



Communication During An Emergency

In an emergency, One California Street Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include Workspeed announcements, postings on the Electronic Tenant Handbook site, e-mails, phone calls, announcements via the Public Address (P.A.) system, dispatch of “runners” through the building to provide information and posting of information on a 1-800 number. Each method is explained below, in more detail:

Workspeed Announcements

Announcements sent from Workspeed are sent to work e-mail addresses of our primary Tenant contacts or their designee. Those primary Tenant contacts who have blackberry devices should therefore receive Workspeed announcements at their desktop and on their blackberry. In an emergency, please be sure to check your desktop and blackberry regularly for Workspeed announcements.

Electronic Tenant Handbook

Property Management will post alerts and updates on the Electronic Tenant Handbook. This is an internet site that is available to our tenants 24 hours per day, 7 days per week. The site is <http://www.onecaliforniastreet.info/>. In an emergency, we ask that you please log on to the Electronic Tenant Handbook and keep it open. Watch for updates in the banner on the top of any page of the handbook. We will provide updates as often as possible. We will rely heavily on this tool to post information as the information can be simultaneously accessed by more tenants than we can reach immediately by phone.

Phone Calls

Property Management will call our primary tenant contacts in an emergency. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails via Workspeed and/or the Electronic Tenant Handbook, as these methods of communication distribute information more quickly than phone calls.

Public Address (P.A.) System

Property Management may use the P.A. system as a means of broadcasting information to the entire building population at one time or to broadcast information to selected floors. We would typically only use this form of communication for situations which require

immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

Communication During An Emergency - continued

Runners

Should an incident occur during business hours, Property Management may dispatch building and/or security employees to each floor of the building to advise our primary contacts of an emergency situation. Property Management will rely more heavily on phone and e-mail than on runners. Runners will typically only be used if all other lines of communication have failed.

Shorenstein National Tenant Emergency Number (1-800-589-2554)

Shorenstein has a 1-800 number which Property Management may use to provide updates in an emergency. As this number serves all Shorenstein properties nationwide, it is possible that you may either need to listen to a very long outgoing update message, especially if the emergency situation has hit several geographic areas in which Shorenstein owns properties, or that the outgoing announcement for this property may get recorded over (i.e. if the emergency has affected several geographical regions).

Your Role in Staying Informed

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

- **Tune to local news** for updates as this will be one of the information sources on which Property Management will rely.
- **Keep e-mail open** and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, Workspeed will only dispatch to work e-mail addresses.
- **Keep the Electronic Tenant Handbook open** and check regularly for updates posted in the banner on the top of any page of the handbook.
- **Dial the Shorenstein National Tenant Information number, which is 1-800-589-2554.** Please note that this number currently services all Shorenstein properties nationwide and it is possible that information for your property may inadvertently be recorded over, should the emergency affect more than one geographic location.

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, **please do not wait to hear from Property Management prior to implementation of your internal emergency response plans.** We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.