

The Russ Building Electronic Tenant® Portal

Created on October 20, 2015

Amenities: Conference Center

The Russ Building has a conference room available exclusively for tenant use. The conference facility consists of approximately 800 square feet of usable space, which is located at The Russ Building, 235 Montgomery Street, Suite 740. It can be set up any number of ways to meet your specifications and can accommodate up to 30 people. The facility offers numerous amenities to meet the needs encountered in today's business environment. The rental rate for the conference room is \$80.00/hour. To reserve the facility for your event contact the Russ Building Office. It can be booked up to a year in advance, however there is a 24-hour-notice cancellation policy. Special arrangements can be made for after-hour use. For more information about the conference room, to request a brochure, or schedule a showing please contact the Building Office at 415-421-7424.

Amenities

- Air Conditioning
- Slide & overhead projection equipment
- 72x96 inch projection screen
- Conference telephone
- Kitchen area (sink and small refrigerator)

Uses

- Seminars
- Instructional classes
- Staff meeting
- Legal depositions
- Luncheons and office parties

[Click here](#) to view a downloadable PDF file of the three possible seating arrangements.

Cost

\$80.00 per hour (Non-tenants must pay in advance)

There also is a less formal conference room located on the Mezzanine level and is available for a cost of \$40.00/hour. Please contact the Building Office to reserve use of the Mezzanine Conference Room.

Amenities: Retail Services

We encourage you to patronize the fine retailers who make their home at the Russ Building:

Food Services	Lee's Deli Peet's Coffee & Tea San Francisco Soup Company
Barbers/Hairstyling	Exchange Barber Shop
Greeting Cards	Papyrus
Convenience Store	Russell's
Optometrist	Dr. Timothy Tandrow
Television	Satel, LLC

Amenities: Russ Building Garage

The Russ Building has a 350-car garage that can be entered from Pine and Bush Streets. Valet parking is available from 5:00 AM until 8:00 PM, Monday through Friday. For information about rates, monthly parking, guest validations, and other information regarding the Russ Building Garage, please contact the Garage Manager at 415- 421-5358.

Bicycle Parking

Free bicycle parking for tenants is available in the basement. A building access card is required to enter the bicycle parking room. Bike parking space is limited and will be provided on a first come first served basis. Additional bicycle parking is available in the Russ Building Garage. All bicycles parked in the designated areas must be locked. Bicycle parking is at the bicycle owner's risk. Building Management assumes no responsibility for the security or safety of bicycles parked at the property.

Amenities: Telecommunication

Russ Building has a riser system for telecommunication needs which runs from the main point of entry (MPOE) in the basement through telephone and equipment closets located on each floor. For security purposes, these doors are to remain locked at all times. In order to maintain the integrity of the building infrastructure, SRS has contracted with IMG to oversee all work in the telephone closets. Access to these closets will only be granted upon approval by IMG. Please contact IMG at 1-877-611-8908 to obtain a work order. Once the Building Office receives a work order from IMG you or your vendor may enter the approved closet(s) after first signing in at the Building Office.

In addition, satellite television service is available through Satel. Contact Satel at 415-974-5577 for more information.

Emergency Procedures: Emergency Contacts

DIAL 9-1-1 IN EMERGENCY FOR FIRE, POLICE, MEDICAL, AMBULANCE

Russ Building Office	415-421-7424
San Francisco Fire Department	415-861-8020
Non-Emergency	Night: 415-558-3268
San Francisco Police	415-553-0123
Department Non-Emergency	
Ambulance (San Francisco)	415-431-2800
(King American)	415-775-4321

Emergency Procedures: Fire and Life Safety

The Russ Building is equipped with an electronic fire/life safety system, which is monitored by on site personnel and remotely 24 hours a day. The fire annunciator panel located in the main lobby provides fire department personnel and building management with the location of the alarm in the event of a fire.

The main components of the fire/life safety system are smoke detectors, pull stations and a fire sprinkler system. Smoke detectors and pull stations function as early warning devices. When a smoke detector or pull station is activated, fire alarms sound on that floor, as well as one floor above and two floors below.

We must periodically test the life safety system, as required by city code. Smoke detector and sprinkler tests are usually performed with no interruption to tenants. Alarms and strobes are almost always tested on weekends.

An annual fire drill will be held for each floor. Drills may seem disruptive but this allows us to ensure that the system is working properly and repair any faults the system may have. It also allows you to practice what to do in the event of an emergency, without the panic of a true emergency. The Building Office will send out advanced notification of drill dates. Our Life Safety Director also hosts annual life safety training sessions for Tenant Fire Wardens. The meetings last for about 30 minutes. Prior to the class, a letter will be sent out with a list of dates. All Tenant Fire Wardens are encouraged to attend. Upon notification, you can sign up through the Building Office. The Life Safety Director is also available throughout the year to provide tenant staff training. Contact the Building Office for more information.

We request that you designate a Fire Warden for your office, as well as an alternate or two. Other life safety team members include stair exit wardens, elevator safety monitor, and searchers. [Click here to view the "Russ Building Life Safety Plan"](#) for more detailed information about these positions. Names of all life-safety team members should be available to your company as well as kept on file at the Building Office and updated as necessary.

The office warden should be aware of any physically challenged individuals who would require assistance exiting the building. A confidential list should be forwarded to the Building Office for the fire department's use in case of emergency.

If fire or smoke is detected in the building:

- Pull the nearest fire alarm
- Call 911
- Notify the Building Office
- Leave the floor via EXIT stairwell, as instructed over the public address system. Do not use elevators!

Emergency Procedures: Fire Prevention Inspections

The Russ Building undergoes annual inspection by the San Francisco Fire Department. All tenants are urged to make every effort to comply with recommendations of the high rise fire inspector. The following rules should be strictly adhered to:

- Provide 18" clearance below ceiling so as not to deflect sprinkler heads.
- Remove any obstructions or wedges restricting self-close action of fire doors. Only doors with magnetic hold-open devices may be held open.
- Remove Materials obstructing exit passageways, aisles and stairways. Maintain a 44" minimum passageway at all times.
- All areas not approved for storage shall be kept free of combustible materials at all times. This includes building phone and electrical closets, as well as service elevator lobbies.
- Provide adequate electrical outlets. Do not use multiple power strips and surge protectors. Keep all appliances and electronics in good repair.
- Never store large quantities of flammable solvents and the like. Keep a small supply of what is needed, tightly capped in a cool location.

Emergency Procedures: Earthquakes

Earthquake Preparedness

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water – minimum 3 day supply (7 day supply ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlight and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone
- Ensure that all bookcases and cabinets are properly braced to prevent them from falling during an earthquake. Contact the Building Office for assistance in bracing such items.

During an Earthquake

Falling objects or debris dislodged by the quake causes most injuries resulting from an earthquake. During an earthquake, observe the following:

- Remain calm, do not panic.
- Stay in office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Tenant Fire Wardens should check damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors and when activated will automatically stop at the nearest floor. People in an elevator during such time should exit the car and follow instructions from the Fire Warden.

Following an Earthquake

- Be prepared for aftershocks. Generally, the aftershocks are smaller than the main quake, however, some may be large enough to cause additional damage.
- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared to go without emergency services and help yourself and others.
- Extinguish any fires; do not light matches or smoke.
- Listen for news or instructions on radio or television.
- Do not use the telephone except for dire emergencies; make certain that all telephone receivers are in the phone cradle.
- Ration food and water.

Emergency Procedures: Medical Emergencies

If you, or someone in your area, need(s) immediate medical help, inform the nearest person to phone 9-1-1 for help; if no one is around, immediately dial 9-1-1 from the closest telephone. Be sure to give your name, the building name and address, your floor and location, and your telephone number. Inform the Building Office that you have called 9-1-1 and that an emergency team will be arriving; give them your name, phone number and location so they can recall an elevator and guide the response team to the correct place.

Emergency Procedures: Communications During An Emergency

[Click here to download information on Communications During An Emergency](#)

Emergency Procedures: Power Failure

If the building should experience a power failure, the emergency generator will provide power for emergency lighting and for one elevator in each bank (to be reserved for emergencies). This generator also services the emergency communication and life safety systems in the building. If you are in an elevator at the time of the power failure the elevators will proceed, one at a time, to the next available floor or to the lobby. Please be patient as this may take some time .

Emergency Procedures: Bomb Threat

Should you receive a call advising that an incendiary device has been placed in the building, stay calm. Try to keep the caller on the line and ask the following questions:

- Where has the bomb been placed?
- When is it scheduled to explode?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause it to explode?
- Who placed the bomb?
- Is the caller part of a group?
- Why was the bomb placed?

Also note details such as the caller's voice, tone, accent, any background noise you hear, and anything else that may be helpful in investigations.

When the call is terminated:

1. If possible, "busy out" the phone line that the call came in on so that no other incoming calls can come into that line. This will assist authorities in tracing the call.
2. Notify your office manager or supervisor
3. Call 911
4. Call the Building Office at 415-421-7424
5. Do not discuss the call with anyone other than whom you notified above and the Police Department.

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

Emergency Procedures: Elevator Emergency

- Push the alarm button – this will connect you with lobby security. Give them details of the emergency.
- Wait for assistance. During business hours, elevator repair technicians are generally in the building and are able to respond within minutes. Your safety is our primary concern. Therefore, building management will not attempt to remove you from the elevator until licensed technicians arrive.
- If the doors should open between floors, **DO NOT** attempt to climb out. Let security know that the doors are open so they can send someone to help you out. Most elevator related injuries are caused by people climbing out of the elevator cabs. Be safe and stay in the cab until instructed otherwise.

Emergency Procedures: SafetyMax

SafetyMax is pleased to offer special corporate rates to all Shorenstein Realty Services Tenants on First Aid, Emergency Products & CPR training. A customized order site has been established for Shorenstein tenants at SafetyMax.com, complete with corporate pricing, product guidelines and handy inventory worksheets. To take advantage of these savings, tenants can log in directly at SafetyMax.com using the username: tenant and password: shorenstein.

This Program Includes:

- First Aid Supplies
- Emergency Provisions & Kits
- AED Maintenance
- CPR, FA & AED Training

For additional SafetyMax products and service requests, please contact please contact Customer Service at service@safetymax.com or Tony Lembo (Director of National Accounts at tony@safetymax.com) or call [800-585-8506](tel:800-585-8506).

Emergency Procedures: Windows

In the event of a fire condition, windows should not be opened except for emergency ventilation. An open window supplies oxygen or fuel to the fire and a fire will burn towards an oxygen supply. If time or situation permits, windows and doors should be closed to isolate and contain the fire. However, the most important recommended procedure is to vacate the fire area immediately.

Green: Introduction

GOING GREEN

Shorenstein is committed to creating and protecting green real estate environments. To research responsibly and thoughtfully, Shorenstein has formed a sustainability committee, known internally as the **G.R.E.E.N. Committee – Green Real Estate Environments Now!** The Mission Statement for the Committee is “Promote environmental stewardship through the implementation of sustainable ecological initiatives that benefit our assets, investors, customers, employees & planet.”

Why?

- According to the United States Green Building Council (“USGBC”), the commercial office buildings generate 18% of greenhouse gas emissions in the United States.
- Electricity is one of the largest expenses tenants incur.
- It is estimated that 50-55,000 species of life are going extinct every year due to a lack of resources left available to them resulting from humans’ use of resources.
- **Every** living system on the planet is in decline – none are stable.
- The reduction of emissions is not only crucial for the health of the planet but also for a company’s bottom line.

What are We Doing?

- Shorenstein signed up in 2008 to take the Building Owners and Managers Association (BOMA) 7 Point Challenge, which primarily involves a reduction in greenhouse gas emissions of 30% by the year 2012. See the following link for more information on the [BOMA 7 Point Challenge](#).
- Shorenstein has signed on to be an Energy Star Partner. See what’s involved. [Click here for more information on Energy Star](#).
- Shorenstein has mandated that every building in its portfolio put energy consumption data in the Energy Star website and work to achieve an Energy Star certificate as soon as practically feasible. [Click here to see the Energy Star score link](#) for the most recent Energy Star score for your building. Please note that buildings must achieve a minimum rating of 75 to receive an Energy Star certification.
- Shorenstein implemented green cleaning and supply purchase across its portfolio in 2007 and 2008.
- Shorenstein continues to roll out initiatives to further promote “Green Real Estate Environments Now”. [Click on the link here to see a full list of Green Building Initiatives implemented at this building](#).

How Can You Help?

Shorenstein will send you a Green Tip of the Month each month to all of its tenants. A cumulative list of Green Tips will be housed on this site. To access, click on [Green Tip of the Month](#). We will also post other best practices and links to resource sites under [Green Suggestions & Resources for Tenants](#).

We hope you find this site a useful resource and that you will join us in our green practices so that together we can make a measurable difference in the world!

Green: Green Tip of the Month

[Please click here for all green tips.](#)

Green: Green Suggestions and Resources for Tenants

[Recycling Information and Facts Sheet](#)
www.sfenvironment.org

[Office Signage for Trash, Recycle and Compost](#)

[Facts – Energy Star Qualified CFL's](#)

[Energy Star](#)

[ENERGY STAR – Bring Your Green to Work](#)

<http://www.foodrunners.org/donate-food/>

<http://www.sffoodbank.org/san-francisco-drop-off-locations>

Green: Green Building Initiatives

[Please click here to view the Property Scorecard for The Russ Building](#)

Green: Tenant Sustainability Site

[Please click here for Tenant Sustainability site.](#)

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Portal is meant to provide you with a better understanding of The Russ Building and facilitate your company's operations. There is a great deal of information contained in this portal. Take time to familiarize yourself with this portal and it will become a valuable resource. Please note that the Building Office is available to help in any way possible. Your first call for any problem or question should always be directed to the Building Office, and we will assist you from there.

The contact information for the Building Office is:

Telephone: 415-421-7424

Fax: 415-956-2011

E-Mail: RussBuilding@shorenstein.com

Address:

235 Montgomery Street

Suite 1025

San Francisco, CA, 94104

Every attempt has been made to provide current and accurate information in this portal, but it is possible that some items will change over time. The Building Office will promptly notify you of any such changes. Please feel free to contact the Building Office with any questions you may have. We are here to serve you.

Welcome to The Russ Building!

Introduction: About Shorenstein

[Shorenstein](#) Company is one of the country's largest and oldest real estate organizations active on a national scale in all aspects of ownership, management, leasing, and development of high-quality office properties. The company is privately owned and is headquartered in San Francisco and owns over 14 million square feet of premier office projects around the country.

Shorenstein Company provides leasing, management and construction services to all of its properties through its wholly owned property services affiliate, Shorenstein Realty Services.

It is the close coordination between the investment professionals within Shorenstein Company and the operating professionals within Shorenstein Realty Services that is the key to our ability to deliver exceptional services to our tenants and exceptional value to our clients and partners. With our extensive internal resources and shared commitment of excellence, we have an ability to address issues and to capitalize on opportunities that are unsurpassed in our industry.

Shorenstein Company operates based on the principle that our tenants are not only leasing space in our buildings, but additionally are seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product that is maintained and operated to the highest industry standard is only the beginning. We strive to learn and remain abreast of our tenants' businesses in order to meet their current needs, anticipate their future requirements and be in a position to work cooperatively with them in responding to unanticipated developments.

[Shorenstein](#) Realty Services' experienced leasing, management; construction and financial professionals are trained to think as first-tier service providers. All of our employees understand that it is their job to ensure that each Shorenstein-managed property offers the highest quality business environment and occupancy services in its marketplace.

We believe that the consistently high occupancy levels in Shorenstein-managed properties are the strongest testament to the validity of our operating philosophy and the best evidence of our successful implementation of that philosophy.

Introduction: About the Russ Building

The Russ Building is located in the heart of the Financial District on Montgomery Street between Bush and Pine Streets in San Francisco. The building was completed in 1927 and stood for 30 years as the tallest building west of the Chicago.

The Russ Building stands 31 stories tall with two basement levels and has a four level parking garage with the capacity of housing approximately 350 cars. The construction consists of a steel frame surrounded by poured concrete, brick masonry and a terra cotta façade. It is also noted that the building materials used in construction and building equipment installed were of the finest available in its time.

The building has five (5) fire rated stairwells strategically located throughout the building to be used in the event of fire or other life-threatening emergencies. Also provided is a comprehensive array of Life Safety Systems for the protection of life and physical assets. These include audio fire alarm, elevator earthquake seismic protection, instant floor communications and a back-up emergency power supply. There are fire hose cabinets and ABC fire extinguishers located throughout the building.

Monitoring and maintenance of the Life Safety System is under the direction and supervision of the Property Manager, Chief Engineer, and Security Manager. Constant 24-hour surveillance and supervision of the building Life Safety System assures your safety during your valued tenancy in the Russ Building.

Like thousands of others, you probably pass the Russ Building every day without realizing the fabulous history of the site is the history of San Francisco itself, from its pioneer foundations to its present great stature.

Samuel Dickson, author of "San Francisco Is Your Home," has written the story of it.

Emanuel Charles Christian Russ came to San Francisco in March of 1847 and the week he arrived he bought the land on which the present-day Russ Building is situated, for seventy-five dollars. An industrious man and a wise parent of at least nine children, he had a sublime faith in the destiny of San Francisco.

Silversmith by Trade

He had been born in Germany in 1795, of Polish ancestry, his parents having been exiled from Poland when it was conquered by Russia. Following the trade of silversmith, Russ migrated to New York in 1832. He came to San Francisco by clipper ship in 1847, after a long and tortuous voyage around the Cape.

He bought the land on present-day Montgomery Street, but he still had no place to house his family. So he went back to the ship *Loo Choo* and, for a few dollars, he bought the wooden bunks that lined the hold of the ship. Up from the beach he and his sons carried the used lumber, and there, on the corner of what is now Pine and Montgomery, they built the Russ Mansion, a little two-story ramshackle affair. But it was a home. And in the front room of his new home he established a manufacturing shop and jewelry store. He and his sons built thirty small shacks of used lumber, and rented them all at high figures, since housing in San Francisco was even then at a premium.

Nine months after the Russ family had arrived in San Francisco, gold was discovered in California, and the boom was on. Some of Russ' sons went mining, lured by the excitement and the irresistible cry of "Gold!" But Russ himself remained in the city, knowing there were harvests to be reaped at home, in city real estate. His sons found gold, and in the meantime, as a logical adjunct to his jewelry business, Russ became the city's most respected assayer. And he was growing wealthy. His faith in San Francisco real estate was unlimited, and every dollar he and his sons could save went into adding property after property to the original fifty vara lot he had purchased.

But fate took a hand in the fortunes of the Russ Family, as it had with many of the pioneers and Argonauts who had come into the West. In 1852 the city had a great fire, and the thirty or more wooden shacks Russ had built on his property were burned to the ground. But Russ knew the property was valuable, and he built a brick house on the old plot, and erected the American Hotel—the original Russ House that was to become famous as the most colorful hostelry in downtown San Francisco.

Russ Family's Fate

But then as he grew wealthy, Russ wanted something better for his family. Montgomery Street in the early fifties was a beehive of saloons, gambling halls, and places of worse repute. Montgomery Street was no place to raise a family that included four daughters. So Russ built a stately mansion on what were then the suburbs—at the corner of Sixth and Harrison streets. The house was surrounded by beautiful gardens, and they were so popular with the family's growing circle of friends that Russ' home was soon the center of San Francisco social life.

He grew still richer. The city had been kind to him, and he was the largest landowner and one of the richest and most respected citizens of the community. He was grateful to the city, and so when he saw how popular his gardens were with the public, he made a public park of them. And for years after that the Russ Gardens were the only suburban retreat for citizens on holiday and picnic days.

Today, the American Hotel, the original Russ House—has gone the way of the old color and romance that made San Francisco, and in its place stands: The Russ Building.

[Back to Top](#)

Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Portal is now in the palm of your hand! By downloading / bookmarking The Russ Buildings' Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Portal wherever you go. Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

Step 1: Access the Mobile Site:

Type, or copy and paste, the Portal URL into your Smartphone's Web browser:

<http://russbuilding.info>

The Portal will automatically redirect to the mobile site.

Step 2: Add the App to your Mobile Device's home screen:

iPhone / iPad:

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

BlackBerry:

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

Android:

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Portal 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® Portal has special features, such as an Interactive site map and a [Tenant Services](#) section that contains a number of downloadable and printable administrative forms. In order to be able 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® Portal 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 The Russ Building'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 The Russ Building.

If you have trouble accessing the Electronic Tenant® Portal or need assistance, please e-mail or call the Building Office.

Operations: Building Management Office

We at Shorenstein Realty Services (SRS) take pride in our ability to provide first class office space and manage its physical and financial aspects efficiently and effectively. We believe that by managing the properties we ourselves own we can make certain our tenants and the space they occupy are both well cared for. We welcome your comments and suggestions and sincerely hope your tenancy here is productive and successful.

The Building Office is located on the 10th floor in Suite 1025. You may visit or telephone the Building Office between the hours of 8:00 am and 5:30 pm Monday through Friday. Weekends, holidays and after-hours calls will be handled by Security.

Phone: 415-421-7424

Fax: 415-956-2011

Russ Building Garage: 415-421-5358

The following personnel are available to assist you:

General Manager	Bill W. Whitfield bwhitfield@shorenstein.com
Assistant Property Manager	Annie Chang achang@shorenstein.com
Tenant Services Administrator	Kelie Groesbeck kgroesbeck@shorenstein.com
Tenant Services Coordinator	Taylor Chamberlain tchamberlain@shorenstein.com
Tenant Services Coordinator	Michelle Quan mquan@shorenstein.com

Operations: Building Holidays

Listed below are the Building Holidays observed each year that will assist you in planning your operations during the year.

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

On these days the building will have no standard services. A Building Security Officer will be on duty 24 hours a day and may be contacted at 415-421-7424 ext. 140. Additionally, Building access will be programmed for the holiday schedule, which will require usage of your access card both day and night on each scheduled holiday.

Operations: Security

The Russ Building is staffed 24 hours a day with on-site security. Security can be reached after-hours by dialing the Building Office and pressing extension 140. In case of emergency, calls will be forwarded as necessary. The Russ Building is staffed 24 hours a day with on-site security. Security can be reached after-hours by dialing the Building Office and pressing extension 140. In case of emergency, calls will be forwarded as necessary.

Operations: Emergency Contacts

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San Francisco Police	415-553-0123
Department Non-Emergency	
Ambulance (San Francisco)	415-431-2800
(King American)	415-775-4321

Operations: Rent Payments

All payments, rent or other, should be mailed to the following address:

Shorenstein Realty Services, L.P.
As Agent for Russ Building Venture, LLC
File 72806
P.O. Box 742736
Los Angeles, CA 90074-2736

For your convenience, we enclose preaddressed payment envelopes with your monthly rent statements. Please do not include other correspondence with payment.

By Wire Transfer

Bank: Bank of America
ABA#: 0260-0959-3
Credit Account: Shorenstein Realty Service LP as agent for Russ Building Venture, LLC.
f/b/o Eurohypo AG - Clearing Account
Account #: 12354-74406

Policies and Procedures: Rules and Regulations

Your lease contains a list of Rules and Regulations. Please familiarize yourself with it.

Policies and Procedures: Building Insurance Requirements

Certificate of Insurance

SRS requires all Russ Building tenants (as well as their contractors and vendors) to provide evidence of insurance. Insurance requirements are outlined in your lease. Please request your insurance carrier to provide the Building Office with a current certificate of insurance. Shorenstein Company, LLC, Russ Building Venture LLC, Shorenstein Realty Services, L.P., Shorenstein Properties LLC and Shorenstein Management INC. must be listed as additional insureds on an additional insured endorsement page attached to your Certificate of Insurance.

Should you need any further information regarding insurance requirements, please contact the Tenant Administrator.

Policies and Procedures: Moving Procedures

1. The Building Office must be notified in writing of the exact date and time of your move. Your mover should be instructed to contact the Tenant Administrator at 415-421-7424 to confirm all arrangements prior to move.
2. Building moves are much more successful when completed after-hours but small moves consisting of no more than two freight elevator loads can be accommodated during normal business hours. All moves must be arranged through the Building Office.
3. All daytime moves and deliveries (except by hand or those with small luggage carts) will take place through the designated Bush Street sidewalk elevator and internal service elevators (two loads max.). No access through the main lobby will be permitted without specific permission from the Building Office.
4. Use of the designated entrance and elevators is strictly on a first-come, first-served basis.
5. The tenant is responsible for any and all damage that occurs in the building as a result of its actions or negligence, or the actions or negligence of its guests or contractors. In order to protect you from damage caused by your mover, both the tenant as well as the moving contractor as a prerequisite to the move must submit a certificate of insurance to Shorenstein Realty Services. For further details, please refer to the "certificate of insurance" information elsewhere in this handbook.
6. The tenant is responsible for the removal of all moving boxes, pallets, and other debris from the building and building site. It is recommended that you arrange for the mover to dispose of all such debris. Under no circumstances is trash to be left in the corridors. If necessary, Shorenstein Realty Services can arrange for disposal at the tenant's cost.
7. The mover is responsible for providing floor protection and other materials necessary to protect the building during the move. The mover shall pad and otherwise protect all entrances and common areas.

Policies and Procedures: Tenant Alterations and Construction

If you are planning construction in your premises please contact the Building Office for a copy of the Conditions For Construction and Tenant Construction Standards manual.

Policies and Procedures: Smoking

Smoking is not permitted anywhere inside the Russ Building. This includes emergency stairwells, restrooms, and all areas of the garage! Please help keep the Russ Building a pleasant and smoke-free work environment for all employees. This non-smoking policy is based on California Assembly Bill 13, which prohibits smoking in the workplace.

Security: Building Hours

The Russ Building is open from 8:00am until 5:30pm, Monday through Friday. When the building is not open, it is considered “after-hours” (which includes weekends and holidays).

Security: After-Hours Access

When entering the building after-hours one of the following will be required:

- Active Building – Issued Access Card
- Access Memo Signed By Authorized Tenant Representative

If you or your employees need after-hours access on a regular basis, you can obtain access cards through the Building Office. The first access card for each employee is available to you at no charge. Replacements are \$25.00 each. Access cards are not transferable! Do not trade or reissue access cards without notifying the Building Office. If your employees, guests or contractors need after-hours access on an “as-needed” basis, please drop off or fax a request on your letterhead for Building Office approval before 4:00 pm to ensure access for that evening or the following morning/weekend.

An authorized tenant representative must sign access card requests and after-hours access memos. Please return Authorized Signature Cards to the Building Office and update them as needed. It is imperative that you keep the Building Office informed of employee status changes. Lost or stolen access cards should be reported immediately. The Building Office can provide you with a list of active access cards for your company. We need your cooperation in maintaining a safe environment for all Russ Building employees.

Uniformed security guards patrol the Russ Building 24 hours a day. They are trained in emergency response and can contact property management staff at any time. They are not authorized to enter tenant suites without prior authorization from the tenant and approval by the Building Office.

Security: Fire Command Center

Located in the main lobby of the building is a Fire Command Center, which is the command center for the Life Safety System. This room provides a central location for emergency and building personnel to communicate with one another, building occupants, and emergency personnel en route to and at the emergency site. The following are housed in the Fire Command Center:

Fire Alarm Panel:

This illuminated display panel shows normal, fire or malfunction conditions at each floor. The panel constantly monitors the status of the manual pull stations and smoke detectors, and sprinkler flow alarms on each floor.

Building Communication Panels:

This consists of the P.A. System for the entire building. Should you hear the building alarm sound you should stand by for instructions that will be announced over the P.A. System. This system functions automatically and will begin relocation announcements to the affected floors.

Elevator Control Panel:

This panel monitors the floor position of each elevator in the building and its status. It also provides keyed switches for emergency personnel to use during an emergency and switches for emergency power control.

Security: Deliveries

Handheld deliveries and those with small handcarts (such as luggage carts) can be made through the building lobby. Larger deliveries during the day must be made through the Bush Street sidewalk elevator. Daytime deliveries are limited to two freight elevator loads. Deliveries consisting of more than two freight elevator loads must be made after normal building hours. Arrangements for after-hours deliveries through the lobby can be made through the Building Office. Delivery companies will need to follow all after-hours procedures including the use of masonite on all common area floors and proof of adequate insurance. Please inform your vendors of these restrictions.

Please note that the building staff cannot sign for packages or other deliveries to tenants. If you are expecting a delivery, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

Security: Property Removal

For the protection of your office and equipment, each time furniture, electronics or any other equipment, personal or otherwise, is taken out of the building, the property remover will be required to present a property removal pass to security upon exiting the building. Property removal passes can be obtained through the Building Office. We are happy to provide you with as many as you need to keep a supply on hand. Again, an authorized tenant representative must sign these. Unsigned passes will not be honored, nor will those signed by someone not on the authorized signature list. To avoid any problems, it is best to periodically update your Authorized Signature Cards with the Building Office.

Security: Lock-outs

If you get locked out of your suite or office or forget your keys, you will be asked to present identification and fill out a request form at the Building Office. Please note that multiple lockouts are subject to a \$10.00 fee.

Security: Lost and Found

Any item that is found should be brought to the Building Office (or left with security after-hours). Please indicate where and when the article was found. Every effort will be made to return property to the rightful owner. Should you lose something, please report it to the Building Office. Lost and found items will be held in the Building Office for 30 days, after which time they will be discarded or donated.

Security: Security Precautions

- Be aware of everyone who enters your office. Don't be fooled by uniforms – they are easily attainable and make good disguises. If the person appears suspicious demand identification and telephone for verification. Institute a check-in/badge policy for contractors and vendors.
- Never leave the reception area unattended. Do not allow visitors to enter past reception without an escort.
- Wallets, purses, and other valuables should always be locked up out of sight.
- Never leave rear or side entries propped open. Immediately close such doors you encounter and notify Building Office or security if suspicious.
- Immediately report any lost or stolen access cards to the Building Office, or to security, if after-hours.
- Always lock your door when working before or after normal business hours.
- Report peddlers and solicitors (or any suspicious characters or activity) immediately to the Building Office. Please be prepared to give a somewhat detailed description so security can easily identify the culprit.
- Do not enter an elevator if occupied by suspicious looking person(s). Walk away and notify security. Be sure to get elevator car number if possible, or at least location of car.

Services: Tenant Service Requests

In order to facilitate communications, we ask that you appoint a tenant service representative (and an alternate), who is authorized to incur expense for your company. To avoid confusion and multiple calls for the same request, please limit the number of people you delegate for making such calls. Only an “authorized tenant representative” should make requests for repairs or services.

All requests for service should be made through our online tenant service system, [Workspeed](#) or by calling the Building Office at 415-421-7424. For information on how to use Workspeed please contact the Building Office. Please do not make requests with individual building staff members directly. You will be asked to state your name, company name and suite number. This information will be recorded in Workspeed and a service order will be issued to appropriate maintenance staff. When the job is finished, the service order will be signed off, returned to the Building Office and recorded as complete in Workspeed. If the request is beyond what is included per terms of your lease, issuance of a tenant proposal (an agreement to work and charges involved) may be necessary.

Response times will vary according to the number and complexity of service requests received. In the case of a building emergency or special project, which would delay response to your request, we will inform you as soon as possible. Similarly, should we need an outside contractor’s expertise or supplies, we will let you know. Please let us know if you are dissatisfied in any way with the response that you receive.

[Click here to access Workspeed.](#)

Services: Engineering Services

SRS takes great pride in providing attentive and courteous maintenance to the tenants of Russ Building. We have a full staff of qualified engineers to ensure the efficient mechanical operation of the building. Please contact the Building Office should you need engineering services.

Should your request involve an expenditure of funds for which your company will be responsible, we will ask you to sign a tenant proposal before services are rendered. All proposed alterations, remodeling or repair work must be approved in writing by management. The Building Office must approve contractors performing work on the premises in advance. Contractors performing such work must be licensed, union affiliated, and provide evidence of insurance in addition to necessary building permits. All work performed will be billed to the tenant by the Building Office.

The following items are considered services not covered under the lease, but commonly serviced by the Russ Building Staff for an additional charge:

- Light bulb replacement for non-standard lamps
- Rekeying of tenant doors and locks (after initial installation) and additional keys (1st two at no charge)
- Hanging pictures, bulletin boards etc. in tenant space
- Unclogging/repair of kitchen sinks and disposals
- Installation or changing of water filters
- Extra painting, touch-ups or carpentry work

Please note that our staff does not move furniture! It is against union and insurance regulations. Please do not ask the engineers or porters to move furniture or other heavy objects. For safety reasons, we are unable to lend out ladders or tools. We do, however, have a dolly available for your use. Please contact the Building Office if you would like to borrow it.

[Click here to access Workspeed.](#)

Services: Janitorial Services

The Russ Building is responsible for maintaining a clean environment for all tenants per lease terms. This includes patrolling and pick-up of restrooms and common areas during business hours, and nightly cleaning services. Janitorial staff can also help out with emergency clean-ups of spills. Additional services such as carpet or tile cleaning, brass polishing, refrigerator cleaning, removal and disposal of excessive trash, and other special requests can be provided at additional charge to the tenant.

[Click here to access Workspeed.](#)

Services: Light Bulb Replacement

All building standard lights will be replaced at no charge. Any non-standard bulbs for tenant suites can be ordered, at tenant's expense, and kept in stock to be replaced as necessary.

[Click here to access Workspeed.](#)

Services: Recycling

The Russ Building staff and tenants take our responsibility to recycle seriously. In 2004, the Russ Building was awarded the 3rd Place Commercial Recycler of the Year Award in the Large Building Category sponsored by the Building Owners and Managers Association and the San Francisco Department of the Environment. This award was the result of a conscientious effort by tenants and building staff to make the building's recycling program a success.

Russ Building recycling diversion percent is at 73% as of October 12, 2012.

Why we recycle

- Environmental conservation - one ton of paper manufactured from waste paper conserves 17 trees!
- Air and water pollution prevention – the production of recycled paper produces 60% less air and water pollution than that of virgin paper production.
- Energy Conservation - Each ton of paper recycled saves the energy equivalent of 380 gallons of oil.
- Landfill Considerations – Recycling reduces our reliance on already scarce landfill resources.

The San Francisco Board of Supervisors has mandated a goal of 75% waste diversion for all of San Francisco by the year 2010.

The Russ Building actively participates in composting, commingle, cardboard, and bottles & cans recycling. As necessary, employees empty their desktop trays into the gray bins, which are emptied as needed by the janitorial staff. Staples and paper clips need not be removed.

Composting

Acceptable:

- **All foods:** fruits, vegetables, meat, poultry, seafood, shellfish, bones, rice, beans, pasta, bread, cheese and eggshells.
- **Other Compostables:** waxed cardboard, napkins, paper towels, paper plates, paper milk cartons, tea bags, coffee grounds/filters, wooden crates, and sawdust.
- **Plants:** Floral trimmings, tree trimmings, leaves, grass, brush, weeds.

Unacceptable:

- Plastic bags
- Wrap
- Straws
- Styrofoam
- Bottles and cans
- Aluminum foil
- Liquids hazardous waste

Commingle

Acceptable:

- Glass bottles, jars, all plastic bottles
- Aluminum & steel, tin cans, aluminum foil & tins
- Plastic tubs & lids
- Spray cans (must be empty)
- White paper, colored paper, newspaper, magazine, brochure, envelopes (windows okay)
- Egg cartons
- Computer & ledger paper, phone books, wrapping paper, and post –its

Unacceptable:

- Ceramic dishes or cups
- Coat hangers
- Juice boxes
- Light bulbs
- Liquids
- Mirrors
- Plastic bags
- Styrofoam
- Waxed cardboard

- Window glass

Cardboard

Please remove packing materials from boxes and flatten out cardboard. Please leave broken down cardboard in your suite for nightly pick-up. Please call the Building Office if you need it picked up during the day. Do not leave boxes or any trash in corridors, broken down or otherwise.

[Back to Top](#)

Services: Mail Services

The Building address is:

Russ Building
235 Montgomery Street
San Francisco, CA 94104

Individual tenant mailboxes are located in the Russ Building Mail Room on the ground floor across from the garage cashier. These boxes are for the delivery and distribution of mail from the [U.S. Postal Service](#) only. Courier and overnight delivery services should be directed to deliver packages directly to your office. If you need a key for your mailbox or the box itself is in need of repair, please contact the Building Office at 415-421-7424. All other problems regarding postal deliveries, including misdeliveries, should be directed to the Postal Service supervisor for this area who can be contacted at 415-536-6411 or through a drop box located in the mailroom.

The Post Office suggests that people wishing to correspond with your firm use your suite number and the 4-digit code at the end of your zip code for more efficient service. Since this 4-digit code varies according to suite number, you must call the postal service to obtain this code. For questions regarding postal service please dial 1-800-ASK-USPS (1-800-275-8777).

For your convenience there are drop boxes for Overnight Express and UPS in the basement. For questions regarding these boxes, please call Overnight Express at (800) 683-7648 and [UPS](#) at 1-800-PICK-UPS (1-800-742-5877). For [Federal Express](#) locations and services call 1-800-GO-FEDEX (1-800-463-3339).

If your company will be arranging nightly courier service, please provide the Building Office with vendor name, proof of insurance and schedule of pick-ups.

Please note that the building staff cannot sign for packages or other deliveries to tenants. If you are expecting a delivery, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

Services: Building Signage

Signage arrangements for tenant spaces or directories in the main lobby or elevator lobby must be made through the Building Office. Suite number plaques will be provided at no charge. Company transom signage and two free directory strips each for the lobby directory and floor directory on your floor will be provided upon move-in, at no charge. Additional directory strips or changes to your suite signage can be ordered at tenant cost. No signs of any type are to be on the interior or exterior of the building without approval from the Building Office. Please help us to maintain a quality atmosphere by not hanging paper signs anywhere within the building.

Services: Building Elevators

The building has fifteen self-service elevators to service the lower, mid-range, and upper floors and two freight elevators serving all floors including the basement.

Five elevators serve the low rise and stops at all floors between the main lobby and the 11th Floor; five elevators serve the mid rise and operate from the main lobby express to the 5th Floor and then express to the 11th Floor after which it stops on all floors up to the 16th Floor and four elevators serve the high rise traveling express from the lobby to the 17th Floor after which it stops on all floors up to the 30th Floor.

Both freight elevators can be accessed from the basement, ground floor lobby (in the high rise bank) and at all tenant floors.

The building also has a service freight sidewalk elevator located on Bush Street. This elevator is used for deliveries to the building and operates between the sidewalk and the basement level.

During a power outage, one car per bank and the service car will operate normally. All other cars will return one at a time and stay in the main lobby. Please reserve use of these cars for emergencies only.

The elevators are equipped with emergency alarm buttons and an intercom system in case of failure or emergency. In case of emergency or elevator failure, depress the alarm button, or emergency stop switch, and hold until building personnel makes contact with you via the intercom system. Trained personnel will reactivate the elevator.

IN CASE OF FIRE EMERGENCY - DO NOT USE ELEVATORS!!!! USE STAIR- WELLS!!!

In the event of a non-emergency elevator problem (such as passing requested floors, lights or bells out of order, or car not leveling properly) please contact the Building Office with information regarding the problem. Please make a note of the car number, located on the brass panel inside the elevator.

The Neighborhood: Retail Services

We encourage you to patronize the fine retailers who make their home at the Russ Building:

Computer/Internet Services	Amernet
Food Services	Lee's Deli Peet's Coffee & Tea San Francisco Soup Company
Convenience Store	Russell's
Barbers/Hairstyling	Exchange Barber Shop
Greeting Cards	Papyrus
Optometrist	Dr. Timothy Tandrow
Television	Satel, LLC