

Douglas Emmett

**1901 Avenue of the Stars
Electronic Tenant Handbook**

Created on February 6, 2012

Building Amenities: Automobile Services

Mr. Polish – Car Wash and Detailing

1901 Avenue of the Stars, parking D Level
Miqueal Hernandez
310-788-0866

Fix Car Now – Minor Repairs, Oil Changes, Tune-ups

1901 Avenue of the Stars, parking D Level
Chance Brown
888-634-9227

Douglas Emmett 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: Office of the Building
Where: Suite 1910
Hours: Tuesdays and Thursdays, 9am - 6pm
Phone: 310.553.5500

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
Emmett** Building Amenities: Food Service

Century Grill

1901 Avenue of the Stars, Parking A Level
Hours of operation are 7:00a.m. to 5:00p.m.
Breakfast, Lunch, Snacks and Sundry Items
310-553-6650; 310-553-6057 (fax)



Building Amenities: Notaries

The Century City Notary Group

(Owners: Elliott Cavalier and David Kron)

Virtual Office -- Live and Work in Century City

Tel.: (888) 869-6682

Available during all normal business hours, will provide services early morning or late evening

(Prefers by appointment)

\$10 (for notarization) - plus - additional \$20, will always need to travel to our location

Maria Lee

1901 Avenue of the Stars, Suite 1400

Tel.: (310) 785-4510

Available Monday through Friday (prefers by appointment)

\$10 (in-house services)

Douglas Emmett Building Amenities: Parking

The parking garage at 1901 Avenue of the Stars property is managed by an on-site parking management company and has an office on Parking A Level. The Parking Manager can assist you with your parking needs and in purchasing validation stamp books for your visitors. Each Tenant is billed on monthly basis through the parking office. A Monthly Parking Agreement is required for all monthly parking. Additional parking rights may be purchased subject to availability. Please contact the Parking Manager at 310-277-5590 for any parking needs.

The parking entrance for 1901 Avenue of the Stars is located on Avenue of the Stars at the northeast corner of the property. All visitors parking for the building is located on Parking A Level where we provide valet parking service. All monthly contract parkers should proceed down the ramp to Parking B, C or D levels, unless you have a reserved stall on Parking A Level. You may park in any unreserved spot or leave your car with the valet attendant stationed near the elevators on each level. For those who leave their cars with the attendants, you may pick up your keys at the security console on the First Floor Lobby if you leave after 8:30p.m.

The parking facilities at 1901 Avenue of the Stars are available for monthly parking 24 hours per day, 7 days per week. However, we do not permit long-term, overnight storage of cars in the garage. Vehicles parked overnight without the consent of the Office of the Building will be subject to a citation and/or towing at the vehicle owner's expense.

Clarito Nazareth, Manager
310.277.5590
Fax :310.277.2396
lnazareth@abm.com

Erika Fair
310-843-2234
Erika.fair@abm.com

Parking Cashier, Parking A Level
310-843-2235

After Hours Emergencies

If you have an emergency that is after Ampco Parking's normal business hours, please call the Office of the Building phone number, 310-553-5500 and speak to the answering security officer. They will contact someone to assist you.



Building Amenities: Preferred Service Partners

Cable Television - [DirecTV](#)

USA Digital
Albert Torosyan
albertdish2000@yahoo.com
800.801.1145
818.398.5252 (Cell)
818.252.3393 (Fax)
www.usdigitalhd.com

Network and Telecommunications Sales, Installation and Repairs

AllPoint Communications
Justin Huish and Bernie Huish
805-584-3757

Lawrence Cable Service
Glenn Lawrence
310-328-4689

NOTE: A low voltage permit must be obtained from the City of Los Angeles for the installation of all cable.
Electronic Equipment and Computer Recycling

E-Cycle Environmental
Jason Parr and Bryan Alley
310-872-0729

Douglas Emmett Building Amenities: Recycling

Paper recycling is handled through the building's janitorial contractor. United Pacific Waste (UPW) is an independent service provider that provides recycling services at 1901 Avenue of the Stars. Please contact the Office of the Building at 310-553-5500 to provide you with containers for your employees if you wish to implement our recycling program at your company.

The following is a summary of the recycling program:

- Cardboard boxes may be recycled; however, it is the Tenant's responsibility to break down the boxes. Janitorial staff will not dispose of boxes unless this has been done and boxes have been labeled with a "Trash/Basura" sticker. We can supply you with these stickers.
- Acceptable recycling materials include: white paper, colored paper, computer paper, copy paper, carbonless form, envelopes with or without windows, fax paper (plain or roll), file folders (including colored folders), junk mail, magazines, newspaper or newspaper inserts, Post-its and cardboard. Papers containing paper clips, staples and metal posts are acceptable. Whole files may be disposed of intact if they do not contain plastic.
- Non-acceptable recycling materials include: wet waste (food, coffee, ice, etc.), food wrappings or containers, paper towels or napkins, plastic, carbon paper and foil.
- Electronics and computer recycling can be handled through E-Cycle Environmental. E-Cycle Environmental is an independent service provider that provides companies an easy and safe way to dispose of retired electronics while keeping them in compliance with federal and state laws. Jason Parr and Bryan Alley can be reached at 310-809-4312.

Building Operations: Accounting

Rent is due on the 1st of each month. A statement will normally be submitted prior to the first; however, it is provided as a courtesy only. Please review your lease to determine on which date your rent would be considered late. As a rule of thumb, rent is considered late by the 5th and late fees will be applied.

All checks should be made payable to “Douglas Emmett 2000, LLC, 1901 Avenue of the Stars ”

Basic rent and service payments should be delivered to:

Douglas Emmett 2000, LLC
Douglas Emmett Management, LLC
1901 Avenue of the Stars
Office of the Building, Suite 1910
Los Angeles, CA 90067

Additional Space Requirements (Leasing)

Should your organization have the need for additional space, please contact the Office of the Building at (310) 553-5500. We will be happy to assist you.



Building Operations: Building Management

The staff of 1901 Avenue of the Stars is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located on the 19th Floor in Suite 1910. Please do not hesitate to contact the management office at:

Building Telephone: 310-553-5500

Building Fax: 310-551-9996

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Property Manager	Nicole Breuklander	310-553-5500	nbreuklander@douglasemmett.com
Assistant Property Manager	Evan Hromadka	310-553-5500	ehromadka@douglasemmett.com
Administrative Assistant	Bonita Hawkins	310-553-5500	bhawkins@douglasemmett.com
Administrative Assistant	Claudine Stepec	310-553-5500	cstepec@douglasemmett.com



Building Operations: Engineering

Title	Name	Phone Number
Chief Engineer	Ed Meyers	310-553-5500
Utility Engineer	Deelin Layson	310-553-5500
Building Engineer	Selvin Marraquin	310-553-5500
Building Engineer	Pete Legaspi	310-553-5500



Building Operations: Day Porters

Title	Name	Phone Number
Day Porter	Wilfredo Cortez	310-553-5500
Day Matron	Maria (temp)	310-553-5500

**Douglas
Emmett** Building Operations: Holidays

The Office of the Building observes the following holidays:

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

Certain services are not provided on weekends and the holidays listed above.



Building Operations: Leasing

The leasing company for 1901 Avenue of the Stars is Douglas Emmett Management, LLC and is located at 808 Wilshire Blvd., Suite 200, Santa Monica, CA 90401. The main phone number is 310-255-7775. Listed below is the contact information for the authorized representative.

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

Building Security: After Hour Access

Tenants or employees desiring access to their suite after normal business hours, 6:00p.m. to 8:00a.m., Monday through Friday, on weekends, and on holidays, will be required to possess a valid access card (see schedule of access times in following section). Prior to entering or exiting the building, each Tenant or employee must have their access cards available. Cards should be swiped across building entrance card readers located on the Plaza level to gain building access and also in the passenger elevator to gain floor access.

Proceed to the passenger elevator and swipe your card across the card reader on the right hand side (facing the control panel) of the elevator cab and then press your floor number. The elevator will only take you to the floor that you are authorized to access. Note the following procedures for using the elevator key access card:

- You will know the card reader is activated by a red light above the card opening.
- Swipe your access card toward the reader.
- The red light will switch to green.
- When green, then push the button for your floor.

If a Tenant or employee desires access to their suite after normal business hours and they do not possess a valid access card, they can request assistance from the security officer located at the Lobby level security console. If the security officer is either unable to contact the authorized Tenant contact by telephone, or the person contacted declines to accept responsibility for signing the person in, the security officer will then refuse the individual admittance.

The security officer is also instructed to confiscate any access cards that are invalid or used for a purpose that it is not intended. Invalid access cards are cards that have not been entered into the computer system, cards that have been deleted from the computer system or cards that are not programmed to operate designated card readers.

Leaving the Building After-Hours

All Tenants must possess and use your access card to exit. Elevators are secure to all floors of the parking garage after hours. For visitors to exit the building after-hours, on the weekends and on holidays, they must go to the security console and sign-out. Visitors may access the Lobby on any elevator.

[Click here to download a After Hours Access / Air Conditioning & Lighting Authorization Form](#)

[Click here to go to the After Hours Control website](#)



Building Security: Building Access

Access Cards

For building access only, Tenants can obtain an access card from the Parking Office on Parking A Level authorized by a Tenant representative. The information requested in the "Building Access / Air Conditioning & Lighting Authorization" form must be provided so that a record can be maintained of all passes issued. The access card provided must be used to gain access to the building after-hours, on weekends and on holidays.

If, for any reason, the employment of an individual is terminated, please obtain the access card from the employee and notify the Office of the Building as soon as possible. The card and information pertaining to the ex-employee will be deleted from our computer system. The access card will then be inoperative and must be returned to the Parking office located on Parking A Level.

It is imperative, for the protection of Tenants in the building, that the ex-employee's access card be recovered. If a terminated employee is permitted to retain their access card and you forget to notify the Office of the Building of the termination, this person will still have access to the building after-hours and if they possess one of your suite keys, they will have access to your suite. The Office of the Building should be informed immediately if a card is lost, stolen, or not received from an ex-employee. Tenants will be charged a fee for all access cards lost or not recovered from ex-employees.

[Click here to download a Building Access Form](#)

Access cards required for floor access during:

- Monday – Friday: 7:00p.m. – 7:00a.m.
- Saturday: 24 hours
- Sunday & Holidays: 24 hours

Access cards required for garage access during:

- Monday-Friday: 6:00p.m. – 6:00a.m.
- Saturday: 24 hours
- Sunday & Holidays: 24 Hours

Access cards are necessary for entrance to the building and accessing the elevator to your floor. You may obtain an access card from the Parking office for any new employees in your suite, however, please notify us when employees are terminated so access cards can be cancelled. The Parking office is located on Parking A Level.

Building security is not permitted to admit anyone without an access card into the building or onto the floor without first receiving written authorization from the Tenant.

For your information, the access card can be programmed for both parking and building entry. If you require both access, please complete a parking application first; then obtain the "Building Access Card Authorization" form from the parking office for building access. This form may also be used to authorize individuals to activate after hours air conditioning services and the after hours lighting system. Charges may apply for after hour utility services.

Visitor Access

When entering the building, if a visitor is with a Tenant who has a valid access card, the visitor shall sign-in using the Tenant's access card number as authorization. Any Tenant signing in a visitor using their access card number will be fully responsible for such visitors.

If a visitor is not accompanied by a Tenant, the visitor may request that the security officer at the security console contact the Tenant by telephone and inform them that a visitor wants access to their suite. When notified, each Tenant will then be required to present his or her access card to the security officer, identify their visitor, sign the visitor in using their access card number as authorization and escort the visitor to the respective Tenant suite area.

The security officer is not permitted to accept access card numbers over the telephone or allow a visitor access to the building unaccompanied by a Tenant or employee without authorization.

Visitor Access (continued)

A visitor may access the building after-hours unaccompanied if he or she is listed in a letter with prior Office of the Building approval. The typed letter must be on the Tenant's company letterhead stationery, noting the date and time of visitor access and be submitted to the Office of the Building prior to 4:00p.m. if it is to be effective that evening. Security cannot accept letters from Tenants directly without Office of the Building approval.

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

A Security Clearance form filled out by your authorized Tenant contact also allows after-hours access. This includes clients, delivery and service personnel.

If a visitor requests access to the building and the security officer does not have a letter of authorization or cannot contact the Tenant in question by telephone, the visitor will be denied entry into the building.



Building Security: Deliveries

Small deliveries not requiring carts or dollies may access the building Lobby Level and Parking A Level lobbies during normal business hours, 8:00a.m. to 6:00p.m., Monday through Friday. Larger deliveries must be made through tunnel loading area on Parking C Level and freight elevator (Cab No. 11). The entrance to the tunnel loading area is off Constellation Boulevard, between 1999 Avenue of the Stars and the Century City Mall. Under no circumstances are deliveries of large items permitted access through the Lobby Level, Parking A Level lobbies or from the passenger elevators. Resulting damage will be billed back to your company.

Loading and unloading of deliveries is reserved for trucks, vans and other delivery vehicles with a limitation of thirty (30) minutes maximum parking time. Vehicles parked more than thirty minutes are subject to a parking violation and/or towing at vehicle owner's expense.

If the tunnel loading area is required for a period greater than thirty minutes, i.e. delivery of furniture, large shipments, etc. please contact the Building Management Office to arrange for the use of the freight elevator after normal business hours, before 8:00a.m. or after 6:00p.m. Use of the freight elevator after-hours, on weekends and on holidays must be approved in advance by the Building Management Office.

[Click here to download an Access for Deliveries and Freight Information Form.](#)

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 and card 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 building Security at 310-843-2229 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 building security immediately.



Building Security: Key and Lock Policy

Two keys are issued for every lockset installed. If additional keys are required, they may be obtained at an additional cost by contacting the Office of the Building. Should you require changes in the locks for your suite in the future, the Office of the Building must be notified in writing and the work performed under our direction. This will insure proper janitorial coverage and provide a uniform master key for emergency situations. This procedure must be followed to assure Fire Department access to all of the building. All changes will be made at the expense of the Tenant. At no time may a Tenant alter, add or remove locksets from any door without prior approval from the Office of the Building.

Control over building keys is an integral part of our overall security system. In the event you are locked out of your suite during normal business hours, you may obtain access by contacting the Office of the Building. We will require valid identification before permitting access. In order to obtain access to your suite after business hours, security will be required to contact the Primary Leaseholder or the after hours contact person of the office in order to allow access into the suite. A charge may apply should building staff be called in for assistance.

Women's restrooms remain locked for safety reasons. Two keys are provided at the commencement of the lease and additional keys will be provided through the Office of the Building. Telephone and Electrical room keys are not distributed to Tenants. Due to the nature of these rooms, the Office of the Building will need to be contacted in order to gain access.

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

Lost and found for the building is located at the security lobby console. It will be necessary to present identification and describe the lost item in order to retrieve lost property.



Building Security: Property Removal

In order to minimize the possibility of theft, the Building Management Office will provide "Property Removal Passes" for Tenant use at 1901 Avenue of the Stars.

We request that each time you or one of your employees removes materials or equipment from the building, one of these forms is filled out and presented to the security officer on duty at the security lobby console.

Your cooperation and that of your employees is appreciated. Failure to produce an authentic, original property removal pass will result in the denial to remove the property from the premises.

[Click here to download a Property Removal Pass](#)



Building Security: Solicitation

Our security staff attempts 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 /her to have a seat while you contact your office manager. Your office manager should call the building Security at 310-843-2229 immediately. Request a security officer 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 suites.

If the solicitor leaves your suite prior to the arrival of the security officer, please make a note of his or her general description, approximate age and color of clothes, as this information will assist the security officer in identifying the solicitor.

Building Services: Building Signage and Directory

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 Office of the Building reserves the right to remove any such sign without notice at the Tenant's expense.

Only those signs that are approved in writing by the Office of the Building may be displayed in public view. This includes but is not limited to point-of-purchase displays, sales and clearance signs, seasonal signs, special merchandising displays, placards, pictures, notices, etc.

Each Tenant may obtain kiosk directory listing on the A level and lobby directories as specified in each Lease. The initial set up will be provided by the Office of the Building at no charge. There may be a charge for any subsequent listings.

Contact the Office of the Building to place all signage requests.

Douglas Emmett Building Services: Cleaning

Cleaning services are provided on a contract basis by a professional janitorial company. Janitorial services are provided after hours so as not to disturb our Tenants during normal working hours, beginning at approximately 6:00p.m., Monday through Friday. Day porter services for the maintenance of the common areas are provided Monday through Friday, 7:00a.m. to 4:30p.m.

Our janitorial personnel have been instructed upon completion of their nightly duties to ensure that all corridor doors are locked and to leave interior doors as they find them i.e., locked or unlocked, open or closed. The 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.

Janitorial Services Provided

Nightly

- Empty all trash containers
- Sweep and vacuum all floors
- Damp mop all marble, linoleum or other hard flooring
- Dust desks, chairs, furniture, bookcases, etc. that are cleared of all surface items.
- Spot clean doors, frames and counters
- Clean break area (inside cabinets, refrigerators, microwaves can be cleaned at an additional charge)

Janitorial Services Provided (continued)

Weekly

- Dust all ledges and windows sills
- Wipe base boards
- Clean telephones
- Perform low dusting of all low-reach areas

Monthly

- Dust picture frames
- Perform high dusting of all high-reach areas
- Dust all planters
- Scrub and wax tile floors

The responsibility of the cleaning staff is to maintain each suite in a first class office building condition. If you require additional services (carpet cleaned, interior glass cleaning, dishwashing service, etc.) that are not currently provided please contact the Office of the Building and special arrangements will be made at your convenience. These services will be billed at the current hourly rate, which is subject to change from time to time.

Freight Elevator

1901 Avenue of the Stars has one freight elevator, Elevator 11, on each bank of elevators and it is accessible from the tunnel loading area at the rear of the building on Parking C Level of the garage. The hours of operation are 8:00a.m. to 6:00p.m. The freight elevator operation will require the use of an access card for after hours (6:00p.m. to 8:00 a.m.). For access to this elevator after-hours, on the weekends and on holidays, please contact the Building Management Office for approval of its use.

The freight door opening is 84" high x 54" wide. The inside dimensions of the freight elevator cab are 5'5" deep by 8'6" wide by 16' high.

The maximum weight capacity of the cab is 3,500 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. Material on pallets must be broken down and loaded onto carts with soft rubber tires for delivery into the building. Also, be aware that improperly balanced loads can cause damage to the elevator rails and related equipment. Material must be centered on the floor of the cab.

Passenger Elevators

Installed at 1901 Avenue of the Stars are ten passenger elevators servicing the building and parking garage.

Each elevator, including the freight elevator, is equipped with a telephone system that connects directly to the building lobby security console. If an elevator malfunctions and you are unable to exit the elevator, push the button on the telephone receiver provided and a signal will ring at the building security console. The security officer on duty will then notify the appropriate personnel to assist you in safely exiting the elevator. While inside the elevator, please remain calm. We will get you out. Under no circumstances are you to attempt to climb out of the cab roof.

The maximum weight capacity of the passenger cabs is 3,000 pounds. Under no circumstances are large deliveries to be made through the use of these cabs, as the finishes (glass, stainless steel and stone) are very expensive to replace.

All elevators contain an emergency telephone directly connected to our 24-hour security office. For major problems, just press the button on the receiver and it will automatically dial security. The security officer on duty will immediately dial the elevator company to dispatch an elevator technician.

DO NOT use the red emergency button to hold the elevator. If the elevator should stop between floors, check that this has not been accidentally depressed.



Building Services: Fee Schedule

Tenants will be billed for above-standard services such as overtime HVAC, suite keys, access cards, electrical or plumbing requests, etc. A separate invoice will be prepared for the services provided.

Building Pricing (as of July 2005)

Access Cards

Labor	Materials	Cost
N/A	Included	\$20.00 Each*

*For new or replacement of lost or damaged cards.

Parking

Category	Materials	Monthly Cost
VIP Level A	N/A	\$440.00
Reserve	N/A	\$350.00
Unreserved	N/A	\$210.00

Validation Books:

- \$600.00 each booklet of 20 Stamps (All Day Validation)
- \$1,875.00 each booklet of 100 Stamps (1 Hour Validation)
- \$375.00 each booklet of 100 Stamps (12 Minute Validation)

Daily Parking:

- \$3.75 each 12 Minutes
- \$30.00 Daily Maximum

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. Please be advised that all forms must be approved by the authorized Tenant contact and/or Building Management representative before services will be provided.

[Entry Door Signage](#)

[Move-In Checklist Form](#)

[After Hours HVAC](#)

[Move-Out Checklist](#)

[Moving Company Requirements](#)

[Access for Deliveries and Freight Information](#)

[Vendor List](#)

[Visitor List](#)

[Certificate of Insurance Requirements
\(Vendor\)](#)

[Property Removal Pass Form](#)

[Lobby Directory Form](#)

[Tenant Contact Form](#)

[Building Access Form](#)

[Tenant Move-In Move-Out Procedures](#)

[Signage Form/Unit Outside Suite](#)

[Overnight Parking Request Form](#)

[Standing Requests - After hours AC and Lighting](#)

The standard hours of air conditioning are as follows:

- Monday through Friday, 8:00a.m. to 6:00p.m.
- Saturday, 9:00a.m. to 1:00p.m. By request at no charge

The standard hours of lighting are as follows:

- Monday through Friday, 7:00a.m. to 7:00p.m.
- Saturday, 9:00a.m. to 1:00p.m. By request at no charge

To request air conditioning outside of the standard hours, the request can be made by using your after-hours access card number through a touch-tone telephone. Make sure to check the box marked YES for authorization and return to the Office of the Building. Building Management will provide you with the procedures on how to order after-hours air conditioning. The requests will be billed on your monthly statement. Rates are subject to change from time to time without prior written notice.

Air conditioning thermostats are to be adjusted by the Building Engineer Staff only. Please contact the Office of the Building if, for any reason you feel uncomfortable with the existing temperature in your office. Engineering maintenance requested in excess of building standard services provided in the building will be billed to the Tenant requesting such service at the current hourly rates as determined by the Office of the Building. Billing rates are subject to change from time-to-time.

Instructions for the After-hours Control System (ACS)**Main Menu**

- Use a touch tone phone to dial your access number: 310-551-0037
- The system plays a greeting; "Welcome to Tenant Services"
- "Please enter your Company ID Number now." Enter your 4 digit Tenant ID.
- "Please enter your Personal ID Number now." Enter your 4 digit User ID.
- The system plays "Press 1 for immediate service, press 2 for future scheduled service, Press 3 to cancel existing requests or press 4 to hang up."
- Enter your selection: [1] through [4].
- Proceed to the section number that matches your main menu selection.

Immediate Service

- Optional: "Press 1 for lighting only, press 2 for air conditioning and lighting or press 3 to hang up." Enter your selection [1] through [3].
- "Press 01 through 24 for the amount of hours required or press # to return to the main menu."
- Enter [01] through [24] or [#]. NOTE: If you are requesting less than 10 hours enter a zero followed by the number of hours. Enter: zero-three for 03 hours, 05 for five hours, etc.
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.

Immediate Service (continued)

- "Today your lease hours are between (lease start time) and (lease stop time). You will not be charged for this period. Your request is programmed for X hours service starting at (current time) and ending at (current time + X hours). The total cost of this transaction will be (total cost). Please press * to accept or # to return to the main menu." Enter [*] to activate your request, or [#] to ignore your request and return to the main menu.
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- "Your request has been accepted. Thank you for calling." The system will hang up and process your service request.
- The transaction is complete. Hang up your phone.

Future Service

- Optional: "Press 1 for lighting only, press 2 for air conditioning and lighting or press 3 to hang up." Enter your selection [1] through [3].

- “Press 01 through 12 for the month you will be requiring service or press # to return to the main menu.”
- Enter [01] through [12] or [#]. (Note: zero-one, zero-two, ..., zero-nine for numbers less than 10)
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.

Future Service (continued)

- “Press 01 through 31 for the day of the month you will be starting service or press # to return to the main menu.”
- Enter [01] through [31] or [#]. (Note: zero-one, zero-two, ..., zero-nine for numbers less than 10)
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- Start times are entered in military format; 6:30 AM is entered 0630, and 6:30 PM is entered 1830. Please enter the start time now or press # to return to the main menu.”
- Enter [XXXX] or [#] using 4 digits to express your desired start time.
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- “Press 01 through 24 for the amount of required service or press # to return to the main menu.”
- Enter [01] through [24] or [#]. (Note: zero-one, zero-two, ..., zero-nine for numbers less than 10.)
- If you selected #, go back to the Main Menu Section, otherwise continue.
- “Your lease hours are between (lease start time) and (lease stop time). You will not be charged for this period. You requested service for (day of service) starting at (requested time) and ending at (requested time + X hours). The total cost of this transaction will be (total cost). Please press * to accept or # to return to the main menu.”
- Enter [*] to activate your request, or [#] to ignore your request and return to the main menu.
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.

Future Service (continued)

- “Your request has been accepted. Please make note of the following service request number (XXXX). You will need to reference this number if you want to cancel this request in the future. Press 1 to hang up, press 2 to repeat your service request number or press # to return to the main menu.”
- Enter [1], [2] or [#].
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- If you selected 2, your service number will be repeated.
- If you selected 3, the system responds with “thank you for calling.” The system will hang up and process your service request.
- The transaction is complete. Hang up your phone.

Cancel Service

- “Press 1 to cancel service already in progress, press 2 to cancel future scheduled service or press # to return to the main menu.”
- Enter [1], [2] or [#].
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- If you selected 1, the system responds “Your current service has been canceled. The total cost incurred during this operating period was (total cost). Enter 1 to hang up or press # to return to the main menu.” Enter [1] or [#]. If you selected 1, the transaction is complete and the system hangs up, otherwise you are returned to the Main Menu Section.
- If you selected 2, the following steps apply.

Cancel Service (continued)

- “Enter your service request number now or # to return to the main menu.”
- If you selected #, go back to the Main Menu Section, otherwise continue with the next step.
- Enter your 4 digit service request number [XXXX].
- “Your request XXXX has been canceled. Thank you for calling.”
- The system hangs up.

Energy Conservation

Your building is equipped with the latest technology to conserve energy and control operating costs. Light sensors and computer controlled mechanical systems are just two of the methods employed by the building to save energy.

The following guidelines will help you and your staff to contribute to energy conservation in the building:

- Always turn your office lights off if you leave for at least five minutes or more.
- Turn your lights off at the end of the day. Do not leave them on for the janitorial staff. Since the janitors may not come into your office until several hours after you leave, it is much more energy efficient to turn your lights off and let the janitorial staff turn them on when they arrive.
- At the end of the day, please make a point of turning off your printers, coffee pots, hot plates and any other appliances.

Energy Conservation (continued)

- On the weekend, turn the refrigerator thermostat to the lowest setting.
- If possible, set computers to “hibernate” or “sleep mode” and set computer monitors to “shut down” after several hours to minimize heat load build-up in your office.
- The window coverings installed at each perimeter window are an important part of maintaining comfortable temperatures. In the evening, the window coverings should be closed to help maintain existing temperatures. During periods of high sun intensity and hot temperatures, the window coverings should be closed to assist in limiting increased heat loads.

In order to conserve energy and maintain uniform building temperatures, thermostats are kept behind locked covers. If you need to have your thermostat adjusted, please call 310-553-5500 and a building engineer will be dispatched.

Douglas Emmett Building Services: Mail Service

The United States Post Office will make a daily delivery to the on site Mail Room located on Parking A Level next to the parking office. This room is staffed from 8:00a.m. to 2:00p.m., Monday through Friday for pick-up or drop off services only.

We suggest that incoming mail be addressed completely so as to ensure delivery:

Mr./Mrs./Ms. John/Jane Doe
Company Name
1901 Avenue of the Stars
Suite # _____
Los Angeles, CA 90067

For further information or service, you may wish to contact the U.S. Post Office at the address listed below:

[United States Postal Service](#)

911 W. Pico Blvd., Suite 100
Los Angeles, CA 90067
310-556-1450

The following drop boxes are located on Parking A Level.

- [U.S. Mail](#) – Pick up Mon-Fri @ 6:30p.m. and Sat @ 4:00p.m.
- Pick up Mon-Fri @ 5:00p.m. No Saturday service
- [DHL Airborne Express](#) – Pick up Mon-Fri @ 5:00p.m.
- [Federal Express](#) – Pick up Mon-Fri @ 5:00p.m.
- [U.P.S.](#) – Pick up Mon-Fri @ 5:30p.m.
- Overnight Express – Pick up Mon-Fri @ 9:00p.m.
- Mail Room Hours to receive mail – **Mon-Fri @11:30 am – 12:30 pm - Only.**

Douglas Building Services: Maintenance Requests Emma

For routine maintenance during Normal Business Hours, please call the Office of the Building at 310-553-5500 to make the request. Calls received after 4:30 p.m. daily will be addressed the following business day.

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 310-553-5500 should you need any assistance with the Net Facilities system

[Click here to access Net Facilities](#)



Building Services: Telecommunications

Douglas Emmett Management, LLC recognizes the importance of communications in today's business environment. So that we may provide our Tenants with a variety of information technology solutions, selected telecommunication preferred service partners have been granted access to 1901 Avenue of the Stars and are available to assist you with communication services.

Resident Service Provider / ILEC Provider

SBC
213-975-2100 (Plans and Services)
800-750-2355 (Changes to Service)

Network and Telecommunications Sales, Installation and Repairs

AllPoint Communications
Justin Huish
805-584-3757

Cogent Communications - Optical Internet
Victoria Barrick
Regional Account Manager
Cogent Communications
Direct: 213.623.1434
Mobile: 310.382.6282
Fax: 213.629.2197
vbarrick@cogentco.com

USA Digital
www.usadigitalhd.com
Office: 800.801.1145
Cell: 818.398.5252
Fax: 818.252.3393
Albert Torosyan
9970 Glenoaks Blvd. Unit D
Sun Valley, CA 91352

Network and Telecommunications Sales, Installation and Repairs

Lawrence Cable Service
Glenn Lawrence
310-328-4689

The following information is in accordance with the standards of Douglas Emmett Management, LLC and the codes of the City of Los Angeles for the installation of telecommunications and computer systems cable installations.

- In all plenum environments the cable installed is to be "fire protected" cable or "Teflon" cable. In any space where the conduits are home run vs. stubbed out in the plenum a standard cable is acceptable. Standard cable is also acceptable in the home run conduit from the customer's backboard in the suite to the telephone closet/room in the core of the building on each floor. Phone equipment is to be installed on a telephone board within the suite and not in the main telephone room on each floor.
- All cabling must be suspended from the deck above by wires independent of all other trades. In no instance should any cable be tied off to any other trade, i.e., sprinkler heads or pipe, electrical conduit or the wires used to suspend the conduit, or ceiling grid wires. In no instance should cable be left lying on the ductwork or on the ceiling grid. Cable should be tied off at approximately every eight feet.
- The service provider is responsible for the correction of any deficient situations within 24-hours of the notification that the installation does not meet code.
- Certificate of Insurance from your phone service provider installers must be on file with the Property Management Office prior to the start of installation. The Landlord cannot allow work to commence

otherwise.

- The Tenant is responsible for notifying their communications service providers that these codes are enforced throughout the Douglas Emmett Management, LLC properties without exception. Any additional cost imposed by the service provider or incurred by the service provider will be the responsibility of the Tenant/service provider relationship.
- Telephone installation is the responsibility of the Tenant and should be arranged well in advance of the move-in date. Although your telephone service provider is your selection, the Landlord prefers that Lawrence Cable Service or AllPoint Communications manages and maintains the building riser system.
- The standard procedure is for SBC bring phone lines from the Main Point of Entry (MPOE) in the basement and for Lawrence Cable Service or AllPoint Communications to bring the lines up to the floor and into the suite, terminating at the phone backboard. The Office of the Building will coordinate and assist as may be needed.

NOTE: A low voltage permit must be obtained from the City of Los Angeles for the installation of all cable.

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 310-553-5500.

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 your 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 310-553-5500;
- 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, building security 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 ordeal.

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 building security that the cab is malfunctioning, what cab number it is, and what floor it is stuck on. The security officer 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 1901 Avenue of the Stars need to have on file with the Building Office a complete Tenant Information 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](#)

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

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

Emergency Contacts

Emergency	911
Police (Non Emergency)	310-575-8404
West LA Precinct	
1633 Butler Street	
Fire Department	310-473-1155

Emergency Contacts (continued)

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
Brotman Medical Center	310-836-7000
3828 Del Mas Terrace.	
Culver City, CA 90231	
Cross Street: Venice	
Cedars Sinai Med Center	310-855-5000
8700 Beverly Boulevard	
Los Angeles, CA 90048	
Cross Street: La Cienega	
Building Security	310-843-2229
Building Office	310-553-5500



Emergency Procedures: Fire and Life Safety

Fire Safety Director

Douglas Emmett Management, LLC has developed a comprehensive Fire/Life Safety Emergency Preparedness Plan that includes fire, explosion, bomb threats, medical emergencies and earthquake preparedness. The Office of the Building will schedule training sessions for you and your employees to familiarize you with the plan. The Director of Security, Thomas Madison, is currently designated as the Fire Safety Director.

The 1901 Avenue of the Stars property was designed to minimize the chance of a life-threatening emergency, and to reduce damage in the event one does occur. Safety systems are monitored 24 hours a day, seven days a week.

The Fire Safety Director can operate communication systems from the Fire Command Center which is located near the main lobby.

Manual Pull Stations are located on each floor next to the stairwell exits to alert the fire floor. The signal initiates the Emergency Response Team and the Los Angeles City Fire Department Response. Smoke detectors and overhead sprinklers which are located in strategic locations also set off an alarm. Air handling equipment in the area automatically shuts down to prevent the spread of smoke. At the same time, elevators are returned to the lobby to await the arrival of fire fighters. Elevator lobby doors close automatically to isolate the floor.

The Los Angeles City Fire Department is familiar with our systems and will be onsite within minutes. If an emergency does occur, it is critical that every building occupant knows how to respond.

Stay calm and follow the instruction given by the Floor Warden on your floor.

The following elements represent the major aspects of the Avenue of the Stars Emergency Preparedness 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 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 whom would require assistance during emergency evacuation.

**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 Management, LLC 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>



Emergency Procedures: Medical Emergency

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 310-553-5500 or building security at 310-843-2229. 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.

This Fire Life Safety training takes place every other Wednesday. You must contact the Chief of Security/Fire Life Safety Director, Thomas Madison at (310) 843-2229 within 14 days of your tenancy to make arrangements to attend this training. 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.

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.

It is each Tenant's responsibility to notify the Fire Life Safety Director of new employees in your offices, and immediately schedule Fire Life Safety Training.

Please fill out the List of Fire Wardens, Deputy Wardens, Persons trained in CPR and First Aid provided at the end of this manual, indicating the names of those people in your office who are trained in CPR and First Aid, and who will be appointed as your Suite Warden and Alternate Suite Warden. Fire Wardens and Alternate Suite Wardens need to be full time employees who will be responsible to work with the Fire Life Safety Director, 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 Management, LLC, the entire staff would like to personally welcome you and your associates. Douglas Emmett Management, LLC 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, Nicole Breuklander, and Chief Engineer, Ed Meyers.

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 Management, LLC I invite you to visit our website at www.douglasemmet.com.

Once again, welcome to 1901 Avenue of the Stars!



Introduction: About Douglas Emmett

[Douglas Emmett Management, LLC](#) (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 Management, LLC 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 Management, LLC 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 Management, LLC 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 1901 Avenue Of The Stars

1901 Avenue of the Stars is a magnificent 20-story office tower superbly located on Century City's most prestigious street, Avenue of the Stars. The 1901 building is directly adjacent and immediately accessible to all that the Century City Shopping Center and Marketplace has to offer - fine dining restaurants, food courts, and first-class shopping. All the amenities you would expect to find in a Class A, Century City high rise are at 1901 Avenue of the Stars, including fantastic city and mountain views, on-site concierge services, and 24-hour guard security.



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 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: General Rules and Regulations

Sidewalks / Walkways:

No sidewalks, entrance, passages, courts, elevators, vestibules, stairways, corridors or halls shall be obstructed or encumbered by Tenant or used for any purpose other than ingress and egress to and from the Leased Premises and if the Leased Premises are situated on the ground floor of the Building, Tenant shall further, at Tenant's own expense, keep the sidewalks and curb directly in front of the Leased Premises clean and free from rubbish.

Window Coverings:

No curtains, blinds, shades, drapes or screens shall be attached to or hung in, or used in connection with any window or door of the Leased Premises, without the prior written consent of Landlord in its sole and absolute discretion. Such curtains, blinds, shades, drapes, screens and other fixtures must be of a quality, type, design, color, material and general appearance approved by Landlord, and shall be attached in the manner approved by Landlord in its sole and absolute discretion. All lighting fixtures hung in offices or spaces along the perimeter of the Leased Premises must be of a quality, type, design, bulb color, size and general appearance approved by Landlord.

Lights / Reflection:

The sashes, sash doors, skylights, windows and doors that reflect or admit light or air into the halls, passageways or other public places in the Building or Complex shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the window sills or in the public portions of the Building or Complex

Showcasing / Advertising:

No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building or Complex, nor placed in public portions thereof without the prior written consent of Landlord.

Restrooms:

The restrooms, urinals, wash bowls, and other apparatus shall not be used for any purpose other than that for which they were constructed, and no sweepings, rubbish, rags or other foreign substances of any kind shall be thrown into them. The expense of any breakage, stoppage, or damage resulting from violation of this rule shall be borne by the party who caused, or whose agents, servants' employees, contractors, visitors or licensees caused the breakage, stoppage, or damage.

Cables / Wires:

Tenant shall not mark, paint drill into or in any way deface any part of the Leased Premises or the Building or Complex. No boring, cutting, or stringing of wires shall be permitted, except with the prior written consent of Landlord, and as Landlord may direct, in its sole and absolute discretion.

Pets:

No animal or bird of any kind shall be brought into or kept in or about the Leased Premises, Building or Complex, except seeing-eye dogs or other seeing-eye animals or other animals or equipment required by any disabled employee or invitee of Tenant.

Security / Lights Out:

Prior to leaving the Leased Premises for the day, Tenant shall draw or lower window coverings and extinguish all lights. Tenant shall assume all responsibility, including keeping doors locked and other means of entry to the Premises closed, for protecting the Premises from theft, robbery, and pilferage.

Respect for Laws / Neighbor:

Tenant shall not make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with any occupant of the Building or Complex, or neighboring buildings or premises, or those having business with them. Tenant shall not harass or annoy any occupant of the Building or Complex, including, without limitation, any act or conduct that may violate, breach or infringe upon any federal, state or local laws or civil rights, including those pertaining to the protection of the civil rights of any person based on sex, race, sexual preference, age or other consideration. Tenant shall not throw anything out of the doors, windows or skylights or down the passageways.

Combustible Materials:

Neither Tenant nor any of Tenant's agents, servants, employees, contractors, visitors or licensees shall at any time bring or keep upon the Leased Premises, Building or Complex any flammable, combustible or

explosive fluid, chemical or substance.

Locks:

No additional locks, bolts or mail slots of any kind shall be placed upon any of the doors or windows by Tenant, nor shall any change be made in existing locks or the mechanism thereof. Tenant must, upon the termination of the tenancy, restore to Landlord all keys of stores, offices and toilet rooms, either furnished to, or otherwise procured by Tenant, and in the event of the loss of any keys so furnished, Tenant shall pay to Landlord the cost thereof.

Deliveries / Freight Elevator / Weight on Floor:

No furniture, freight, or equipment of any kind may be brought into or out of the Building without prior notice to Landlord. All moving activity into or out of the Building must be scheduled with Landlord and done only at the time and in the manner designated by Landlord. No service deliveries (other than messenger services) shall be allowed between the hours of 8a.m. and 5p.m., Monday through Friday. Landlord may at any time restrict the elevators and areas of the Building into which messengers may enter and may require that deliveries be left at the lobby security desk for pickup by Tenant. Landlord may prescribe the weight, size, and position of all safes and other heavy property brought into the Building and the times and manner of moving those items within and out of the Building. Tenant shall not overload the floor of the Leased Premises. If considered necessary by Landlord, safes and other heavy objects must stand on supports that are adequate to distribute the weight properly. Landlord shall not be responsible for loss of or damage to any safe or property. Any damage to any part of the Building or to its contents, occupants, or visitors caused by moving or maintaining any safe or other property referred to in this clause shall be the sole responsibility and expense of Tenant. Landlord reserves the right to inspect all safes, freight or other bulky articles to be brought into the Building and to exclude from the Building all safes, freight or other bulky articles which violate any of these Rules and Regulations or the Lease of which these Rules and Regulations are a part. No packages, supplies, equipment, or merchandise may be received in the Building or carried up or down in the elevators, except between those hours and in that specific elevator that Landlord shall designate. No bicycles or motorized cycles are allowed inside the building.

Business Conduct:

Landlord shall have the right to prohibit any advertising or business conducted by Tenant referring to the Building which, in Landlord's good faith opinion, tends to impair the reputation of the Building or its desirability as a first class building for offices and/or commercial services and upon notice from Landlord, Tenant shall refrain from or discontinue such advertising.

Building Hours:

Landlord reserves the right to exclude from the Building between the hours of 6:00p.m. and 8:00a.m. Monday through Friday, after 1:00p.m. on Saturdays and at all hours Sundays and legal holidays, all persons who do not present a pass to the Building issued by Landlord. Such hours are subject to change in Landlord's sole and absolute discretion upon written Landlord notice from Landlord. Landlord may furnish passes to Tenant so that Tenant may validate and issue same. Tenant shall safeguard said passes and shall be responsible for all acts of persons in or about the Building who possess a pass issued to Tenant. Landlord reserves the right to exclude or expel from the Building and Complex any person who, in Landlord's judgment, is under the influence of alcohol or drugs or commits any act in violation of any of these Rules and Regulations.

Tenant's Contractors:

Tenant's contractors shall, while in the Leased Premises, Building or elsewhere in the Complex, be subject to and under the control and direction of the Property Manager (but not as agent or servant of said Property Manager or of Landlord).

Access to Building:

When departing after the Building's normal business hours, Tenant and Tenant's employees and agents must be sure that the door to the Building are securely closed and locked. Any person, including Tenant and Tenant's employees and agents, who enters or leaves the Building at any time when it is locked or at any time considered to be after the Building's normal business hours, may be required to sign the Building register. Access to the Building may be refused unless the person seeking access has proper identification or has previously arranged a pass for access to the Building. Landlord and its agents shall not be liable for damages for any error concerning the admission to, or exclusion from the Building of any person. Landlord reserves the right, in the event of invasion, mob, riot, public excitement, or other commotion, to prevent access to the Building or Complex during the continuance of that event by any means it considers appropriate for the safety and protection of life and property.

Extermination Responsibility:

If the Leased Premises is or becomes infested with vermin as a result of the use or any misuse or neglect of the Leased Premises by Tenant, its agents, servants, employees, contractors, visitors or licensees, Tenant shall forthwith at Tenant's expense cause the same to be exterminated from time to time to the satisfaction of Landlord and shall employ such licensed exterminators as shall be approved in writing in advance by Landlord.

Building Personnel:

The requirements of Tenant will be attended to only upon application at the office of the Building. Building personnel shall not perform any work or do anything outside of their regular duties unless under special instructions from the office of the Landlord.

Soliciting / Loitering:

Tenant and Tenant's employees, agents, contractors and invitees shall not loiter in or on the entrances, corridors, sidewalks, lobbies, halls, stairways, elevators, or common areas for the purpose of smoking tobacco products or for any other purpose. Tenant and Tenant's employees and agents shall not obstruct those areas but use them only as a means of ingress to and egress from the Leased Premises, Building or Complex. Canvassing, soliciting and peddling in the Building or Common Areas of the Complex are prohibited and Tenant shall cooperate to prevent the same.

Air Conditioning / Heating Controls:

No air conditioning unit or system or other apparatus shall be installed or used by Tenant without the written consent of Landlord in its sole and absolute discretion. Tenant shall not waste electricity, water, or air-conditioning and shall cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air-conditioning system. Tenant shall not adjust any controls of that heating and air-conditioning system.

Hand Carts / Dollies:

There shall not be used in any premises, or in the public halls, plaza areas, lobbies, or elsewhere in the Building or Complex, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks or dollies, except those equipped with rubber tires and sideguards.

Parking:

Tenant, Tenant's agents, servants, employees, contractors, licensees, or visitors shall not park any vehicles in any driveways, service entrances, or areas posted "No Parking" and shall comply with any other parking restrictions imposed by Landlord from time to time.

Fire Extinguisher:

Tenant shall install and maintain, at Tenant's sole cost and expense, an adequate visibly marked (at all times properly operational) fire extinguisher next to any duplicating or photocopying machine or similar heat producing equipment, which may or may not contain combustible material, in the Leased Premises, Building or Complex.

Window Coverings:

Tenant shall keep its window coverings closed during any period of the day when the sun is shining directly on the windows of the Leased Premises.

Building Advertising:

Tenant shall not use the name of the Building for any purpose other than as the address of the business to be conducted by Tenant in the Leased Premises, nor shall Tenant use any picture of the Building in its advertising, stationery or in any other manner without the prior written permission of Landlord. Landlord expressly reserves the right at any time to change said name without in any manner being liable to Tenant therefore.

Food Preparation:

Tenant shall not prepare any food nor do any cooking, operate or conduct any restaurant, luncheonette or cafeteria for the sale or service of food or beverages to its employees or to others, except that food and beverage preparation by Tenant's employees using microwave ovens or coffee makers shall be permitted provided no odors of cooking or other processes emanate from the Leased Premises. Tenant shall not install or permit the installation or use of any vending machine or permit the delivery of any food or beverage to the Leased Premises except by such persons and in such manner as are approved in advance in writing by Landlord.

Mechanical Equipment:

Business machines and mechanical equipment shall be placed and maintained by Tenant at Tenant's expense in settings sufficient in Landlord's judgment to absorb and prevent vibration, noise and annoyance. Tenant shall not install any machine or equipment which causes noise, heat, cold or vibration to be transmitted to the structure of the Building in which the Leased Premises are located without Landlord's prior written consent in its sole and absolute discretion. Tenant shall not place a load upon any floor of the Leased Premises exceeding the floor load per square foot, which such floor was designed to carry and which is allowed by law.

Trash:

Tenant shall store all trash and garbage within the interior of the Leased Premises. Tenant shall not place or have placed in the trash boxes or receptacles any material that may not or cannot be disposed of in the ordinary and customary manner of removing and disposing of trash in the vicinity of the Building. In disposing of trash and garbage, Tenant shall comply fully with any law or ordinance governing that disposal. All trash, garbage, and refuse disposal shall be made only through entry-ways and elevators provided for that purpose and shall be made only at times designated by Landlord. A recycling program is established for paper products. Please contact the Office of the Building should you require recycle receptacles. Paper waste that is discarded in the recycle receptacles is disposed of by the night cleaning crew.

Signs:

No sign, advertisement, notice, lettering, decoration or other thing shall be exhibited, inscribed, painted or affixed by Tenant on any part of the outside or inside of the Leased Premises or of the Building, without the prior written consent of Landlord in its sole and absolute discretion. In the event of the violation of the foregoing by Tenant, Landlord may remove same without any liability, and may charge the expense incurred by such removal to Tenant.

Landlord Requests:

Tenant shall comply with requests by Landlord and Tenant shall inform Tenant's employees of such items of importance to Landlord.

Telephone / Cable Wiring:

Tenant shall not introduce telephone, cable or other communication or telecommunication wires or other wires into the Leased Premises without first obtaining Landlord's approval of the method and location of such introduction. No boring or cutting for telephone wires or other wires shall be allowed without Landlord's consent. The location of telephones, call boxes, and other office equipment affixed to the Premises shall be subject to Landlord's prior approval.

Smoking:

Smoking is prohibited in the Building, including, without limitation, the main lobby, all hallways, all elevators, all elevator lobbies, all restrooms and all parking levels.

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 and can be unlocked by the building in case of an emergency. Every fifth floor is unlocked in conformance to city code and these doors are identified as being unlocked. If you inadvertently get locked off your floor in the stairwell, proceed down to the nearest unlocked door. The floors which have been designated as "refuge floors" and remain unlocked at all times are:

5, 10, 19

Change in Rules & Regulations:

Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations or to make any additional reasonable Rules and Regulations that, in Landlord's sole and absolute discretion, may be necessary for:

- The management, safety, care, and cleanliness of the Leased Premises, Building or Complex;
- The preservation of good order; or
- The convenience of other occupants and Tenants in the Building or Complex
- Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular Tenants. No waiver by Landlord shall be construed as a waiver of those Rules and Regulations in favor of any other Tenant, and no waiver shall prevent Landlord from enforcing those Rules or Regulations against any other Tenant of the Building or Complex.

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

Listed below please find the building's standard moving procedures. These procedures must be followed prior to moving any furniture, equipment or files. In order to assure fair and equitable treatment of all Tenants, no variations from these procedures will be allowed.

All moves must take place:

- After 6:00p.m. on Monday – Friday
- 24-hours on Saturday & Sunday

Contact the Building office at least five (5) days prior to your move in order to:

- Reserve a time for using the freight elevator
- Schedule the loading dock for mover
- Phone mover to provide the building office with appropriate certificate of insurance requirements
- Provide a list of items (for move-outs) on the Property Removal Pass Form
- Hire a building security officer for all move-ins and move-outs (4 hours minimum; additional expense).

[Click here to download a Move-In Checklist](#)

[Click here to download a Move-Out Checklist](#)

[Click here to download a Tenant Move-In Move-Out Procedures](#)

[Click here to download a Moving Company Requirements](#)

Information for your move:

- Access to loading dock (tunnel) via Constellation Boulevard between 1999 Avenue of the Stars and the Century City Mall
- Height clearance for tunnel is 12'10"
- Freight Elevator door opening is 84"x54", however the inside height is 16 ft in order to accommodate large or tall items
- Lay ¼ inch of masonite from suite to elevator to protect common areas
- Security will inspect before and after to ensure there is no damage to the property.

A Move-In Checklist and/or Move-Out Checklist form is available to facilitate the many responsibilities involved in a move.

[Click here to download a Move-In Checklist](#)

[Click here to download a Move-Out Checklist](#)

[Click here to download a Tenant Move-In Move-Out Procedures](#)

[Click here to download a Moving Company Requirements](#)

**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 Property Manager at 310-553-5500 to discuss the scope of work you intend to complete as well as scheduling.

Automobile Services

Mr. Polish – Car Wash and Detailing

1901 Avenue of the Stars, parking D Level
Lupe Nunez
310-788-0866

Fix Car Now – Minor Repairs, Oil Changes, Tune-ups

1901 Avenue of the Stars, parking D Level
Chance Brown
888-634-9227

Restaurant - Century Grill

1901 Avenue of the Stars, Parking A Level
Hours of operation are 7:00a.m. to 5:00p.m.
Breakfast, Lunch, Snacks and Sundry Items
310-553-6650; 310-553-6057 (fax)

Notaries

Natalie Aronstein

1901 Avenue of the Stars, Suite 1600
Call to arrange appointment – 310-228-3700, ext. 2240

Norma Ayala

1901 Avenue of the Stars, Suite 1100
Call to arrange appointment – 310-556-4660

Benita Williams

1901 Avenue of the Stars, Suite 1600
Call to arrange appointment -- 310-228-3700, ext. 2119