

Tenant Handbook



**601, 611, 631, 651 Gateway Blvd.
South San Francisco, CA 94080**

Table of Contents

Introduction

- [Welcome Page](#)
- [Owner, Manager and Leasing Agent](#)
- [Nearby Hotels](#)

Building Access Procedures

- [Building Access Procedures](#)
- [Driving Directions](#)
- [Bay Area Rapid Transit](#)
- [Transportation Options Program](#)
- [Bicycle Racks](#)

Card Key Request Procedures

- [Card Key Request Procedures](#)
- [Entrance](#)
- [No Parking Areas](#)
- [Finding Your Way](#)
- [Taxi and Handicap Drop Off/Pick-up](#)
- [Parking Rates](#)
- [Tenant Contractor Parking](#)

Parking Placard Procedures

- [601 Parking Placard Procedures](#)
- [Important Phone Numbers](#)
- [Rent Payments](#)

Building Rules and Regulations

- [Building Rules and Regulations for Tenants](#)
- [Special Services](#)
- [Building Service Requests](#)
- [HVAC Systems](#)
- [Recycling](#)
- [Office Keys](#)
- [Customer Communication Contacts](#)

- [Holidays](#)

Furniture Moving Guidelines

- [601 Furniture Moving Guidelines](#)
- [611 Furniture Moving Guidelines](#)
- [651 Furniture Moving Guidelines](#)
- [Service Elevator Reservation](#)
- [Loading Dock Limitations](#)

Certificate of Insurance

- [601/611/651 Gateway Requirement](#)
- [Loading Dock Restrictions](#)
- [Reservations for Extended Loading Dock Time](#)
- [National Delivery Companies & All Other Couriers](#)

Emergency Procedures Manual

- [601 Gateway](#)
- [611 Gateway](#)
- [Service Elevator Dimensions](#)

Introduction

Welcome to Gateway Commons

Strategically located just eight miles south of downtown San Francisco along Highway 101, Gateway Commons is situated in a growth corridor that spans from Silicon Valley to downtown San Francisco. Gateway Commons is the closest Class A office complex to the San Francisco International Airport. The intersection of Highways 101 and 380 is just two miles south of the complex. In addition, Gateway Commons is part of a 117-acre, master-planned business community offering office buildings, hotels, and retail space. 601, 611 and 651 Gateway are Class A office buildings with 12, 11 and 16 floors, respectively.

Nearby Hotels

Larkspur Landing South San Francisco - located 690 Gateway Blvd., South San Francisco, CA 94080

Hilton Garden Inn San Francisco Airport North - located at 670 Gateway Blvd., South San Francisco, CA 94080

Embassy Suites by Hilton San Francisco Airport - located 250 Gateway Blvd., South San Francisco, CA 94080

Comfort Inn & Suites - located 121 E Grand Ave. South San Francisco, CA 94080

Building Access Procedures

The following procedures are in effect Monday through Friday, from 6:00 p.m. to 7:00 a.m. and Friday, from 6:00 p.m. until Monday at 7:00 a.m.

- All building entrance doors are locked. During these hours, a building cardkey is required to enter or exit through the side doors.
- A card reader is located on the north side of the building entrance doors.
- It is recommended that each tenant employee carry his/her own cardkeys. If you do not have your card, you will be requested to provide the number of the cardkey, which has been issued, to you and proper identification to the security guard.
- Individuals who have not been issued a cardkey must be on the approved access list provided by each firm in order to enter the building. Each individual will need to go to the security office located in 601 Gateway ground floor near the tenant mailboxes.

If you have any questions, please contact the Building Management Office at (650) 873-7870.

Driving Directions

From the SFO to 601/611/651 Gateway:

Get on US-101 N from Airport Access Rd 5 min (1.3 mi)

Head northwest 69 ft.

Keep left at the fork, follow signs for Domestic Terminals 0.3 mi

Keep left at the fork, follow signs for Arriving Flights 0.2 mi

Continue onto Airport Access Rd 315 ft.

Use the left lane to turn slightly left to stay on Airport Access Rd 312 ft.

Make a U-turn 0.2 mi

Use the 2nd from the right lane to keep right at the fork, follow signs for San Francisco and merge onto US-101 N 0.4 mi

Follow US-101 N to Poletti Way in South San Francisco. Take exit 425A from US-101 N 3 min (2.6 mi)

Merge onto US-101 N 2.4 mi

Use the 2nd from the right lane to take exit 425A toward Grand Ave 0.2 mi

Continue on Poletti Way to your destination 2 min (0.5 mi)

Continue onto Poletti Way 0.4 mi

Turn right

Bay Area Rapid Transit

San Francisco International Airport

SFO Airport Terminal 3 - Lower Level (10 stops)

Walk About 14 min, 0.7 mi

601/611 Gateway Blvd

Transportation Options Program

Carpools, vanpools, public transportation, and private bus carriers all offer cost-effective ways of traveling to work. Gateway Office Transportation Options Program is designed to provide you with information on these many alternatives. You can call Property Management at (650) 745-9214 during regular business hours for additional information.

<https://sites.google.com/view/e101mobility/home>

Bicycle Racks

Bicycle racks and bike lock storage bars are provided for convenience inside the Gateway Commons Garage. However, Gateway Commons Property Management and Garage Management are not responsible for theft or damage of bicycles or other personal property left at these bicycle racks. Storage of bicycles in any common area lobby, service area, stairwell, or corridor is prohibited. Bicycles, skateboards, and gas-powered scooters are strictly prohibited from being brought into Gateway.

Card Key Request Procedures

Cardkeys will be issued to individuals only. Please report lost or stolen cards to the Building Management Office immediately.

Any employees entering the building before or after building hours (7:00 a.m. to 6:00 p.m.) must have a building cardkey as well as an office key to enter the individual tenant space.

Please provide our office with a cardkey request form for all employees who will require an access card.

There will be a \$5.00 charge plus a 20% service fee for each cardkey thereafter or lost cards.

Entrance

There is one passenger car entrance to the Gateway Commons at Congress Street.

No Parking Areas

For security and safety reasons, certain areas of the Gateway Commons Garage and perimeter roads at Gateway Commons Complex have been designated as “No Parking” areas. All unauthorized vehicles parked in these areas are subject to being towed at the owner’s expense. All “standing vehicles” (parked vehicles with attending operators) in these areas will be requested by Security and/or parking attendants to move along.

Finding Your Way

To facilitate finding your car when exiting Gateway Commons Garage, all parking areas are identified by colors and numbers.

Taxi and Handicap Drop Off/Pick-up

Taxi and handicap drop off and pick-up is available via the curbed area in front of the building on Congress Street.

Parking Rates

Parking rates are subject to change from time to time. To inquire about current parking rates please call the Gateway Commons Office at (650) 238-2006.

Tenant Contractor Parking

Regular Business Hours: Contractors seeking access to the loading dock area during regular business hours (6:00 am to 6:00 pm, Monday through Friday) will be permitted to park company vehicles for a period not to exceed thirty (30) minutes for the purpose of loading or unloading tools, equipment, and materials essential to their contract services.

After thirty (30) minutes, or upon completion of unloading or loading (whichever occurs first), the contractor must either leave the site or relocate the company vehicle into the Gateway Commons Garage if it is not an oversized vehicle.

Non-Business Hours/Emergency Repairs and Services: Contractors providing non-business hours emergency repairs or services must register with Security upon arrival and will be permitted to use the loading dock area for a period not to exceed thirty (30) minutes.

Repairs and/or emergency services requiring more than thirty (30) minutes may necessitate relocation of the contractor's company vehicles to the alternate paid parking facilities within the garage. Depending upon the time, day, and anticipated activity levels, Security may, at their discretion, allow the vehicle to stay in the loading dock area beyond the thirty (30) minute time limitation.

Parking Placard Procedures

601 Parking Placard Procedures

Tenants at 601 Gateway who park their vehicles in the first two aisles and four rows of the 601 Gateway open parking lot including the handicapped spaces will need to register their vehicle with Alexandria Real Estate to obtain a numbered placard. Any vehicle without a visible placard in the above-mentioned area will be towed away at owner's expense. There is no fee for the placards.

The first two aisles and four rows does not include the (15) fifteen parking spaces located directly in front of the YMCA daycare center. Those fifteen spaces are monitored and enforced by the South San Francisco Police Department.

Please be aware that the placard does not mean you are reserved or guaranteed a parking space in the 601 Gateway open parking lot. If you cannot find a parking space, you may park in the remaining spaces in the designated area or our 631 Gateway parking garage. Please inform your visitors, vendors, and contractors regarding this when they are onsite.

The number of parking placards is based on your suite's square footage. ***We will leave it up to you, the tenant to decide which of your employees will receive a placard.*** Attached you will find the [Placard Registration Form](#) and the [Placard Cancel/Transfer Form](#). Please have each of your employees whom you've chosen to receive a placard complete the [Placard Registration Form](#). Each person will be issued only one numbered placard. If a person has two vehicles, please register them on one form and it will be the vehicle owner's responsibility to make sure whichever vehicle they park in the open lot has the placard visibly placed.

Please pass this information on to all of your employees and return the Placard Registration Form to the Management Office via fax at 650/583-8160.

Important Phone Numbers

- Property Management: (650) 745-9214
- Gateway Security: (650) 238-2006
- San Mateo Police, Fire, and Emergency Medical Assistance: 911

Rent Payments

In accordance with your lease, please note that rent payments are due in advance and payable by mail or wire transfer on or before the first day of each month.

Alexandria Real Estate sends courtesy monthly statements that detail your monthly rent and other charges. You will receive individual invoices for other services provided.

For mailing address and the wire transfer instructions please contact Property Management Coordinator at **(650) 745-9214**.

Building Rules and Regulations

Building Rules and Regulations for Tenants

- The sidewalks, doorways, hall stairways, vestibules and other similar areas shall not be obstructed by any Tenant or used by them for any purpose other than ingress to and egress from their respective Leased Premises, and for going from one part of the Building to another part.
- Plumbing fixtures shall be used only for their designated purposes, and no foreign substances of any kind shall be thrown therein. Damage to any such fixture resulting from misuse by Tenant or any employee or invitee of Tenant shall be repaired at the expense of Tenant.
- Signs, advertisements, graphics, or notices visible in or from public corridors shall be subject to Landlord's written approval. Nails, screws, and other attachments to the Building require prior written consent from Landlord.
- All contractors and technicians rendering any installation service to Tenant shall be referred to Landlord for approval and supervision prior to performing services. This applies to all work performed in the Building, including, but not limited to, installation of telephone, telegraph equipment and electrical devices, as well as all installations affecting floors, walls, woodwork, windows, ceilings, and any other physical portion of the Building.
- Movement in or out of the Building of furniture, office equipment, or other bulky material which requires the use of elevators, stairways, or Building entrance and lobby shall be restricted to hours established by Landlord. All such movement shall be under Landlord's supervision, and the use of an elevator for such movements shall be restricted to the Building's freight elevators. Pre-arrangements with Landlord should be made regarding the time, method, and routing of movement, and Tenant shall assume all risks of damage to articles moved and injury to persons or public resulting from such moves. Landlord shall not be liable for any acts or damages resulting from any such activity.
- Any damage done to the Building by the movement of Tenant's property, or done by Tenant's property while in the Building, shall be repaired at Tenant's expense.
- Corridor doors, when not in use, and shall be kept closed.
- Tenant shall cooperate with Landlord in maintaining Leased Premises. Tenant shall not employ any person for the purpose of such cleaning other than the Building's cleaning and maintenance personnel.

- To ensure orderly operation of the Building, no deliveries of water, soft drinks, newspapers, or other such items to any Leased Premises shall be made except by persons appointed or approved by Landlord.
- Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds, fish, or animals of any kind shall be brought into or kept in, on or about the Leased Premises.
- No machinery of any kind shall be operated by Tenant in the Leased Premises without the prior written approval of the Landlord.
- No cooking shall be done in the Leased Premises, except that the use by Tenant of Underwriter's Laboratory approved equipment for brewing coffee, tea, or other hot beverages shall be permitted, provided such use is in accordance with all applicable codes, laws, and ordinances.
- Tenant shall not install any food, soft drink, or other vending machine within the Leased Premises, without Landlord consent.
- Tenant shall not use or keep on its Leased Premises any kerosene, gasoline, or inflammable or combustible fluid or material other than limited quantities reasonably necessary for the operation and maintenance of office equipment. Tenant shall not use or keep any noxious gas or substances in the Leased Premises or permit the Leased Premises to be used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, orders, or vibrations, or interfere in any way with other Tenants or those having business therein.
- Tenant shall not tamper with or attempt to adjust temperature control thermostats in the Leased Premises. Landlord shall make adjustments in thermostats on call from Tenant.
- Tenant shall comply with all requirements necessary for the security of the Leased Premises, including the use of passes issued by Landlord for after-hours movement of office equipment/packages, and signing security register in Building lobby for after hours.
- Landlord shall furnish Tenant with a reasonable number of initial keys for entrance doors into the Leased Premises, and may charge Tenant for additional keys, thereafter. All such keys shall remain the property of the Landlord. No additional locks are allowed on any door of the Leased Premises without Landlord's written permission and Tenant shall not make any duplicate keys, except those provided by Landlord. Upon termination of this Lease, Tenant shall surrender to Landlord all keys to the Leased Premises and give to Landlord the combination of all locks for safes and vault doors, if any, in the Leased Premises.
- Landlord retains the right, without notice or liability to any Tenant, to change the name and street address of the Building.
- Canvassing, peddling, soliciting, and distribution of handbills in the Building are prohibited, and each Tenant will cooperate to prevent these activities.
- The Building hours of operation are (excluding holidays): 7:00 a.m. to 6:00 p.m., Monday through Friday.
- Pursuant to Section 6404.5 California Labor Code smoking is prohibited throughout the building. This includes enclosed spaces such as lobbies, lounges, waiting areas, elevators, stairwells, restrooms and within 20 feet of any building entrances.
- Landlord reserves the right to rescind any of these rules and regulations and to make future rules and regulations required for the safety, protection, and maintenance of the Building, the operation and preservation of good order thereof, and the protection and comfort of the tenants and their employees and visitors. Such rules and regulations, when made and written notice, given to Tenant, shall be binding if originally included herein.

Special Services

Other services are available to customers at an additional charge. Such services include, but are not limited to the following:

Janitorial Services:

- Furniture Moving
- Lamp Cleaning Porter
- Window Washer
- Carpet Shampooing/Floor Wax
- Upholstery/Leather Cleaning
- Refrigerator and Microwave Cleaning

Maintenance Services:

- Carpenter
- Electrician
- Mason
- Painter
- Plumber
- Fire Protection Technician
- Fire Alarm Technician
- HVAC Technician

Prices for these services are updated periodically and will be quoted when requested by customer representatives.

Building Service Requests

Service Request Procedures (Tenant Portal)

“ <https://www.gatewaytenants.com/>” a service request database via the Internet, allows authorized customer contacts to easily submit service requests to the Property Management office. In addition to providing our customer contacts with the convenience of initiating service requests from their workstation, customers can also track the status of their work request and its completion. To obtain login information or if you have questions about the system, please contact the Property Management Coordinator at **(650) 745-9214**.

Service Request Procedures (Telephone)

Contact the Property Management Coordinator at (650) 745-9214 between 8:30 am and 5:30 pm Monday through Friday to arrange service requests.

For emergencies during both business and non-business hours, including weekends and holidays, call Gateway Security at (650) 238-2006

Provide the following information:

- Tenant contact name
- Customer suite number
- Name of individual requesting the service
- Nature of the request or problem (temperature, cleaning, electrical, etc.).

The Property Management Coordinator will notify the proper personnel to service the request. Response time to the request will vary, but the request can usually be categorized in the following manner:

- Emergency (water leak, blown fuse, etc.)
- Comfort call (suite temperature)
- Special cleaning requests –performed on the evening of the same business day by the night cleaning crew.
- Special services (hang pictures, assemble shelves, move furniture, etc.) – variable time of response depending upon availability of maintenance personnel or cleaning staff.

HVAC Systems

Heating, ventilation, and air-conditioning (HVAC) services are provided from 8:00 am to 6:00 pm, Monday through Friday, legal holidays excepted, and from 8:00 am to 1:00 pm on Saturdays by request only. Should the temperature in your space change abruptly or reach an uncomfortable level, please submit a request for temperature adjustment via **www.gatewaytenants.com/**. If website access is not available, please call Property Management at **(650) 745-9214**. A technician will be dispatched to correct the problem.

The HVAC equipment requires special maintenance to assure its continued problem-free role. The Gateway Commons Provides an on-going preventative maintenance program designed to maximize the energy efficiency of the system. Such maintenance requires periodic visits through your space; all visits will be coordinated with the designated building contact to minimize disruption to your business.

HVAC services for non-business hours are available upon request and at an additional charge. Requests for after-hours HVAC should be submitted via **www.gatewaytenants.com/** by 3 pm of the business day requiring the extra usage (or the previous day if such services are required on Saturday, Sunday, or Holidays). If website access is not available, please call Property Management at **(650) 745-9214**.

Recycling

Single Stream Recycling

The Gateway Commons is proud to offer all customers a comprehensive single stream recycling program as part of our standard building services. In addition to paper and cardboard, all metal, plastic, Styrofoam, or glass items with the recycling symbol 1-7 can be placed in the green recycling bins. Recycling bins are placed beside each desk in the offices and emptied as needed by the janitorial staff.

Acceptable materials include:

- paper of any color
- all glossy paper
- newspaper, magazines
- envelopes, including those with windows and/or labels
- all folders those with metal hangers and/or hooks
- computer paper, NCR (carbonless) forms and checks
- paper that has been paper clipped, stapled, and/or taped
- notebooks or folders that have plastic tabs or are bound together with plastic or wire spirals
- cardboard (flattened boxes)

- glass or aluminum bottles and cans marked with the recycling symbol 1-7
- Wax-lined paper cups without the recycling symbol 1 - 7, as long as the wax lining has not been permeated by a liquid (coffee or tea-soaked cups are not acceptable)

Unacceptable materials include:

- overnight mail packaging
- carbon papers
- paper towels, tissue paper
- plastic, styrofoam or waxed cups (with the exception of those marked with the recycling symbol 1 - 7 and paper cups with a wax lining that has not been soaked through)
- waxed paper
- rubber
- wood
- plastic bags
- items that have to be dismantled into separate materials (staplers, pens, etc.)

Each night, our cleaners collect the trash in one bin and the recycling in another. Sometimes there are separate porters for trash and recycling, while at other times they will bring the bins together. Trash and recycling are placed in separate compactors on the loading dock. The trash is then removed and disposed of while the recycling is picked up and brought to a sorting facility to separate and recycle the various elements.

As plastic liners are not recyclable, green recycle bins are not lined. It is the responsibility of the tenant to make sure these bins remain clean. If you are interested in having plastic liners placed in these bins, please contact the management office for a proposal as this is a billable expense.

All paper leaves the property weekly in locked compactors and is bailed at the recycling company's warehouse. Although confidentiality is reasonably preserved through this process, customers may choose to shred particularly sensitive documents before placing them in the recycling receptacles.

By fully utilizing the green desk side recycle bin, your occupants can:

- contribute to the environment by recycling more waste
- reduce operating expenses at The Gateway Commons

Composting/Organics Recycling

The Gateway Commons is proud to offer a comprehensive composting program for our retail tenants and office tenants. Our initiative for this program is not only to contribute to an environmentally sustainable cause, but to help in the reduction of waste costs for all. Waste through composting can be a lower cost alternative and a savings to all, but we must emphasize the importance of adhering to the strict guidelines of the composting program. All compost material must be bagged in Bio-green liners. Any contaminated compostable material (ice, glass, metal, plastic, liquids...) causing the entire load to be disqualified and dumped at a land fill will be billed back to the responsible customer.

Acceptable materials include:

- **Food Waste** - Fruit and Vegetables, Dairy Products, Egg Shells, Meat, Poultry and Seafood, Fat Trimmings, Bones, Rice, Beans and Pasta, Corn Cobs and Husks, and Spoiled Food.
- **Plants** - Houseplant Trimmings, Weeds, Grass Clippings, Leaves, Floral Clippings, Seaweed, Pine Cones, and Pine Needles.
- **Food Soiled & Non-Recyclable Paper** - Coffee Grounds and Filters, Tea Leaves / tea Bags, Paper Napkin, Paper Towels, Cereal Box-type Paperboard, Wet or Waxed Cardboard, and Soiled Brown Paper Bags
- **Other** - Biodegradable Containers, Biodegradable Bags, and Items Made From Cornstarch.

Unacceptable materials include:

- Foil Wrappers
- Plastic Cups and Lids
- Plastic Straws
- Plastic Plates, Bowls, and Utensils
- Coffee Cups
- Frozen Food Boxes
- Plastic Gloves
- Bandages
- Plastic Packaging Material
- Styrofoam
- Packing Peanuts
- Twist Ties
- Zip Ties
- Twine
- Plastic Strapping
- Branches and Tree Clippings
- Batteries
- Hazardous Waste

For retail restaurants, we suggest color coded, 23-gallon slim jims to help your staff identify which items go where. Retailers can pick up a 0.36-gallon totter in the loading dock for transporting compost waste to the compactors, provided once a work order is requested via www.gatewaytenants.com/.

For office tenants, a small compost bin (convenient for a kitchen countertop) can be provided once a work order is requested via www.gatewaytenants.com/. Each night, our cleaners will check the compost bin for smells or removal of the compost. These particular bins are meant to trap and minimize odors so that compost is changed out when full. If the bins are full or have a strong odor, they will be replaced immediately, if not, they will be left until full.

Important compost information:

All compost material must be bagged in **Bio-degradable liners**, this is a requirement for the program. Bio-green liners

are available for purchase and can be requested via www.gatewaytenants.com/ (possible two week lead time). Customers are welcome to purchase their own biodegradable bags, if preferred.

Please keep your colleagues and employees well informed and trained regarding what is compostable and how it should be disposed. Signage and training are available upon request at no charge.

We welcome an in-person meeting and/or training to go over any of the recycling options provided at The Gateway Commons. Please contact the Property Management office at (650) 745-9214 to schedule a date and time.

Office Keys

The Gateway Commons implements an in-house master key system. Customers are furnished with two keys per cylinder upon occupancy. Additional keys are available at a modest charge. To request additional keys for your suite:

- Submit a request via www.gatewaytenants.com. If website access is not available, please call Property Management at **(650) 745-9214**.
- The request should specify the key number, location, and area identification/suite number.

Customer Communication Contacts

Property Management may request to confirm the names of individuals to be contacted in the event of an emergency. Information should be updated as needed.

Holidays

Listed above are major holidays, if you are open on these days and require overtime cleaning and/or HVAC heating or cooling, a work order request is required via www.gatewaytenants.com/ to issue services during the holidays. Please kindly note, that overtime rates apply, please refer to your lease.

- New Year's Day
- Martin Luther King Jr.'s Birthday
- President's Day
- Memorial Day

- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving/After Thanksgiving
- Christmas Day

Furniture Moving Guidelines

601 Furniture Moving Guidelines

LOADING DOCK:

The building has a dock leveler in the covered loading dock. The entrance overhead clearance is 14'-3" and the width is 10' – 6". Loading dock measurements are 47" (height) and 135" (width)

FREIGHT ELEVATORS:

Only the Freight Elevator, located in the Service Corridor (off the loading dock), may be used for furniture deliveries.

Freight Elevator dimensions are as follows:

Door Height:	7'0"
Door Width:	3'6"
Cab Height:	9'4"
Cab Width:	6'2"
Cab Depth:	6'2"
Diagonal Clearance:	11'8"

HOURS: Monday through Friday: 5:30 p.m. through 7:00 a.m.

Saturday through Sunday: Anytime

Daytime deliveries (7:00 a.m. through 5:30 p.m.) must be limited to one elevator and loading dock space are not reserved for daytime deliveries. There is a 20-minute limit for parking in the loading dock. **ALL MOVE INS AND MOVE-OUTS MUST BE SCHEDULED IN ADVANCE** with the Building Management Office to avoid conflicts. Please call (650) 873-7870 to reserve a freight elevator.

WEIGHT: Weight capacity – 3,500 lbs.

PROTECTION: The moving companies must provide Masonite to cover carpeted and tile floors in the corridors from the elevator lobby to the entrance door of the tenant space.

Corner boards must be provided on all doorjambs, including elevators.

Walk-off plates must be provided to protect door thresholds on all floors.

Moving trucks may not block the loading dock entrance or public sidewalk at any time.

Please see the following page for certificate of insurance requirements.

If you or your moving company have any questions, please contact the Building Management Office at (650) 873-7870.

611 Furniture Moving Guidelines

Loading Dock:

The building has a dock and separate entrance to the rear service corridor that leads to the freight elevator.

Freight Elevator:

Dimensions are as follows:

Door Height: 8’0”

Door Width: 3

Cab Height: 9’4”
6
”

Cab Width: 6'8"

Cab Depth: 5'8"

Weight Capacity: 3,500 pounds

HOURS: Monday through Friday: 5:30 p.m. through 7:00 a.m.

Saturday through Sunday: Anytime

Daytime deliveries (7:00 a.m. through 5:30 p.m.) must be limited to one elevator and loading dock space are not reserved for daytime deliveries. There is a 20-minute limit for parking in the loading dock. **ALL MOVE-INS AND MOVE-OUTS MUST BE SCHEDULED IN ADVANCE** with the Building Management Office to avoid conflicts. Please call (650) 873-freight elevator.

PROTECTION:

The moving companies must provide Masonite to cover carpeted and tile floors in the corridor's elevator lobby to the entrance door of the tenant space.

Corner boards must be provided on all doorjambs, including elevators.

Walk-off plates must be provided to protect door thresholds on all floors.

Moving trucks may not block the loading dock entrance or public sidewalk at any time.

Please provide a certificate of insurance before scheduling vendors on-site. For requirements, please reach out to Property Management.

If you or your moving company have any questions, please contact the Building Management Office at (650) 873-7870

651 Furniture Moving Guidelines

Loading Dock:

The building has a dock leveler in the covered loading dock. The entrance overhead clearance is 14'-10" and the width is 24'.

Freight Elevator:

Dimensions are as follows:

Door Height:	8'2"
Door Width:	3'6"
Cab Height:	12'5"
Cab Width:	6'8"
Cab Depth:	6'2"
Diagonal Clearance:	15'5"

Weight Capacity: 4,000 pounds

Service Elevator Reservation

At least one (1) week prior to any move, the customer should reserve a service elevator by submitting the request via www.gatewaytenants.com/ if website access is not available, call Property Management at **(650) 745-9214**. An hourly fee with a 4-hour minimum will be charged to the customer for an elevator operator. If a scheduling conflict precludes exclusive elevator use, an alternate time may be necessary or sharing.

See Service Elevator Reservation Information in Section 8 for more information, including days and times available for exclusive use reservations. Any questions regarding elevator reservations can be answered by calling the Property Management Coordinator at **(650) 745-9214**.

Loading Dock Limitations

There is a truck load limit of 250 lbs. per square foot in the concourse and loading dock areas. Loading dock is limited to trucks no greater than 35 feet in length and 13 feet in height. No more than two trailers are allowed in the loading dock at the same time. No engine idling is permitted in the dock and concourse areas. Truck engines must be shut off to prevent exhaust fumes from entering the building. No packing materials, pallets, trash, or any other delivery related debris is allowed to be left on the dock.

General Provisions:

- All deliveries must be pre-authorized in advance through the Property Management by entering all visitors/vendors/contractors into the system.
- The Loading Dock Master will determine loading areas for the delivery of materials. The parking limit at the loading dock is thirty (30) minutes during business hours (6:00 am – 6:00 pm, Monday through Friday, legal holidays excepted). Loading areas for the delivery of materials during non-business hours will be coordinated by Security.

- All deliveries requiring more than thirty (30) minutes of delivery truck parking on the loading dock must be scheduled in advance via special reservations for non-business hours.
- Truck docks and loading areas are to be used for loading and unloading only. Any vehicle left unattended will be towed away at its owner's expense.

Reservations for Extended Loading Dock Time

- Reservations for extended loading dock time can be made by submitting a request, including date, times, purpose, and any other special needs, at least twenty-four (24) hours in advance. All requests should be submitted by a Tenant Representative via <https://www.gatewaytenants.com/>
- Extended loading dock time is only available during non-business hours: 6:00 pm – 6:00 am Monday through Friday, and all-day Saturday and Sunday.

601/611/651 Gateway COI Requirement

All contractors, sub-contractors, and tenant's vendors performing work in connection with any of our Gateway buildings shall be covered by insurance obtained and maintained at Contractor's, Sub-contractors and vendor's sole expense. Before beginning work at one of our Gateway buildings, Contractor or Tenant's vendors shall provide a Certificate of Insurance (COI) to the Alexandria Real Estate Management office.

Wheeled Delivery Equipment

Service elevators must be utilized for deliveries requiring equipment with wheels (i.e., hand trucks, flat-bed dollies, etc.) and must be accessed from the loading dock. Wheeled delivery equipment is prohibited in the office building's main lobby areas and passenger elevators.

Loading Dock Restrictions

There is a truck load limit of 250 lbs. per square foot in the concourse and loading dock areas. Loading dock is limited to trucks no greater than 35 feet in length and 13 feet in height. No more than two trailers are allowed in the loading dock at the same time. No engine idling is permitted in the dock and concourse areas. Truck engines must be shut off to prevent exhaust fumes from entering the building. No packing materials, pallets, trash, or any other delivery related debris is allowed to be left on the dock.

NOTE: All deliveries requiring more than thirty minutes of delivery truck parking on the loading dock must be

scheduled via special reservations for non-business hours.

General Provisions:

- All deliveries must be pre-authorized in advance through the Property Management by entering all visitors/vendors/contractors into the system.
- The Loading Dock Master will determine loading areas for the delivery of materials. The parking limit at the loading dock is thirty (30) minutes during business hours (6:00 am – 6:00 pm, Monday through Friday, legal holidays excepted). Loading areas for the delivery of materials during non-business hours will be coordinated by Security.
- All deliveries requiring more than thirty (30) minutes of delivery truck parking on the loading dock must be scheduled in advance via special reservations for non-business hours.
- Truck docks and loading areas are to be used for loading and unloading only. Any vehicle left unattended will

be towed away at its owner's expense.

Reservations for Extended Loading Dock Time

- Reservations for extended loading dock time can be made by submitting a request, including date, times, purpose, and any other special needs, at least twenty-four (24) hours in advance. All requests should be submitted by a Tenant Representative via <https://www.gatewaytenants.com/>
- Extended loading dock time is only available during non-business hours: 6:00 pm – 6:00 am Monday through Friday, and all-day Saturday and Sunday.

Reservations for Extended Loading Dock Time

Reservations for extended loading dock time can be made by submitting the request, including date, times, purpose, and any other special needs, at least twenty-four (24) hours in advance. All requests should be submitted by a representative via <https://www.gatewaytenants.com/> Extended loading dock time is only available during non-business hours: 6:00 pm to 6:00 am Monday-Friday, and all-day Saturday and Sunday. Where applicable, also see Service Elevator Information Section for reservations for exclusive use of the service elevator, which has more restricted availability.

National Delivery Companies & All Other Couriers

All couriers enter the building via the loading dock, where they are processed at the dock master's office, authorizing them to use the freight elevator

During non-business hours couriers must check with the Security in the lobby. Property Management is not responsible for any courier packages left in the passenger elevator lobbies and recommends scheduling courier pick-ups or deliveries while an employee is still on site.

Emergency Procedures Manual

601 Gateway

611 Gateway

Service Elevator Dimensions

- **Office Tower:** Load limit is 5,000 pounds; 4’3” wide, 8’10” deep and 7’11” high (the “alcove” at the back of the cab is 11’8” high).