from entering the Building. We are successful in the majority of cases, but due to the volume of persons entering and exiting the building, these people may manage to elude our security.

For your protection, the following procedures are suggested:

- In the event a solicitor gains entrance to your suite, ask him or her to have a seat while you contact your office manager. Your office manager should call the Building Office at 310-552-1801 immediately. Request building personnel to be dispatched to your suite so that the solicitor may be escorted off the premises. The solicitor should never be left alone or unobserved while in your suite.
- If the solicitor leaves your suite prior to the arrival of the building personnel, please make note of his or her general description, approximate age and color of clothes, as this information will assist us in identifying the solicitor.

Building Services: Building and Signage Directory

Directories

Directories in the Main and Valet Level A lobbies allow visitors to locate names by company or by individual. All requests should be submitted on a Directory Strip Order Form to the Building Office. A sample form is located in Section VII. Please verify spelling before submitting directory requests.

[Click here to download a Directory Strip Order Form](#)

Signage/Graphics

The Building Office will provide an order form prior to your move-in for suite entry door signage and elevator lobby directory strip signage that must be completed and returned. There is a 6-week lead-time for fabrication of the signage. Requests to change the lettering for suite and lobby directory signs should be made in writing using the forms provided by the Building Office (Section VII). Original signage and all changes will be at the tenant's expense and must conform to building standards.

Except as otherwise provided in your Lease, no sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the building or premises. The Building Office reserves the right to remove any such sign without notice and at the tenant's expense.

[Click here to download a Suite Signage Order Form](#)

Douglas Emmett Building Services: Cleaning

A professional janitorial company provides cleaning services on a contract basis. The cleaning staff starts their duties at approximately 6:00 p.m., Monday through Friday. Dayporter services for common area maintenance are provided 7:00 a.m. to 5:00 p.m. Monday through Friday.

Our janitorial personnel have been instructed upon completion of their nightly duties to ensure all corridor doors are locked and to leave interior doors as they find them, (i.e., locked or unlocked, open or closed) or as formally directed by tenants to the Building Office. Janitors are also instructed to turn lights off when they leave unoccupied offices. Below is a list of the basic services provided in your suite and the appropriate frequency.

Nightly

- Empty all trash containers (except small desk recycling boxes)
- Sweep/vacuum all floors (3 times a week)
- Damp mop all marble, linoleum or other hard flooring
- Dust desks, chairs, furniture, bookcases, etc. (Desktops will not be cleaned unless specifically instructed by a placard that is available through the office)
- Spot clean doors, frames and counters
- Clean break areas

Weekly

- Dust all ledges and windowsills
- Wipe base boards
- Clean telephones
- Perform low dusting of all low-reach areas
- Vacuum under and around all desks and office furniture

Monthly

- Dust picture frames
- Perform high dusting of all high-reach areas
- Dust all planters
- Scrub and wax tile floors
- Brush or vacuum upholstered furniture

The responsibility of the cleaning staff is to maintain each suite in a first class office building condition. If you require additional services that are not currently provided, please contact the Building Office and special arrangements will be made at your convenience. These services will be billed at the current hourly rate that is subject to change from time to time. [Click here to view a Fee Schedule.](#)

If you should have any over standard cleaning requirements not covered under the Lease, please contact the Building Office. We will contact the janitorial contractor and ask them to coordinate with you directly. The contractor will bill you directly for any work done.

Rubbish, discarded equipment or cardboard boxes must not be stored in elevators, lobbies, corridors or stairwells for even short periods of time. Doing so is a violation of fire codes and building regulations and impedes access to exits.

A Recycling Program is in place at Century Park Plaza. Our recycling program targets office paper and corrugated cardboard. Office paper includes: white paper; envelopes; NCR forms; adding machine tapes; colored paper; computer paper; plain paper fax; cardboard boxes; junk mail; letterhead; Post-its; and manila file folders. If you are taking cardboard boxes to the trash area on the loading dock, please make sure they are "flattened." Not only does it impact the amount of rubbish allowed in the containers, the waste company will not pick up the trash if they find unflattened boxes in the containers. Additionally, your office may choose to recycle bottles and cans. We ask that these items be stored in a separate recycling container from the paper to avoid contamination. The night crew will remove these items from your suite with the paper recycling.

Additionally, we offer frequent Electronic Waste Disposal Days which will allow your office to properly dispose of any batteries, computers or other equipment that can no longer be put in the regular trash. Please contact the Management Office for the next scheduled E-Waste Day.

Freight Elevators

A freight elevator is located in the high-rise elevator bank. Hours of operation are 8:00 a.m. to 6:00 p.m. For access to this elevator after-hours, on weekends and on holidays, please contact the Building Office for reservation and approval. Movement of major equipment and/or furniture must be scheduled in advance, and must occur after-hours.

The inside dimensions of the freight elevator cab are 5' x 5'8" and 10' high. There is a 1'10" square opening in the ceiling to accommodate a 13' height clearance.

The maximum weight capacity of the cab is 4,000 pounds. However, it is your responsibility to ensure that the cab is not overloaded resulting in damage to the equipment and/or cab finishes. Be sure that your employees and all vendors providing services to your company are aware of the weight limitation. Employees and delivery people sometimes fail to realize that a power jack to move pallets and a pallet can add up to 1,000 additional pounds to the load being transported. Also be aware that improperly balanced loads can cause damage to the elevator rails and related equipment.

Passenger Elevators

Century Park Plaza has seven passenger elevators servicing the office tower; four low-rise elevators accessing the A Level through 15th floor, and three high-rise elevators accessing the 15th floor through 26th floor. All seven of these elevators have access to the A Level, Main Lobby and 3rd Floor shops and services. There are four additional elevators accessing the parking levels.

Each elevator, including the freight elevator, is equipped with a telephone system that dials directly to the elevator contractor (Schindler). They will then contact their mechanic and the Office of the Building. If an elevator malfunctions and you are unable to exit the elevator, press the call button located inside the car, and a signal will ring at Schindler's office. They will then notify building personnel. While inside the elevator, please remain calm. We will get you out. Under no circumstances are you to attempt to climb out on top of the cab roof. If normal electrical service to the building is interrupted, the elevators will stop temporarily. An emergency generator will then return them to the lobby area one by one and open the doors. Thereafter, one car in each bank will continue to operate.

Passenger Elevators (continued)

Elevator equipment and performance are constantly monitored during regular business hours. Should you ever experience any irregularity or difficulty with elevator service, please note the elevator car number (located on the lower right hand panel) and floor, and report this information immediately to the Building Office.

The maximum weight capacity of the passenger cabs is 3,500 pounds. Under no circumstances are large deliveries to be made through the use of these cabs.

Douglas Emmett Building Services: Fee Schedule

Following are several examples of services that require an approved (signed) Work Order prior to the service being performed:

Custom Cleaning:

Nightly cleaning of your suite is performed according to the cleaning specification in your Lease. However, sometimes you may find it necessary to have extra cleaning services performed. Examples of additional services are cleaning of glass, carpet cleaning, furniture polishing or custom cleaning of your kitchen. These services can be provided on a regular basis and can be included in your monthly bill with your approval.

Rubbish Pick-up:

Trash receptacles (except the small recyclable boxes) are emptied nightly. However, if your employees generate more trash during the day than the containers normally hold, you may call the Building Office, and we will dispose of this extra rubbish for you. For this added service, an approved Work Order will be needed.

Engineering:

A full engineering staff is on-site Monday through Friday from 6:00 a.m. to 6:00 p.m. In the event that you require any services that are above-building standard, i.e., Plumbing repair, Electrical repair, an approved Work Order will be needed.

Air Conditioning:

To request overtime air conditioning, please submit an After Hours Air Request by 2pm Monday- Friday (excluding holidays).

Overtime Air Conditioning is considered any needs during the following times:
Monday through Friday (Before 8:00 a.m. or after 6:00 p.m.)
Saturday (Each Hour Before 9:00 a.m. or after 1:00 p.m.)
Sunday (All Day)

Engineering Services

Please contact Building Management at (310) 552-1801

Janitorial Services

Please contact Building Management at (310) 552-1801

Keys

Please contact the Building Office as each request requires an individual price quote.

NOTE: All job requests that require an outside vendor to contract will have a 15% administrative fee added onto the invoice for the scheduling and processing of payment.

Parking

The garage is open 24 hours a day, 7 days a week, weekends & holidays for monthly parkers only. To print a monthly parking application please [click here](#). Deliver the form to the parking manager located on A level.

Monthly Parking Rates:Varies – see Parking Manager for details.

Visitor Parking Rates:

\$3.75 each 15 minute period or fraction thereof

\$15.00 per hour

\$30.00 Daily maximum

Parking (continued):

Payment:

Each current month's payment is due during the last ten working days of the preceding month. If your payment has not been received by the fifth of the current month, your AVI Tag will be temporarily deactivated and you will be charged a late fee. Your tag will be reactivated immediately upon receipt of payment. There is a \$10.00 reactivation charge. Please note that the activation of AVI Tags will be on a complete monthly basis. There will be no proration for partial months.

Note: Please make checks payable to: AMPCO SYSTEM PARKING

Validations:

Validation stamp books are available at the Parking Office at the following rates:

\$375.00: (100) 15-minute validation stickers

\$600.00: (20) All day validation stickers

\$1,500.00: (100) 1-hour validation stickers

Parking (continued):

After-hour Procedures:

- Monthly Parkers who have been issued an AVI tag can enter and exit the building at any time.
- All visitors must be pre-authorized through the Building Management Office by using an After-Hours Building Access Request Form.
- It is important that you provide the Parking Office with a license plate number for your vehicle to receive your AVI tag. This information will be valuable should we need to contact you. You may have left your headlights on; your gas tank may be leaking, etc. Without a license plate number that is registered with the Parking Office, your vehicle may be subject to towing.

Parking (continued):

General Information:

- All rates subject to change and include the 10% City of Los Angeles Parking Tax.
- Maximum vehicle clearance is 6'0" (vehicles in excess of that may not enter garage).
- All delivery vehicles will be directed to the loading dock - maximum of 12'0".
- All areas are subject to State regulations.
- Parking is not permitted in two (2) spaces at the same time.

Non-Tenant Parkers:

All of the above applies equally to non-tenants of Century Park Plaza who park in the garage. All non-tenant parking will be on a month-to-month basis and will be subject to a thirty-day (30) notice. Priority of location will be given to the Tenants of the Building.

Parking (continued):

Garage Safety Tips:

It is important to remember a few points about securing your vehicle.

- Always lock your vehicle (even when leaving your key with attendant) and place any valuables that you cannot take with you out of sight or in the trunk. We cannot be responsible for its contents.
- Don't wait for someone in a garage area by yourself.
- Never sit in your car to read a book or newspaper.
- Please drive with your headlights on while you are in parking structure.
- Please stay in appropriate lanes; do not cut across or over the white lines.
- Only enter and exit the structure through the appropriate lanes.
- Please observe the 5-mph speed limit - this is for your safety and the safety of other Tenants in the facility.

Access Keycards

May be obtained from the Building Office. [Click here to Download an Access Keycard Request Form.](#) There is a \$25.00 per new card fee and a \$10.00 per card re-activation fee.

Signage

Tenant Suite Signage – Please contact the Building Office for cost of signage.

Elevator Lobby Directory Strips – Please contact the Building Office for cost of directory strips.

Storage

Century Park Plaza has storage spaces available for rent. Please contact the Building Office for availability and costs.

Dollies

A dolly is available for tenant's use at the Building Office. Please sign the dolly out from the Office of the Building. There is only one cart - please call before coming to the Building Office. Please note that it is not our policy to loan out tools.

Douglas Emmett Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[After Hours Building Access Request Form](#)
[Bomb Threat Report Form](#)
[Community Room Application](#)
[Fire Warden Contact Form](#)
[Monthly Parking Application.](#)
[Physically Impaired Form](#)
[Signature Authorization Sheet](#)
[Tenant Authorization List](#)
[Tenant Information Sheet](#)
[Tenant Suite Sign Order Form \(Upgraded Floors Only\)](#)
[After Hour Air Conditioning Request Form](#)
[Card Key Request Form](#)
[Directory Strip Order Form](#)
[Key Request Form](#)

Douglas Emmett Building Services: HVAC

The standard hours of air conditioning service are as follows:

Monday through Friday: 8:00 a.m. to 6:00 p.m. and Saturday: 9:00 a.m. to 1:00 p.m.

For air conditioning requests on weekdays that are outside the above hours, please fill out the After-Hours HVAC Request Form indicating the date, time, floor and hours requested and return it to the Building Office. An authorized representative from your office is required to sign this form. For same day service, please make the above arrangements prior to 2:00 p.m. that day. Weekend requests need to be submitted by 2pm on Friday afternoon. If the Building Office is closed in observance of a holiday, the request needs to be submitted by 2pm on the immediately preceding business day. After-hours air conditioning requests will be billed on your monthly rental statement according to the rates set forth in the [fee schedule of this Electronic Tenant Handbook](#). Rates are subject to change from time to time.

Air conditioning thermostats are to be adjusted by Building Engineer Staff only. Please contact the Building Office if you feel uncomfortable with the existing temperature in your office. The blinds installed at each perimeter window are an important part of maintaining comfortable temperatures. During periods of high sun intensity and hot temperatures, the blinds should be closed to assist in limiting increased suite temperatures.

[Click here to download an After Hours Air Request Form](#)

**Douglas
Emmett** Building Services: Mail Service

[U.S. Postal Service](#) mail drop and pick-up is located on Level A. For more information, call the Mail Room at (310) 553-2337.

Nearest U.S. Post Office:
9911 West Pico Boulevard
Cross Street: Roxbury
(800) 275-8777

10100 Santa Monica Boulevard
Sundry Shop

Overnite Express:
Drop box located on Level A
(800) OVERNITE (Customer Care)

[Federal Express:](#)
Drop box located on Level A
(800)-Go-Fedex

[United Parcel Service:](#)
Drop box located on Level A
(800) Pick Ups or (800) 742-5877

[Airborne Express:](#)
Drop box located on Level A
(800) Airborne or (800) 247-2676

California Overnight:
Drop box located on Level A
(800) 334-5000

Douglas Emma Building Services: Maintenance Requests

For routine maintenance during Normal Business Hours, please utilize the [Netfacilities Work Order System](#) to make the request. Calls received after 4:30 p.m. daily will be addressed the following business day. If you do not yet have access to the [Netfacilities Work Order System](#), please contact the Management Office.

Tenant may also use the Net Facilities Work Order System to submit track and manage all service requests.

To access the system:

1. Go to <https://www.netfacilities.com/login.aspx>
2. Enter your username and password provided by the Office of the Building.
3. Once logged into the Net Facilities system users are taken to the "Dashboard".

The Dashboard is the home page or administrative hub where users can:



- View and track the status existing work orders
- Create a new work order
- View invoices for completed work orders
- View a complete history of work orders

Use the blue navigation bar on the top of the page to choose the area of the system you would like to enter.



To submit a work order:

1. Click on the "Work Order" link in the blue navigation bar on the top of the Dashboard page.
2. **Which:** Choose the type of service required
3. **When:** Select a date and time for the service.
4. **Where:** Choose a Building Area (optional)
5. **What :** Describe the work to be done in as much detail as possible.
6. Click Submit and your work order request will be routed to the appropriate personnel.

Please feel free to contact Building Management at 310-552-1801 should you need any assistance with the Net Facilities system

[Click here to enter Net Facilities](#)

Emergency Procedures: Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Management Office at 310-552-1801.

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or officer. It is up to the firm's manager or officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, move away from the Building to allow for the clear passage of emergency personnel. Do not re-enter the Building until the Management Office or the Police or Fire Department has given clearance.

[Click here to download a Bomb Threat Report Form](#)

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or maim anyone close to them if they go off. Letter bombs are usually a large size manila envelope ¼" to ½" thick and are fairly rigid. They have been mailed from cities or small towns in the United States, as well as from foreign countries. They are usually mailed to a person by title, such as Chairman, President, Manager, Security Officer, etc.

If a letter is suspected to be a letter bomb:

- Clear everyone out of the area for at least 25 feet around it.
- Notify the police at 911 and Building Management at 310-552-1801
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF

[Click here to download a Bomb Threat Report Form](#)



Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Before an Earthquake

- Plan your course of action before an earthquake occurs. Employees should establish an out of state telephone contact and make sure family members can act independently for at least 72 hours.
- Store essential emergency supplies such as food, water, first-aid kit, radio, and batteries. Enough supplies should be stored to support every employee for a minimum of 72 hours.
- Secure objects such as files, office equipment, bookshelves and other potentially dangerous objects.
- Be familiar with your immediate work area and floor plan. This will help you react effectively when it is necessary to find the closest and safest shelter point.

During an Earthquake

- Get under a sturdy table or desk and hold on or move towards the center of the building. The building core is the strongest part of the structure.
- Keep your back to all glass objects if you cannot avoid them completely.
- Be aware of falling debris. Cover your head as much as possible.
- Do not panic. A clear mind will help you through the dilemma.

After the Earthquake

- Remain calm and stay in your area (unless any emergency dictates otherwise).
- Look for injured people and administer first aid where needed.
- Barricade hazardous areas to prevent other persons from accessing a dangerous area.
- Use telephones for emergencies only.
- Be alert for after shocks. Their intensity can produce further damage. Respond to the after shock as though it is the original earthquake.
- Check your food and water supplies.
- Building Security will attempt to contact tenants via the public address system to advise on building and local conditions.

Evacuation

- Normally, it is not recommended to evacuate a building after an earthquake. Outside one may experience falling glass from the buildings.
- However, if an evacuation is required, use the stairs. Do not use the elevators. Walk down at a steady pace. Do not run.

If you are outside when an earthquake occurs

- Immediately find the safest cover, perhaps an alcove, a doorway, a parking garage or a building.
- Stay away from storefront windows. The primary danger is from falling debris, particularly glass.
- Stay under cover as after shocks may cause further damage.



Emergency Procedures: Elevator Malfunction

In the event that an elevator stops with passengers in it, remember to remain calm. Press the emergency button within the cab to alert the Management that the cab is malfunctioning, indicate the cab number, and what floor it is stuck on. The Guard will continue two-way communication with passengers until help arrives.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car will temporarily stop. Each elevator will automatically return to the lobby where the doors will open and they will then be out of service.

IN THE EVENT OF A FIRE ALARM, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.



Emergency Procedures: Emergency Contacts

Emergency Tenant Contact

All tenants at Century Park Plaza need to have on file with the Building Office a complete Tenant Information Form and Authorization Form. Please keep the office updated with any changes or revisions in telephone numbers, emergency contacts, authorized signatures, employees, and billing information.

[Click here to download a Tenant Information Form](#)
[Click here to download an Authorization Form](#)

Please keep in mind whether your phone system requires an additional digit to access an outside line (i.e., 9-911).

Emergency	911
Police (Non Emergency) West LA Precinct 1633 Butler Street	310-575-8404
Fire Department	310-473-1155
Paramedics	911
Schaefer Ambulance	310-451-0280
Goodhew Ambulance	213-474-5555
Poison Control	800-876-4766
Suicide Prevention	310-391-1253
Rape Crisis Hot-line	310-392-8381
Drug Abuse Hot-line	800-454-8966
FBI	310-477-6565
Civil Defense - Disaster Services	323-980-2260
State Police Highway Patrol	323-980-2261
U.S. Secret Service	213-894-4830
Hospitals:	
Brotman Medical Center 3828 Del Mas Terrace. Culver City, CA 90231 Cross Street: Venice	310-836-7000
Building Lobby Console	310-556-3481 cell: 310-420-5603
Building Office	310-552-1801

In the event of an emergency, direct the ambulance, physician or paramedics to the front lobby entrance. Alert the Building Office so we can hold the freight elevator ready to expedite the response teams arrival to your floor.

If it becomes necessary to evacuate a floor or floors due to a large fire or a great amount of smoke, the items below are of extreme importance.

- Keep calm; do not panic.
- Do not attempt to use the passenger or freight elevators. The elevators will be removed from service or will be rendered inoperable by the building's "Fire/Life Safety" system or will be under the Fire Department's control.
- Use the exit stairwells. Enter the stairwells and proceed to the ground level - keep to the right of the stairwell as emergency response teams may be entering the stairwell. The exit stairwells are the safest evacuation route for all office tower personnel. Remember, in case of fire, and evacuation becomes necessary, do not attempt to utilize the elevators.
- Walk rapidly; do not run.
- Before opening any doors, feel the door. If it is hot, do not open it.
- If possible, close all doors along the way, as this will slow the spread of the fire.
- If you are caught in smoke: Crawl along the floor, as the air is cleaner and cooler and take short breaths and breathe through your nose. If forced to make a dash through smoke or flames, hold your breath.
- Do not go back for personal belongings.
- FOR DETAILED INFORMATION, REFER TO THE BUILDING'S FIRE/LIFE/SAFETY MANUAL.

Extension Cords and Temporary Power Taps:

The Los Angeles City Department of Building and Safety has imposed strict enforcement of the Los Angeles Municipal Code prohibiting the use of extension cords and "temporary power taps". Specifically, the Code prohibits the use of any unshielded or unprotected cords, and thus, no extension cords are allowed under any circumstances. For example, use of a cord that does not add an additional plug receptacle beyond its own cord, is a violation of the Code. Please make sure that you and your employees are complying with these Code requirements and are not using any extension cords, including but not limited to the multiplex strips and other "surge protection" units commonly used with computers and other sensitive equipment. If you wish to check the legality of a device used for surge protection, locate the UL (Underwriters Laboratory) sticker and look for the approved designation. If it says, "temporary power source" or "temporary tap" or any other phrase incorporating the word "temporary" be advised that it does not comply with Code.

We realize that you may want to add some electrical receptacles in your space as a result of this Code enforcement. If so, please contact the Building Office with plans for approval and also if you wish to receive a quotation on installation.

Fire Extinguishers:

- Each tenant is responsible for the annual servicing of all fire extinguishers located within its premises. While the Building utilizes a suggested vendor, outside vendors are permitted, as long as they are approved by the Los Angeles City Fire Department.
- Every fire extinguisher must be properly tagged. The tag will specify the name, number and registration information regarding the testing company and the type of service and date service was performed.

Storage of Combustibles:

Many tenants have storage rooms within their premises or at other locations within the Building. Division 57 of the Code is specific as to the arrangement of materials, height of materials, aisle requirements and fire extinguishers. Specifically, please note:

- "...A clearance of at least eighteen (18) inches shall be maintained between storage materials and the ceiling."
- "...An unobstructed clearance of at least two (2) feet shall be maintained between stored materials."
- "...Portable fire extinguishers shall be provided, installed, and distributed in Storage
- Areas in accordance with Division 140 of this Article..."
- Storage of Items in Freight Elevator Lobbies
- No storage whatsoever is allowed in the freight elevator lobbies.

Storage of Combustibles (continued)

Building staff has been instructed to notify the Building Office whenever items are left in the freight elevator lobbies during business hours. The Building Office will make an effort to contact the appropriate tenant and request immediate removal and/or disposal of all items. After-hours, the night janitorial staff will discard all items left in the freight elevator lobbies. Should your office generate an unusual amount of rubbish during the day, please store it in your suite, mark it "BASURA" and it will be removed by the night janitorial staff. There are "BASURA" stickers available through the Building Office.

In the event the Building Office finds it necessary to arrange for removal of items from a freight elevator lobby and generates overtime charges from various personnel; such charges will be apportioned to all tenants on that particular floor.

Fire Life Safety Prevention Tips

- Smoking is not allowed within the building or office premises, including the parking facility.
- Report any frayed or damaged electrical cords to your supervisor.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electrical outlets.
- Turn off or unplug appliances when not in use, especially coffee makers.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block stairwells or corridors.
- Do not prop open stairwell, corridor or other fire doors. If these doors are propped open and there is a fire, smoke can easily spread throughout the building.

- Never store anything in the stairwells. There should be nothing in the stairwells that can burn or restrict traffic flow. Remember that the stairwells are your means of exiting in an emergency.
- Check lighting in corridors, office suites, exit signs. Report any malfunctioning lights to the Building Office.
- When you leave your office, keep doors closed. In the event of a fire, closed doors will limit the spread of the fire and smoke.
- Do not overcook food in the microwave. The food can smoke causing the alarms to activate.

Fire Safety Director

Douglas Emmett has developed a comprehensive Emergency Plan that includes fire, explosion, bomb threats, and medical emergencies and earthquake preparedness. The Building Office holds regularly scheduled training sessions for you and your employees to familiarize you with the plan.

The following represents the major aspects of the Century Park Plaza Emergency Plan.

- Instruct all high rise building occupants on the procedures to be followed in the event of fire, earthquake, or other emergencies, including evacuation procedures. Documentation of occupant instruction shall be maintained.
- Appoint Floor Wardens and Suite Wardens on each floor, with Alternates, who will assist in emergency evacuation procedures.
- Conduct fire drills on individual floors.
- Maintain a listing of disabled persons located within the Building who would require assistance during emergency evacuation.

Floor Wardens and Suite Wardens

For a single tenant floor, there should be appointed at least one Floor Warden. If there are multiple tenants on a floor, one person in each firm should be appointed as a Suite Warden to oversee their space. The Responsibilities of the Floor Warden and Suite Warden are as follows:

- Coordinate with the Fire Safety Director the training of all Alternates, Stairwell Monitors, and any other team members designated.
- Coordinate the evacuation drills for their particular floor in conjunction with the Fire Safety Director.
- Oversee the safe and orderly evacuation of a particular floor in case of an actual emergency.
- Be responsible to check that all persons have left a floor in an evacuation, using the "Final Search Pattern" method taught in initial training and provide a "Status Report" to the Fire Safety Director.

Alternate Floor Wardens and Suite Wardens

The responsibilities of the Alternate Floor Wardens and Suite Wardens are as follows:

- Understanding of the Floor Warden's/Suite Warden's responsibilities.
- Assist the Floor Wardens/Suite Wardens during an evacuation to see that all persons have been evacuated from their suite or floor.
- Be ready to assume the Floor Warden's/Suite Warden's responsibilities in his or her absence or injury.

Stairwell Monitors

There will be two stairwell monitors on each floor. From a multi-tenant floor, these monitors may come from any suite.

- When alerted, take up assigned position at stairwell to assist in the evacuation of occupants.
- Hold door open and remind entrants of the proper stairwell safety procedures and make sure the door is completely closed upon leaving.

Stairwell Safety Instructions for Building Evacuees

- Stay Calm.
- Move quickly; do not run.
- Remove high-heeled shoes if necessary.
- Use handrails, moving to the right when emergency crews are encountered.
- Allow room for others, but do not unnecessarily hold up travel.
- Allow no smoking.
- Dispel all faulty information, rumors, etc.
- Assist those who are slower moving or disabled.
- All injured evacuees to be treated at stairwell landings.

Tenant and Employee Training

There is a mandatory Fire/Life Safety training program provided by Douglas Emmett. All Suite and Floor Wardens are required to attend an annual training session in preparation for the annual fire drill. Topics

discussed are the Building's Fire Life Safety Systems; the emergency procedures to be followed in the event of a fire; and the duties of a Floor/Suite Warden. The training meeting lasts about one hour. Title 19 of the California Administrative Code and L.A. City Fire Code Section 57.33.19 requires that each suite appoint a representative (usually the suite monitor) to receive the above noted annual training. Tenants' designated representative will be required to make the necessary arrangements for training your employees and any new hires. We have made this process easier by providing a website that has an interactive and entertaining training for all occupants. Please contact the Building Management Office for your specific username and password.

Fire and Explosion

Any person discovering fire or smoke should immediately call 911 (or 9-911 if phone system dictates), and then proceed in the following manner:

- Activate one of the manual fire alarm stations located in the Building. Manual fire alarm stations are installed on each floor in the passenger and freight elevator lobby areas and adjacent to all fire exit stairwells. The manual fire alarm stations are operated by pulling the handle down. Once the station is activated, the fire alarms, located throughout the floor, will sound off notifying other personnel on the floor that a fire condition exists.
- Call the Building Office, (310) 552-1801, and report the location of the fire and what is burning. After-hours or when the Building Office is closed, call (310) 556-3481, the Lobby Attendant will receive the call and respond accordingly. Or you can page Security at (310) 772-9436.
- Quickly assess the conditions in the fire area. If there are adverse conditions: Clear the area. Confine the fire; close all doors. Attempt to extinguish the fire, if safe to do so. Never attempt to extinguish the fire alone. Use the "buddy system". There are Class "ABC" dry chemical fire extinguishers located by each stairwell entrance.
- Locate your Floor Warden or Suite Warden. Proceed to a safe stairwell and begin the evacuation procedures per your Warden's instructions.
- Upon arrival, the Fire Department will take charge of extinguishing the fire.
- Never consider an alarm as "false", "a malfunction" or "a test" unless previously notified.
- For detail information refer to the Building's Fire/Life/Safety Manual.

**Douglas
Emmett** Emergency Procedures: Flooding

If possible, remove all desktop items and close file drawers to limit damage.

Building management will turn off the water source and shut down electrical power as required.



Emergency Procedures: Homeland Security Threats

Douglas Emmett recommends that each Tenant have an emergency action plan in place to help their employees prepare for and react quickly to a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

California Office of Emergency Services

<http://www.oes.ca.gov>

Los Angeles Emergency Operations Organization

<http://www.updatela.com>

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

KNX 1070 AM

<http://www.knx1070.com/>

KFWB 980 AM

<http://www.kfwb.com/>

KFI 640 AM

<http://www.kfi640.com>

The Los Angeles Times

<http://www.latimes.com/>

CBS2 Channel 2: <http://www.cbs2.com/>

NBC4 Channel 4: <http://www.nbc4.tv>

KABC7 Channel 7: <http://www.abc7.com>

In the event that an accident or illness of an employee or visitor takes place in your office area:

- Call Emergency at 911.
- Give Emergency Dispatcher the following information:
 - Your name
 - Building name and address
 - Floor number and location of emergency on floor
 - Any details of accident or illness
- Do not move injured/ill person. Try to make them as comfortable as possible.
- Whenever possible, have someone meet the emergency unit in the lobby.
- Call the Building Management Office at 310-552-1801. Inform them you have called 911 and briefly describe the nature of the emergency.
- The emergency unit will be with you shortly and will administer necessary medical assistance.
- Determine, if possible:
 - Name, address and age of injured/ill person
 - Nature of problem
 - Allergies and if currently on any medication
 - Local doctor

The Management, Engineering and Security staff will do all we can to make the person comfortable while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid and how and when to contact emergency services.



Emergency Procedures: Power Failure

If normal power fails, an emergency generator automatically provides electricity to stairwells, stairwell exit signs, and emergency hall and office lighting, as well as powering life safety and communications systems. One elevator in each bank will remain operational.

If it appears that a power failure will last for an extended period, tenants will be informed by telephone or the public address system.

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



Emergency Procedures: State Fire Marshal's Law

TITLE 19 FIRE/LIFE/SAFETY TRAINING MUST BE COMPLETED WITHIN FOURTEEN (14) DAYS OF OCCUPANCY.

Please be advised that under the provisions of section 3.09 and 3.10 of Title 19 of the California Administrative Code, the Los Angeles City Fire Department requires that managers and Tenants of each high rise building in the city, in cooperation with the Fire Department, establish, implement and maintain an Emergency Pre-Fire Plan that will aid in the prevention of fire, explosion and panic in the building. All Tenants **MUST** be trained within the first 14 days of occupancy.

In order to comply with these regulations, Douglas Emmett provides all tenants access to a Fire Life Safety Website which will allow easy training of all new occupants within 14 days of your tenancy. Participation is mandated by law, and tenants who refuse to comply are subject to prosecution and penalties as set forth in the local codes and Title 19. Please contact our office immediately to receive a user name and password to the website.

Also, under the Fire Department's Plan regulations, each Tenant (as an employer) along with Building Management share the responsibility for implementing this Pre-Fire Plan, instructing all occupants on the procedures to be taken in the event of an emergency, including evacuation procedures. Documentation of Occupant Instruction shall be maintained by the Office of the Building and available for Fire Department Inspection. The Douglas Emmett Fire Life Safety website will allow each tenant to maintain a list of all employees who have completed the training, which can be shown to the Fire Department upon request. It is each Tenant's responsibility to train new employees and maintain proper records of the training.

Fire Wardens and Alternate Suite Wardens need to be full time employees who will be responsible to work with the Office of the Building, to maintain proper records and assist in evacuation procedures of the building. Tenants who refuse to comply, may be cited for violation of the State Fire Marshall's Law. Such a citation, if issued, could constitute a fine of \$1,000.00 and/or six- (6) months' imprisonment.

**Douglas
Emmett** **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 9-1-1. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Introduction: Welcome

On behalf of Douglas Emmett, the entire staff would like to personally welcome you and your associates. Douglas Emmett is honored to be associated with this prestigious project, and we are extraordinarily proud of the fine management team assembled here led by your Property Manager, Alfred Jordan, and Chief Engineer, William Rogers.

This handbook serves as a convenient resource to answer frequently asked questions about your property's operations, rules and regulations, and to assist you in acclimating to your new home. It also contains necessary forms that are frequently utilized.

Your happiness and satisfaction during your tenancy are of the utmost importance to us. To learn more about Douglas Emmett I invite you to visit our website at www.douglasemmett.com.

Once again, welcome to Century Park Plaza!



Introduction: About Douglas Emmett

[Douglas Emmett, Inc.](#) (NYSE: DEI) is a fully integrated, self-administered and self-managed real estate investment trust (REIT), and one of the largest owners and operators of high-quality office and multifamily properties located in targeted submarkets in California and Hawaii. The Company has a consistent and focused strategy of identifying submarkets that are supply constrained, have high barriers to entry and exhibit strong economic characteristics such as population and job growth and a diverse economic base. Douglas Emmett focuses primarily on owning and acquiring a substantial share of top-tier office properties within these submarkets, which are located near high-end executive housing and key lifestyle amenities. The Company focuses primarily on owning and acquiring select multifamily properties in premier locations within these same submarkets. Its extensive acquisition and operating expertise is directly linked to its competitive advantage through superior acquisition sourcing, focused leasing programs, active asset and property management and unsurpassed tenant service. Douglas Emmett is proud to serve entrepreneurial, service-oriented tenants that comprise our client base, fostering positive tenant relations and ensuring a comfortable workplace environment for a variety of tenants.

People make the difference, and Douglas Emmett is proud to have kept intact a core group of executives and managers for many years; most have been with the company ten years or more. The stability within the company proves invaluable to achieving our long-term goal of remaining an integral fixture in the Los Angeles and Honolulu commercial and residential real estate markets.

The Company's office and multi-family portfolio is currently located in nine California submarkets, six of which are located on Los Angeles' Westside - Brentwood, Century City, Santa Monica, Beverly Hills, the Olympic Corridor and Westwood. Three submarkets are in the San Fernando Valley - Sherman Oaks/Encino, Warner Center/Woodland Hills, and Burbank. The Company's Hawaii office portfolio is located in the downtown central business district of Honolulu with multi-family properties in nearby suburban communities.



Introduction: About Century Park Plaza

Century Park Plaza at 1801 Century Park East is a Class A, 26-story office tower strategically oriented on the property to maximize view opportunities. Almost every suite has unobstructed city, mountain or L.A. Country Club golf course views. Prominently located at the corner of Santa Monica Boulevard and Century Park East, the building has excellent access to major thoroughfares and freeways.



Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) that contains a number of downloadable and printable administrative forms. In order to be able to use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. [To obtain the software for free, click here.](#)

Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at your property. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Property Management Office.

Policies and Procedures: Contractors

All tenant suite alterations, regardless of the scope of work, are subject to Building approval procedures and Contractor rules and regulations. Please check your Lease for any custom guidelines. Below is a summary of the Building standard guidelines and procedures:

Alteration Scope:

All alterations and work to tenant's premises must receive prior approval of the Building Office. These would include:

- Any alterations and additions;
- Painting; Erecting partitions;
- miscellaneous electrical work;
- nailing, boring or any fastening into ceilings, walls, or floors.

Contractor Rules and Regulations:

All contractors must read and sign a copy of the Rules and Regulations governing construction (can be obtained from the Building Office) It is mandatory that for certain trades, only Building pre-approved Contractors are utilized. Please contact the Building Office for a detailed listing. These include:

- Structural Engineering;
- Sprinkler;
- Electrical;
- HVAC

Please note that only one approved Building Contractor/Engineer exists for the following work. Please contact the Building Office for a copy of the list. These include:

- Fire / Life / Safety;
- Mechanical & Engineering;
- Building Key

The in-house key system is proprietary; therefore the Engineering Department from the Building Office must handle all keying situations.

The Architect/Space Planner is responsible for Plan Check and obtaining the Building permit. It must include all Code requirements (i.e., ADA/DAD, Title 24, etc.) on the design documents. These documents must be submitted to Douglas Emmett for review prior to construction. Please contact the Building Office for specific information.

Miscellaneous:

- Approval of the construction documents is for general area arrangements only and does not include specific approvals for engineering, material types, construction, details, finishes, Code compliance, etc.
- It is important to note the insurance and indemnity requirements attached to the Contractor Regulations and Guidelines. These requirements must be made a part of any agreement with the general contractor.
- Prior to commencement of work, a "kick-off" meeting must be scheduled at your convenience with the Tenant Representative for construction, your Contractor and Architect, and Douglas Emmett representatives. At this meeting, Douglas Emmett will go over the rules and regulations.
- At the "kick-off" meeting, it is imperative that the Contractor bring the awarded subcontractors employee list for Building access, insurance certificates for all contractors and subcontractors, copy of building permit, mechanical/electrical permits (if available) and a copy of the executed construction contract with the indemnity requirements.

Miscellaneous (continued):

- Any questions on the Contractor Regulations and Guidelines will be addressed at the kick-off meeting. Please note that work cannot commence until the kick-off meeting is completed and all documents have been submitted to Douglas Emmett.
- It is essential that the Contractor pay strict attention to Owner's guidelines on noise, dust control, and painting for the protection of the client-occupied floors. It is also essential that the Contractor be familiar with and comply with all access, freight elevator and loading dock procedures.
- Contractors must supply as-built drawings and certified air balance reports. Please refer to the Contractor Regulations and Guidelines for Tenant Improvement Work for specifics.
- Upon completion of work, copies of all permits and final inspection documentation must be forwarded to the Building Office. It is also essential that Tenants forward final cost notification to the Building

Office. This information is critical as property taxes are triggered by the Building permit process and this information is required by our tax consultants.

- All construction or repair personnel must register at the Office of the Building. A sign in sheet will be provided for all Construction personnel. Construction personnel may not use the Passenger elevators. All construction personnel should park in the building parking garage and pay the normal daily rates.
- The level of insurance requirements varies per trade. All certificates must be forwarded to the Building Office.
- All contractors should be wearing their company uniform with their hangtag for identification purposes.

Window Treatments

Tenant shall not place anything against or near glass partitions or doors or windows that may appear unsightly from outside the premises. Tenant shall be held responsible for any damages to the glass coating within the premises. Any items other than building standard blinds such as curtains, shades, screens or hanging plants or other similar objects attached to or used in connection with any windowsill, which are visible from the exterior of the Premises, are prohibited. It is suggested during the summer months that you keep all blinds in a fully closed position only.

Common Areas

The sidewalks, entrances, halls, corridors, elevators and stairways of the Building shall not be obstructed or used as a waiting or lounging place by Tenants, their agents, employees, invitees, licensees or visitors. The outside areas immediately adjoining any leased premises shall be kept clear at all times by Tenant, and Tenant shall not place or permit any obstructions, refuse, merchandise, or displays in such areas. The corridors, passages, exits, entrances, elevators, and stairways are not to be open to the general public, but are open, subject to reasonable regulations, to Tenant's business invitees. Landlord shall in all cases retain the right to control and attempt to prevent access thereto of all persons whose presence, in the judgment of Landlord, would be prejudicial to the safety, character, reputation and interest of the building. Landlord shall in all cases retain the right to persons with whom any tenant normally deals in the ordinary course of its business, unless such persons are engaged in illegal or unlawful activities. Any Tenant, employee, and/or invitees access to the roof "is strictly prohibited."

Cleanliness

Tenant shall not exhibit carelessness or indifference to the good order and cleanliness of the Premises.

Security Devices

If Tenant desires telephonic, burglar or similar security services, they shall first obtain and comply with Landlord's instructions for installation. All auxiliary security systems will be monitored by a third-party security monitoring company, and will be solely the Tenant's responsibility and expense.

Energy Efficiency

Tenant shall not use any method of heating and air conditioning other than that supplied by Landlord. Further, Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to assure the most effective operation of the Building's heating and air conditioning and to comply with any governmental energy-saving rules, laws, or regulations of which Tenants have actual notice. Tenant shall keep corridor doors closed.

Solicitation

Tenant shall not make any door-to-door solicitation of business to any other Tenants in the building.

Electronic Devices

Tenant shall not install any radio or television antenna, loudspeaker or other devices on the roof or exterior walls of the building.

Trash Disposal

Tenant shall store all trash within the Premises or in other facilities provided by Landlord and in conjunction with recycling procedures. Tenant shall not place in any trash receptacle any material that cannot be disposed of in the ordinary and customary manner of trash and garbage disposal. Landlord shall make all refuse disposals in accordance with scheduled contract.

Prohibited Uses

The Premises shall not be used for (a) the keeping any bicycles, motorcycles, or animals of any kind, or (b) lodging, or for manufacturing of any kind; nor shall the Premises be used for any improper, immoral or objectionable purposes. No cooking or heating of food is permitted on the Premises, excepting microwave ovens and equipment for brewing coffee, tea, hot chocolate and similar beverages. Tenant shall not install, maintain or operate on the Premises any vending machines without the prior written consent of Landlord.

Safety Procedures

Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.

Animals / Birds

Tenant shall not permit its agents, clients, contractors, directors, employees, invitees, licensees, officers, partners or shareholders to bring or keep within the Building any animal, bird, or bicycle, except such seeing-eye dog or other disability assistance type animal as may comply with the requirements of any handicapped ordinances having jurisdiction therefor.

Building Management

An authorized individual will attend to tenant's requirements only upon appropriate application to the Office of the Building. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord, and no employees of Landlord will admit any person (Tenant or otherwise) into any office without specific instructions from Landlord.

Observance of Rules

Tenant shall be responsible for the observance of all of the foregoing Rules by Tenant's employees, agents, clients, customers, invitees, and guests.

Stairwell Doors

The stairwells are for emergency exit only. Under no circumstances are tenants allowed to use the exit stairwells for any other purpose. The stairwell doors are locked from inside the stairwells. If you find yourself within a locked stairwell, you need to take the stairs to the ground floor.



Policies and Procedures: Good Neighbor Policy

We all benefit from good neighbors and being alert for unusual occurrences in our building and project. Please report to the Office of the Building or Security should any of the following be observed:

- Any unusual circumstances such as people loitering in the corridors or anywhere throughout the Building or grounds; something apparently out of place, etc.
- Finding trash or safety hazards in the corridors, lobby, restroom, garage or any other public areas. Be alert for obstruction of fire doors or any obstruction that could result in an injury or fatality.
- Deliver to the Office of the Building or Security any item you believe might be lost. Please note where you found the object and the time discovered so that we may attempt to locate the owner.
- Burned out lights throughout the building or grounds must be replaced as soon as possible for your safety and the safety of others.

Please observe building security procedures if accessing the building after hours. If you notice unauthorized persons in the building after hours, please notify Security.



Policies and Procedures: Moving Policy

Management will assume that our tenants are responsible for moving all supplies, furniture, fixtures and other personal property into, within and out of the Building, unless notified otherwise. Management will work with you to arrange for the appropriate time and entrance access for the move. To ensure a smooth move, it is in our mutual best interests that the moving schedule be confirmed in writing. Move-ins and move-outs shall take place after hours and on weekends. Below is specific information to help you with your move:

Notification:

The Building Office must receive formal written notification of the date of the move along with the specifics of time of arrival of movers, etc. It is helpful that a tenant representative be designated to deal with the Building Office staff on the coordination of the move.

Freight Elevator/Loading Dock Reservation:

Reservations for the freight elevator for the removal of fixtures and furniture can be made Monday through Friday after 7:00 p.m. and before 7:00 a.m., and all hours on Saturday and Sunday. It is essential that the After Hours Access Form be completed and forwarded to the Building Office as soon as possible to ensure the date desired is reserved.

Certificate of Insurance:

The moving company must provide a Certificate of Insurance with appropriate coverage and provisions as designated by the Building Office. Please see the Insurance Protection Section for specific requirement information. This Certificate must be forwarded to the Building Office twenty-four (24) business hours in advance of the time and date of the move. The moving company will not be permitted access unless an approved Certificate is on file with the Building Office.

Check-in:

On the date of the move, the moving company must check-in at the Lobby Console. After clearance is verified, the Lobby Attendant will provide assistance with the utilization of the freight elevator. It is important that a Tenant Representative be present to meet the moving company at the suite to provide access. Lobby Attendants are not authorized to open suite doors. In the event of a move-out, on the date of the move, if all suite keys have been turned into the Building Office, special authorization can be obtained to allow our staff to provide access to the suite for a designated Tenant Representative. Please make these arrangements in advance.

Protection of Building Interiors:

The moving company must appropriately protect all common area corridor walls, doors, flooring, etc. An Engineer or Security Personnel will inspect the premises shortly after the moving company has arrived to ensure adequate protection has been provided to Building finishes. All dollies must be equipped with rubber wheels. Damage to the freight elevator or common areas will be invoiced to the Tenant.

Special Move-Out Notes

Pre Move-out Inspection:

Shortly after the Building Office is informed of the move-out, a representative of the office will contact you to schedule a Pre Move-out Inspection of the Suite. During this inspection any damage to the premises will be noted. At this time any alterations subject to removal will be discussed. If you wish to leave fixtures or alterations, which were to be removed upon your departure, please address them with the management representative at this time so that final approval can be obtained from Ownership.

Special Move-Out Notes (continued)

Clean-up/Removal of Furniture, Fixtures, Trash, Etc.:

Unless exceptions have been previously approved by the Building Office, all furniture, fixtures, equipment, decorations, etc., must be removed from the premises so that it is left in a clean condition. Vendor provided equipment should also be removed from the premises (i.e., leased equipment - copy machines, water coolers, coffee service, vending machines, etc.). If arrangements must be made for a vendor to remove equipment after your departure, please forward appropriate notification and vendor Certificates of Insurance to the Building Office prior to your move.

Post Move-Out Inspection:

A post move-out inspection will be conducted by the Building the first business day following the move out. It is advised that a Tenant Representative be present for the inspection. During this inspection, the suite will be checked for cleanliness (complete removal of trash, supplies, furniture, etc.), damage, alterations, and tenant improvement and fixture removal per the Lease.

Special Move-Out Notes (continued)**Keys/Security Access/Keycard Return:**

All keys should be turned into the Building Office on the last business day of your occupancy. If you wish to retain keys for individuals involved with the move, please notify the Building Office. These keys will be turned into the Lobby Console on the last day of your occupancy. Special validation accommodations can be made to allow access from the parking garage for Tenant employees on the last day of occupancy and the day of the move.

Telephone Equipment Removal:

All telephone equipment and cabling must be removed from the suite and telephone room by your authorized phone vendor.

Security Deposit:

All Security Deposits held by the Building Office will be forwarded to you in a timely manner at your new address. In the event that repair and/or clean-up costs were billed against your deposit, a letter denoting such debits will accompany your returned deposit. Please make sure you leave your forwarding address with the Building Office.

**Douglas
Emmett** Policies and Procedures: Smoking

Effective January 1, 1995, smoking is prohibited in all enclosed work areas. It is the EMPLOYER'S RESPONSIBILITY to enforce this new law. Therefore, it is your responsibility to inform your employees of Assembly Bill AB13, as there is no smoking in the Building, your suite, or within 20 feet of the Building entrances.



Policies and Procedures: Tenant Improvement Work

All plans to remodel or redecorate your suite must be approved and coordinated by the Office of the Building prior to the commencement of any work.

Remodeling/redecorating work can be either minor or major and may include any of the following:

- Installing electrical or telephone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wallcovering

Please contact the Building Manager at 310-552-1801 to discuss the scope of work you intend to complete as well as scheduling.

The Neighborhood: Banks & ATMs

Coming Soon



The Neighborhood: Business Services

Coming Soon

**Douglas
Emmett** **The Neighborhood: Entertainment**

Coming Soon

**Douglas
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The Neighborhood: Hotels

Coming Soon

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The Neighborhood: Maps

Coming Soon

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Emmett**

The Neighborhood: Restaurants

Coming Soon



The Neighborhood: Retail Services

Century Park Plaza is committed to providing tenants with superior customer service and convenient amenities. Below is a listing of some of the major services and amenities available at Century Park Plaza:

Cafe: Bon Appetit located on the Third Floor: 310-277-7009

Copy Services

Copy Page: 310-226-8640
Doculogic located on the Third Floor 310-553-7515

Dry Cleaning Service: Century Cleaners & Sundries located on the Third Floor: 310-277-5770

Notary: Please call Richard Sain, our building Concierge 310-552-0527 or the Office of the Building 310-552-1801 for the most current notary services in the building.

Oil and Lube Service: "Fix Car Now" is available on every Monday. They are located on B-level of the parking facility. All products used are brand names such as Castrol and Quaker State.

Car Wash: "Aqua Car Wash" is available Monday through Friday on the E-level of the parking facility.

Sundry and Gifts: Century Cleaners & Sundries located on the Third Floor: 310-277-5770

This listing does not represent a recommendation or endorsement by the Building Office.

The Century City Chamber of Commerce provides information about businesses and business opportunities within Century City. The office is located at 2049 Century Park East, Concourse Level, Los Angeles, 90067. Telephone number is 310-553-2222.

**Douglas
Emmett**

The Neighborhood: Transportation

Coming Soon

**Douglas
Emmett** The Neighborhood: Personal Fitness

Bodies In Motion
1950 Century Park East
Los Angeles, CA 90067
(310) 789-1111