

# INTERGATE EAST II

## INTRODUCTORY LETTER



### WELCOME TO INTERNATIONAL GATEWAY EAST A TECHNOLOGY CAMPUS

*The following is intended to introduce you to Sabey Corporation and the many features of International Gateway East.*

Sabey Corporation is a company with a 30-year history in the Pacific Northwest. As real estate owners and managers, we own and manage millions of square feet of our own commercial space. As a construction services company, we've built 27 million square feet for our clients and for our own account. For our design/build projects, Sabey architects work hand in hand with construction managers in a seamless process. In venture funding, we have aided start-up companies for 25 years, investing in businesses that today are worth more than a billion dollars. The driving force behind all these activities is the desire to build lasting relationships. Our core ideology stresses teamwork, innovative thinking and mutually beneficial solutions. Our employees are inspired to strive for excellence.

The Sabey Property Management team -- introduced in the next section -- has developed this Tenant Handbook to familiarize you with your building. It includes information on janitorial services, nearby restaurants, and guidelines for moving into your new space. Please read this document carefully, as it contains important and useful information. Five sections follow:

- |   |                              |
|---|------------------------------|
| 1 | Sabey Staff                  |
| 2 | Tenant Forms                 |
| 3 | Building Basics              |
| 4 | Emergency Information        |
| 5 | Eateries & Amenities         |
| 6 | Construction Criteria Manual |

**Tenant Forms:** These Forms are the most important in helping you get settled. Please take a moment now to complete and return them to us. Once we receive your forms we can provide access/parking passes for your staff and lobby signage for your business.

**24-Hour Service Number and Landport Web Based Service Request Dispatching System:** We would like to introduce you to our 24-Hour Service Number – 206.282.9596 – which you may call at any time to reach Sabey Property Management with a general question. We will also create a Landport account that will allow you to enter service requests via the internet and dispatch them directly to the Building Engineer that is servicing your facility. Your cooperation in using our web based dispatching system and 24-Hour Service Number is appreciated, as it will ensure that problems are addressed with the greatest efficiency.

Again we welcome you to a Sabey building and thank you for letting us become a part of your business experience. We wish you the best of luck in your endeavors and are happy to assist you whenever possible. On behalf of the entire Property Management team, welcome to International Gateway East.

# INTERGATE EAST II

## SABEY STAFF



### THE SABEY PROPERTY MANAGEMENT TEAM

Our management philosophy is to establish and maintain long-term relationships with our tenants, to provide quality, responsive service and to provide solutions to their real estate requirements. Our dedicated property management team focuses on listening to our tenants' needs, then working with them to accomplish our mutual goals of creating value while retaining quality tenants in our buildings.

Our people and systems are committed to deliver a complete package of commercial property management services customized to meet the specific needs of our tenants. Our Property Management Division specializes in property and asset management, leasing, building maintenance, lease administration, property accounting and budgeting. In addition, Sabey provides architectural, engineering and construction services.

Sabey delivers these services through a single point of contact, the Property Manager, who is our direct line of communication and is accountable for insuring that our team exceeds your expectations.

The Property Management Team includes the following members who directly work in the properties to support our strong service initiative. We support this team with our commitment to state-of-the-art technology solutions, administrative and accounting support and alliances with many of the region's finest service providers.

The Property Management Team available to serve you includes the following members:

**Property Manager:** Single point of contact for all tenant property management needs.

**Facility Manager:** Supports property management function with responsibility for all building systems and equipment, engineering and Sabey Tenant Service Center.

**Chief Engineer:** Responsible for day-to-day performance and responsiveness of Sabey engineering.

**Building Engineer:** Sabey front line responsible for day-to-day performance of the individual property and first responder on all tenant requests for service.

**Assistant Property Manager:** Responsible to support property managers and engineering functions.

**Leasing Specialist:** Responsible to support the property management team, communicate with our tenants, negotiate and execute lease renewals and market the properties to new tenants.

**Construction Coordination Manager:** Responsible to coordinate with tenants, contractors and property management all construction projects, including all tenant improvement work.

Sabey Tenant Service Center: Responsible to provide efficient and effective communication systems designed to achieve industry leading service responsiveness and to maintain long-term relationships with our tenants. Our 24-hour call center receives all tenant service requests and is responsible for processing each request to completion. Our Property Management Team looks forward to working with you! For more information on how Sabey can help provide your firm with its real estate solutions, please contact us today.

## **GENERAL INFORMATION**

### **BUILDING DIRECTORY**

Building directories are located in the main lobby. These directories include a complete listing of building tenants. If your company needs to add or remove information from a directory, please call Sabey Property Management at 206.282.9596. Additions and changes require a minimum of two weeks notice. The use of titles, logos and other such information is not permitted on lobby directories.

### **ELEVATORS -- MALFUNCTION**

If you become caught in a stalled elevator, open the door to the telephone and pick up the telephone receiver. The phone will automatically put you in contact with the elevator monitoring company. An elevator technician will be dispatched to release you as quickly as possible. If you know of a stalled elevator, call Sabey Property Management at 206.282.9596 and report the building, approximate floor location, and number of the elevator.

### **ELEVATORS -- SCHEDULING LARGE DELIVERIES**

Large deliveries are not permitted during the normal workday. This is because elevators must be specially prepared for protection in handling large deliveries and must be available to meet the delivery needs of all our tenants during regular work hours. These types of deliveries must be scheduled in advance through Sabey Property Management for after-hours (5:30 p.m. weekdays) or weekend delivery. If you anticipate a large delivery, please notify Sabey Property Management at 206.282.9596 as soon as possible and provide us with the name and telephone number of the carrier. Your mover will also need to provide property management with the proper Certificate of Insurance prior to move in (Also see "Moving In & Out"). Elevator pads are required and will be provided at the building. However, the Tenant must perform both the installation and removal of these pads.

### **LOST & FOUND**

A Lost & Found is maintained in the Property Management Office of Sabey Corporation Headquarters for the convenience of tenants and visitors. If you have misplaced an item, please check with us to see if someone has turned it in. Also, if you find an item whose owner cannot be identified, please contact Sabey Property Management at 206.282.9596 and provide pertinent information about when and where it was found. Any item not claimed after 30 days will be discarded.

## MAIL SERVICE

Several types of mail service are available at your building. If you would like more information or have questions about your specific mail services, please contact one of the agencies below or your local Post Office.

United States Postal Services	1.800.275.8777
Airborne	1.800.AIRBOURNE
Federal Express	1.800.GO.FEDEX
United Parcel Service	1.800.PICK.UPS

## MAINTENANCE CALLS

Sabey Property Management takes pride in maintaining the highest possible standards for maintenance service, and we do this with your help. Often it is the tenant who first discovers a restroom problem, an elevator malfunction, or a burned-out light bulb. For this reason, we have set-up the Landport web based service request system and our 24-hour service line -- 206.282.9596 – for you to report any situation that may need our attention.

When you submit a service request via the Landport system or 24-hour service line, be sure to include the following information:

- Company Name
- Building Name and Suite Number
- Contact Name and Phone Number
- Brief description of the Service Request
- Indicate if the Request is Urgent

The Landport system automatically dispatches your service request to the appropriate Building Engineer using our two-way wireless communication system during normal business hours, Monday through Friday, 8:00 a.m. – 5:00 p.m. The Building Engineer will call the tenant within fifteen minutes and make arrangements to fulfill the request. If you do not hear from a Building Engineer within fifteen minutes, please call our 24-Hour Service number at 206-282-9596 and we will ensure that you get in touch with the Building Engineer.

Any after-hour requests requiring immediate response will need to be made via our 24-Hour Service number. This number is monitored by answering service and the requests are forwarded to the designated “On Call” representative. Any after-hour request not requiring immediate response should be sent via the Landport system and will be received and dispatched by 10:00 a.m. the following business day.

Please complete the Landport account set-up form located behind the “Tenant Forms” tab of this binder and fax it to Sabey Property Management at (206) 282-9596. This information will enable us to set-up your personalized account.

## **OPEN HOUSES**

We are pleased to assist in making your open house and other special event a success. If your company is planning an open house or another special function, please notify Sabey Property Management at 206.282.9596 well in advance. We can help you make necessary arrangements for guest parking, extended HVAC, extra janitorial service, special security hours, and caterer access.

## **SIGNAGE**

Building signage is provided by the Landlord's preferred vendor. To ensure standardization, Sabey Property Management must approve all signage requests.

## **SPACE IMPROVEMENTS**

Any improvements or changes to your space are traditionally referred to as Tenant Improvements. Sabey Construction, sister-company to Sabey Corporation, possesses a special group devoted specifically to Tenant Improvements. This highly skilled team includes Architecture and Construction experts known for their experience with biotech, office and high-tech environments, and often on an accelerated schedule. If you are interested in improvements for your premises, contact your Property Manager who will put you in touch with a Sabey Construction TI team member.

Please bear in mind that all contractors and technicians rendering installation or service work of any kind in your space must be referred to Sabey Property Management prior to performing services. After reviewing building policies and standards with your contractor, we will provide necessary access to service areas, telephone closets, etc. We also require all service persons to check in and out with the Property Management Building Engineer any time they are performing work in the building.

Installation and/or placement of items or fixtures that affect the outside appearance of the building such as non-standard window signage, drapes or lighting are not permitted, except with written approval from Property Management.

## HOURS OF OPERATION

### **BUILDING HOURS**

Your building is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

### **HEATING, VENTILATION AND AIR CONDITIONING (HVAC)**

The heating, ventilating and air conditioning (HVAC) system normally operates Monday through Friday from 7:00 a.m. to 6:00 p.m. Should you have a special need for HVAC beyond these hours, arrangements should be made in advance through Sabey Property Management. Please reference "Holidays" for observed dates during which normal HVAC operations at your building are suspended. To determine the current cost-per-hour rate of your HVAC system, please contact your Property Manager.

### **HOLIDAYS**

During holidays the building operates as if it were a weekend, all lobby doors are secured, the heating, ventilating and air conditioning system is off, and no janitorial service is scheduled. Holidays observed annually by the Landlord include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- Day After/Before Christmas
- One Discretionary Holiday

Please note that one discretionary holiday, to be determined by the Landlord, also is observed. This day may fall during any time of the year and is treated as any other scheduled holiday.

## **SECURITY AND KEYS**

### **SECURITY SYSTEM AND ACCESS**

The building is secured after normal working hours, weekends, and holidays. Your security access card will allow you to gain entrance to the building and, if applicable, access elevators to specific authorized areas after normal business hours. You may purchase your non-refundable access cards via your Property Manager.

The price of each key card is \$15.00. Because the use of each card is automatically recorded, it is important that an employee use only the card assigned to him/her. Cards should not be transferred, shared or traded among employees. If a card is lost or stolen, report it immediately to Sabey Property Management at 206.282.9596. We will cancel the missing card and issue a replacement. In the event of a lost access card, an assessment of \$15.00 per card will be made.

After hours, on weekends and holidays, you must use the parking garage or front entrance to gain access to the building. In some buildings, the elevators are equipped with card readers or a suite key system to allow after-hours entrance to secured floors for which you are authorized. Garage readers, located at the entrance and exit gates, allow access at anytime to those individuals who are authorized to park in the garage.

### **LOCKS AND KEYS**

Sabey Property Management provides all standard locks for doors throughout the building. Upon initial occupancy, you will be provided with two sets of keys for your suite. If additional keys are needed, you will find a form included in this package that will give you the proper authority to duplicate keys (see "Authority to Duplicate 'Do Not Duplicate' Keys Form"). Please do not duplicate keys through other means.

## HOUSEKEEPING

### Janitorial Service

The janitorial staff takes pride in providing professional, thorough cleaning services on a regular basis throughout the building. Normal janitorial duties for each suite are performed Sunday through Thursday in the evening. Sabey's maintenance staff is on duty during daytime business hours to assist with special cleaning needs within common areas and items that require immediate attention, such as food or beverage spills.

We are anxious to hear from you regarding the quality of service you receive. While we are constantly monitoring the various aspects of our janitorial service, we rely on you to help keep us informed. If you are unhappy with any aspect of your service, or have a suggestion as to how it might be improved, please call Sabey Property Management to discuss your ideas and concerns. For more information on your janitorial services, please see the janitorial specifications following the "Operations Procedures" portion of this section.

### REFUSE REMOVAL

The janitorial staff is instructed to empty and dispose of everything found in trash/recycling containers, without regard for their contents. This assures that the confidentiality of documents and papers, which you need to discard, is maintained. For your own protection, please do not use trash or recycling containers as storage facilities. We cannot guarantee that items stored in this manner will not be mistaken for trash.

When discarding cardboard boxes or other items too large to fit in a waste container, please mark each box or item clearly with the word TRASH or RECYCLE and locate it near your waste container. Additionally, cardboard boxes are to be broken down for removal. If you anticipate a special need to remove a large amount of trash during the workday, please make arrangements in advance with Sabey Property Management at 206.282.9596 for extra garbage bins.

All kitchen/coffee area waste containers are lined with plastic liners daily to ensure that coffee grounds, food, etc. are properly disposed. Please refrain from placing these types of "wet garbage" in trash containers other than those properly lined to handle this waste.

## **RECYCLING PROGRAM**

All building tenants participate in the building's recycling program, which is operated in conjunction with your building's preferred vendor. Acceptable materials for recycling include:

- all types of paper, including post-it notes, paper ream covers (staples do not need to be removed)
- newspapers
- cardboard
- aluminum

All tenants are provided with separate waste receptacles for disposal of recyclable paper materials. These receptacles are emptied each evening by the janitorial staff. Please encourage your fellow workers to dispose of all trash and garbage in the responsible manner. Do not mix coffee grounds, plastics, food or food containers with the paper recyclable materials.

We welcome your questions, comments and suggestions about our recycling program. Its success is wholly dependent upon you.

## **MOVING IN & OUT**

### **AT THE START OF A MOVE**

- 1) Call Sabey Property Management, 206.282.9596, as soon as you begin planning your move.
- 2) To safeguard the smooth business operations of all our tenants, we require all moves to be completed weekdays after 6:00 p.m. or on weekends. Please note: After 6:00 p.m. the main garage door will close and all equipment and vehicles must be moved through the north door. In order to open the gate you will need an access card.
- 3) The tenant is held responsible for any damage that occurs during a move. Therefore, it is important that a Certificate of Insurance from your mover is received by Sabey Property Management prior to the move being initiated. For insurance requirements, please contact the Sabey Insurance Coordinator at 206.281.8700.

### **MOVING CHECKLIST**

There are always so many things to consider when moving in to, out of, or within a building. To ensure that your move goes smoothly we have compiled the following checklist and highlighted pertinent building rules and information to assist you in planning your move.

#### **CONTACT SABEY PROPERTY MANAGEMENT TO:**

- Schedule the Freight Elevator – This should be done as soon as you have determined your move-in or move-out date to eliminate scheduling conflicts.
- Order Suite Signs & Directory Listings – When you are moving in, you will want your clients to find you quickly and easily.
- Obtain Access Cards & Keys – This will ease the confusion for your employees.
- Establish your Tenant Representative Contact – This will be the person who will serve as your primary liaison with Sabey Property Management.

#### **Freight Elevator**

- Must be shared with building janitorial staff between 5:30 p.m. and 3:00 a.m. on weeknights to remove trash from the building.
- Elevator pads are required and are provided by Sabey Property Management.
- Protective masonite coverings, provided by the moving company, must be used in freight elevator and common area hallways when moving furniture and/or heavy items.

## REMEMBER TO:

- Provide proper written notice for move-out per lease requirements.
- Provide Post Office with change of address.
- Provide billing address to Sabey Property Management.
- Notify phone company to arrange for disconnect.
- Ensure that mover has provided an original Certificate of Insurance to Sabey Property Management.
- Arrange for all data cables to be removed by a professional contractor.

## INSTRUCTIONS FOR MOVERS

Movers shall perform all services required to move furniture, contents, office machines, records, and supplies. Be sure that movers and delivery people provide any dollies and carts that are required. The building management does not maintain these items.

The elevator is available on a first-come, first-serve basis outside of business hours (after 6:00 p.m. weekdays and weekends). The elevator must be reserved by calling Sabey Property Management at 206.282.9596.

Each employee of the mover must be bonded and uniformly attired in the same type and color of uniform, with the name of the moving company plainly lettered. This is necessary to maintain building security.

- Inspection of Premises: The mover is responsible for inspecting the tenant's suite prior to the move so that he/she may furnish such equipment and labor necessary to provide for an orderly, timely and efficient move. He/she should acquaint him/herself with all the available information regarding difficulties that may be encountered and the conditions, including safety precautions, under which the work must be accomplished. We ask that you confirm all arrangements in advance with our office:

Sabey Property Management  
12201 Tukwila International Blvd.  
Fourth Floor  
Seattle, WA 98168-5121  
206.282.9596  
206.282.9951 (fax)

- **Supervision, Labor, Materials & Equipment:** The mover must furnish all supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated. Such equipment shall include dollies, trucks, and other items as necessary. All material handling vehicles used in the interior of the building must have rubberized wheels and must be maintained free of grease and dirt. The mover is required to provide and install masonite floor covering to protect the flooring in all common building areas from the elevator lobby to your suite.
- **Crating, Padding and Packing Materials:** The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding materials are to be removed by the mover.
- **Floor and Wall Protection:** The mover should, at all times, protect and preserve the building from damage. All reasonable requests to enclose or specially protect such property must be met. This includes furnishing, installing and removing floor, carpet, wall and glass protective materials wherever necessary to protect the building from damage.
- **Indemnity Insurance:** The mover shall deliver to the Sabey Corporation Insurance Coordinator prior to confirmation of scheduling any move, an original Certificate of Insurance evidencing coverage. All insurance shall be written through carriers acceptable to Landlord and licensed in the State of Washington.

Management will refuse the mover access to the building: 1) if the certificate is not an original; 2) if Sabey Corporation and the property which you will occupy are not named as additional insured; or 3) if limits provided on the Certificate of Insurance are not in accordance with the guidelines provided by the Sabey Insurance Coordinator. Please contact the Sabey Property Management Insurance Coordinator at 206.281.8700 if you have any questions about your mover's insurance requirements or you need to determine the proper additional insured to list on the Certificate of Insurance.

## **TRANSPORTATION**

### **PARKING—PERMITS REQUIRED**

Please be aware of all parking garage height restrictions as well as reserved spaces such as visitor, executive, and handicap stalls.

### **BICYCLE RACKS**

If applicable, for those employees who choose to ride bicycles to work, your building has bike racks located on the premises. The racks provide convenient storage for building employees' bicycles during the workday. Any bikes left on the rack for over 24 hours will be removed by building management.

### **PUBLIC TRANSPORTATION**

Public transportation is available to and from most workplaces and can be arranged with local services. For further information, contact the following Metro services directly:

Metro's 24-hour service 206.553.3000  
Bus pass sales 206.624.PASS  
Carpool/Vanpool information 206.625.4500  
Customer service 206.553.3060  
Sound Transit 206.723.7900  
Yellow Cab 206.622-6500

## OPERATIONS POLICIES

1. Washington State Law now prohibits smoking in office buildings. Please refrain from smoking within the building and parking garage or 25 feet within the main entrances to each building. Individuals who do smoke may do so in the designated smoking areas of the plaza or loading docks. Please report violators to Sabey Property Management at 206.282.9596.
2. Individuals other than the building engineers are not permitted to make adjustments to temperature control thermostats within the building. Sabey Property Management is glad to assist should you find your office temperature requires adjustment. Any damage occurring as a result of tampering with thermostats will be repaired at the tenant's expense.
3. Do not obstruct sidewalks, doorways, corridors, elevators, lobbies or stairways with furniture, trash or deliveries of any type. These areas require full and free traffic flow at all times.
4. Corridor doors, when not in use, must be kept closed, per city fire code.
5. Nails, screws or other attachments to doors must be installed by Sabey Property Management staff.
6. All signs, advertisements, graphics or notices visible in or from public corridors, lobby areas or the building exterior must have prior written approval from Sabey Property Management Office.
7. Please lock all doors leading to corridors and turn out all lights at the close of the workday.
8. No pets or animals are permitted on or in the premises, at any time except: (i) dogs which are present on the property or premises in their capacity of providing assistance to a disabled person; and (ii) laboratory animals of tenants leasing laboratory space and pursuant to terms agreed upon by the Landlord in writing prior to such animals being brought onto the property.
9. Improper or excessive noise that interferes with tenants or other persons conducting business within the building is not permitted.
10. Canvassing, peddling, soliciting and distribution of handbills of any kind in the building are not permitted.
11. Installation of food, soft drink or other vendor machines within a suite must be approved by and coordinated with Sabey Property Management.

12. Sabey Property Management reserves the right to designate the weight and position of safes and other heavy equipment. Damage occurring as a result of such items will be repaired at the tenant's expense.
13. Heavy machinery of any kind may not be operated within the building without prior written consent from Sabey Property Management. Gasoline, kerosene and other flammable liquids are not permitted to be used or stored in the building. Noxious gases or other substances may not be used or kept on the premises.
14. All contractors and technicians rendering installation or service work of any kind must be referred to Sabey Property Management prior to performing such services. After reviewing building policies and standards with your contractor, we will provide necessary access to service areas, telephone closets, etc. We require all service persons to check in and out with the Property Management Building Engineer any time they are performing work in the building.
15. Installation and/or placement of items or fixtures that affect the outside appearance of the building, such as non-standard window signage, drapes or lighting, is not permitted, except with written approval from Property Management.
16. No storage of materials, equipment or property of any kind is permitted outside the Premises unless otherwise approved in writing by Landlord and any such property may be removed by Landlord at Tenant's risk and expense.
17. Proposed plans for alterations affecting any physical portion of your suite require prior written consent from Sabey Property Management. All such alterations must be coordinated through Sabey Property Management. This includes all installations affecting floors, walls, woodwork, windows and ceiling.
18. Sabey Property Management reserves the right to make future rules and regulations, as required for the safety, protection and maintenance of the building, the operation thereof, and the protection and comfort of the tenants and their employees and visitors. The Tenant Handbook supplements, but does not replace, the terms and conditions of the lease and its exhibits. In the case that there is a conflict between this handbook and the lease, the provisions of the lease will govern.