



BOULDER 38 BY BREAKTHROUGH

Client Handbook





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General Information

Communication is the most crucial element in implementing the policies and procedures in the Client Handbook. To ensure effective communication, we at Boulder 38 would like you to designate a “Client Liaison” as the contact between your company and the building management office staff. Your Client Liaison will be responsible for placing service requests or reporting issues that need to be addressed, as well as conveying important information from our office to the remainder of your staff. We suggest that all communication from your company to the management office be channeled through your Client Liaison. The information contained in this document is subject to change at the sole discretion of building management.

Please take the time to review Boulder 38's Rules and Regulations located [here](#).

Building Operations

BUILDING OPERATIONS CONTACT INFORMATION

Boulder 38

Security Phone: 303-443-3701

Facilities Phone: 303-440-3774

Management Desk Phone: 303-440-3774

Management Email: naomi.caughey@cbre.com

SIGNS, LETTERING AND NOTICES

If you wish to display a sign or notice in any public area of the building, prior written approval from the management office is required. To maintain visual consistency, all Client signage must be approved and ordered through the management office. No paper signage is allowed.

LOST AND FOUND

Please report any lost or missing items to Property Management. Items found on the premises are kept for one month, and then donated or discarded, as appropriate.

ENERGY CONSERVATION

Boulder 38 is committed to energy conservation and carbon reduction. Please help us conserve energy by turning off all lights, office machines and appliances at the end of each workday. In the labs, turning off any non-essential equipment and lowering fume hood sashes will also contribute significantly to energy savings.

SUSTAINABLE PURCHASING POLICY

Boulder 38 has a sustainable purchasing policy to ensure that the products that we purchase for services like cleaning, maintenance,

and general building management are environmentally responsible and meet our performance goals. The goal of the Sustainable Purchasing Policy is to minimize the environmental impacts of purchases by providing a standard for the purchase of materials for use in the operations, maintenance, and upgrades of Boulder 38. Material standards were chosen specifically to conserve natural resources and minimize waste sent to landfills. Additionally, the policy is intended to reduce the risk to both building employees and occupants of injury and/or health problems.

TOBACCO-FREE AND SMOKE-FREE POLICY

Boulder 38 has a tobacco-free and smoking-free policy in place throughout the property. This policy prohibits anyone from smoking tobacco and cannabis, as well as any other types of controlled substances, and the use of smokeless/chewing tobacco products and unregulated nicotine products. Smoking and the use of tobacco products are prohibited at all times and on all property owned, leased or under the control of Breakthrough at all times, including, but not limited to indoor and outdoor grounds, walkways and sidewalks, terraces and patios, parking lots, company vehicles and private vehicles parked on Boulder 38's property. For the purposes of this policy, the term smoking shall include inhaling, exhaling, burning or carrying a lighted cigar (commercially or self-rolled), cigarette, pipe, hookahs, water-pipes, electronic cigarettes or other lighted or vaporized substances in any manner or form, including marijuana used for medical or any other purpose. Additionally, the use of smokeless tobacco including chewing, dipping or any other use of tobacco is prohibited in the building. This includes both the interior and exterior of the property. This policy is intended to prevent or minimize exposure of building occupants and systems to environmental tobacco smoke (ETS) at Boulder 38.

Building Services

JANITORIAL SERVICES

Janitorial services are provided Monday through Friday between 6:00 pm and 2:00 am in common areas and lobbies. Clients are responsible for janitorial services within their suites. All clients are asked to keep common areas clean and pick up after themselves when using communal amenities.

Moving companies and vendors must remove all the shipping and packing materials including but not limited to wooden pallets, boxes, styrofoam, packing materials, plastic wrap, etc. from the premises at the time of delivery. For fire safety reasons, boxes, trash or excess material/equipment of any kind may not be left in the hallways, lobbies, or any area designated as a fire exit.

HVAC

If at any time during working hours you desire adjustment to the temperature within your suite, please submit a work order through Angus. To avoid damage and minimize delays, please do not adjust thermostats without assistance. Remember to turn off all lights in areas that are not in use – this conserves energy and helps the HVAC equipment operate more efficiently. Please keep fabric shades closed when in direct sunlight.

Maintenance and Repairs

If you experience a problem within your suite that requires maintenance assistance or repair, please have your Client Liaison complete a service request through using the building's work order system Angus. Each Client Liaison will receive a welcome email from Angus directly.

Our management staff will address the problem as soon as possible, sending someone to assist you or make any other necessary arrangements. If the repair or maintenance work is not the landlord's responsibility, then the Client will be charged for such work at the landlord's cost plus any applicable administrative fees.

Maintenance personnel are required to receive instructions and assignments from the management office only. This procedure helps the management team track your requests and ensure that they are resolved in a timely fashion.

Postal Services

Mail is delivered Monday through Friday to Clients suites directly. Your company's mailing address should read as one of the below:

Company Name
Attention: Company Personnel
1685 38th Street
Boulder, CO 80301

Company Name
Attention: Company Personnel
1715 38th Street
Boulder, CO 80301

Company Name
Attention: Company Personnel
1745 38th Street
Boulder, CO 80301

Company Name
Attention: Company Personnel
1775 38th Street
Boulder, CO 80301

Client Function Guidelines

When planning a Client function or event (e.g., party, reception, fundraiser), please notify the management office in advance. Boulder 38 maintains certain policies and procedures to assist in coordinating the event, limit event liability, and provide for the safety of all visitors and guests.

We may ask for the following: date and time of the event, number of guests, parking requirements, overtime HVAC requirements, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificate of insurance. No function may be held in the common area or on the grounds without prior management approval.

Building Access and Security

MANAGEMENT BUSINESS HOURS

Management Hours Monday - Friday
9:00 am - 5:00 pm

Observed Holidays New Years' Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Anyone entering the building after business hours will be required to use an access card at the entrance to the building. Employees who visit the building after hours must have an access card and office key to gain entrance to their suite. Client Liaisons should send a list of all employees to Property Management so access and a key fob can be assigned. Upon activation, a key fob will be given to the Client Liaison for the new employee. Additionally, if you need to activate or deactivate an access keycard, please contact the management office.

Please provide the management office with a list of names and telephone numbers of at least two individuals who may be called to authorize admittance of an employee into the building without a key or access card. These individuals would also be contacted in the event of an emergency.

In the event an individual loses or misplaces their key card and requires a replacement, a \$25 fee will be billed back to the Client.





SECURITY DURING BUSINESS HOURS

Boulder 38 has an roaming guard service through Colorado Security Services. Security can be reached at 303-443-3701

Although we try to maintain a secure working environment, many people enter the building every day, and we cannot guarantee complete safety. You can take several preventative measures to maximize security in your area. For example:

1. Lock all doors when leaving your suite and/or reception area unattended.
2. Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when leaving them unattended.
3. Always keep safes, vaults, strongboxes, or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults. Do not leave combinations where they can be found or easily deciphered.
4. Notify the management office if you see loiterers, solicitors, or canvassers on the premises.
5. Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of items.

SECURITY AFTER BUSINESS HOURS

After normal business hours, please make sure that all entry doors to our suite are locked. It is also good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Please do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will be able to do so without assistance. If you encounter someone having problems gaining entrance into the building, please do not let them in.

The management office recommends that you keep all personal valuables locked up during non-business hours. Although the security staff patrol the building throughout the night, we cannot guarantee the safety of unsecured valuables or personal items. Please do not park cars overnight on the Premises.

SOLICITING AND LOITERING

Canvassing, soliciting, peddling, and loitering are not allowed within the building. If you are approached by a solicitor of any kind, or you observe an individual engaged in such activities, please contact the management office immediately.

Loading and Unloading / Deliveries

When moving into or out of the building please contact the management office for assistance at least 24 hours in advance. The moving contractor must provide a valid Certificate of Insurance (COI) prior to the move/deliveries, as well as protection for building carpets, walls and elevators during loading and unloading. If you are not using a moving contractor, please call the management office for assistance in coordinating the use of the elevator and protection of carpets. The moving contractor must provide evidence of liability insurance at least five (5) days prior to the day of the move. For a sample Certificate of Insurance (COI), please contact the management office.

HAZARDOUS MATERIAL DELIVERIES AND WASTE SHIPMENTS

Hazardous Materials being transported through the building shall never be left unattended. When receiving hazardous materials, they shall be transported directly to a dedicated storage area, or to the intended laboratory space and are not to be staged on the loading dock.

All active waste streams must be stored, disinfected and transported appropriately throughout the facility. Hazardous Materials need to be in closed and sealed containers and transported in appropriate secondary containers within the facility including but not limited to the elevators, common spaces, designated storage areas and loading docks. Hazardous materials are not allowed in public spaces with the exception of movement of materials between designated storage areas and the freight elevator or the loading dock. When hazardous materials are being transported, appropriate PPE is required, and additional Client personnel must be on hand to communicate and assist the flow of materials if they are transported in public spaces. All containers must be clearly labeled including the complete names of chemical constituents (no abbreviations) and approximate percentage of each constituent. Sharps containers must be closed, sealed, disinfected if and in secondary containers before entering common spaces.





Elevators

PASSENGER ELEVATORS

Boulder 38 is equipped with passenger elevators located in the lobby of each building.

IMPORTANT: When transporting any hazardous materials including but not limited to chemical or biological items, they must be transported using a secondary containment system, and must not be left unattended at any time.

Site Facilities and Engineering

Boulder 38 is staffed with a Facilities and Engineering team tasked with operating and maintaining the building equipment. From time to time there will be planned outages for maintenance, these will be communicated to the site no less than 2 weeks prior to the event. Unplanned outages or events will be communicated as soon as possible with Clients for Client affected areas.

Client Facilities and Engineering & Service Vendors

Client Facilities and Engineering staff and service vendors are expected to follow the following guidelines:

1. **Safe Work and Engineering Controls** – Clients are expected to follow OSHA safe work practices and engineering controls including Lockout/Tagout and the use of appropriate Personal Protective Equipment (PPE) when working on Client equipment in common mechanical areas. Ladders, tools, and equipment should not be left behind or stored in common mechanical areas. Base building ladders and tools are not available for Client use.
2. **Mechanical Room and Roof Access** – Access will be granted to Client authorized personnel and vendors and will be required to attend a roof and mechanical space walkthrough with the building engineering team prior to receiving access. Client shall determine who on their staff will be designated an authorized person. Any unauthorized person must be continuously accompanied by an authorized person. Please refer to the Mechanical Room and Roof Access Policy.

3. **Utility System Shutdown Requests** – When needed Clients can request building utility shutdowns as necessary for maintenance or repairs of equipment. System shutdowns will need to be closely coordinated with the building engineering and a minimum of two weeks should be allowed. To begin this process, complete a service request through Angus. The building engineering team will work with Client to develop a Method of Procedure (MOP) document to detail the outage.
4. **Fire and Sprinkler System Impairment Requests** – When needed Clients can request fire and/or sprinkler system impairments. To begin this process, complete a service request through the building using the building’s work order system Angus. Please allow a minimum of 72 hours (about 3 days) notice prior to the impairment date.

Alterations and Remodeling

CLIENT ALTERATION PROJECTS

In accordance with Lease provisions, all alterations require the approval of the management office. Requests to make alterations should be sent, in writing, to the property manager. Alterations can only be performed by Boulder 38 management. All construction contractors, including general, electrical, plumbing or phone contractors, must contact our office at least 24 hours prior to doing any work in the building. Additionally, all contractors must file a Certificate of Insurance with our office (please see the requirements in the previous ‘Moving’ section). Installation of communications equipment, computer or alarms systems must also be coordinated with the management office. Please refer to the Alterations portion of your Lease for additional requirements.

COMMUNICATIONS INSTALLATIONS

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the management office at least 24 hours prior to the day on which work is due to start to ensure that house cabling lines are properly assigned and code requirements are met.

Evacuations

Each building occupant is strongly encouraged to follow the Emergency Action Plan established by Boulder 38 and each Client is required to provide a Client specific Emergency Action Plan.

Emergencies



FOR ALL EMERGENCIES

911



FIRE DEPARTMENT NON-EMERGENCIES

303-441-3350



POLICE DEPARTMENT NON-EMERGENCIES

303-441-3333



MANAGEMENT OFFICE

Naomi Caughey

Property Manager

naomi.caughey@cbre.com

303-440-3774

Austin Maxwell

Building Engineer

austin.maxwell@cbre.com

303-440-3774

Kellie Brennan

Property Management

kellie.brennan@cbre.com

303-440-3774

Kellie McCarthy-Floyd

Associate Director

kellie.mccarthy@cbre.com

720-528-6576



AFTER HOURS BUILDING EMERGENCY NUMBER

(303) 443-3701

Fire

GENERAL INFORMATION

Building evacuation is necessary when a Fire Alarm Signal is sounded. When the fire alarm system is activated an automated announcement will be made throughout the building and will be followed by fire alarm tones (3 tones) on the floor receiving the alarm signal and the adjacent floors above and below, these floors must be evacuated. Building management is in charge of the evacuation, until the arrival of the Fire Department.

IF YOU DISCOVER SMOKE OR FIRE

1. Dial 911 immediately.
2. Inform the fire department dispatcher that you are calling to report a fire at the building. Tell the fire department dispatcher your name, your company's name, your location in the building, your telephone number, what is on fire, and the location of the fire.
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Activate the nearest manual fire alarm pull station.
5. Call the building management at 303-440-3774.
6. Evacuate according to the Client Emergency Action Plan.

Power Failure

GENERAL INFORMATION

In the event the building sustains a power failure, emergency lighting (egress and exterior lighting) and fire alarm systems are on back-up battery power. This battery can support these systems for up to 90 minutes. All HVAC equipment, elevators, and most telephone equipment will not be operational.

NOTE: Xcel Energy typically restores power within 1-4 hours. Xcel Energy's website provides an outage map that is updated in real time at www.outagemap-xcelenergy.com/outagemap. If power will be out for longer than one hour, the building may be totally evacuated at the discretion of building management.

If total evacuation is necessary, it is conducted according to the fire procedure.

Medical Emergencies

Time is extremely important in the case of a medical emergency. Boulder 38 Staff recommends that all Clients keep a first aid kit unlocked and fully stocked in their suite. It is the Client's responsibility to also make sure that employees are aware of its location.

PROCEDURE

1. The person who discovers the emergency dials 911, telling the paramedics the building address, your name, your company name, your location in the building, and your telephone number.
2. This person then calls the management office 303-440-3774.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving them.

Crime Prevention

SUSPICIOUS ACTIVITIES

Any suspicious activities should be reported immediately to the management office during regular working hours, or to the security officer at the lobby security desk. Security guards are generally not empowered to assist or take police action in criminal matters in a Client space. During business hours, management personnel will escort the police officers directly to your suite.



Appendix A

PARKING GARAGE RULES AND REGULATIONS

1. All Clients may park in any open spots, excluding marked assigned spaces, within the on-site parking garage
2. EV charging stations are available in the parking lot free of charge for the first four hours for Clients using ChargePoint. To access this service, Clients should download the ChargePoint app. A tutorial on how to use the stations is available by visiting, <https://www.youtube.com/watch?v=kS9WlsE1p8A>.
3. Clients must only use charging station spaces to charge their vehicle and may not leave their car parked there all day or beyond charging needs.
4. Without limitation, neither the operator of the respective facility nor Landlord shall not be responsible for money, jewelry, motor vehicles or other personal property lost in or stolen from the Garage regardless of whether such loss or theft occurs when the respective facility or other areas therein are locked or otherwise secured against entry, except to the extent caused by the negligence or willful misconduct of Landlord or the operator of the respective facility, as applicable.
5. Landlord or the operator of the Respective facility, as applicable, may from time to time, promulgate rules and regulations regarding the respective parking facility, the parking passes, and the use thereof, including rules and regulations controlling the flow of traffic to and from various parking areas, the angle and direction of parking and the like.
6. Client shall not store any motor vehicles in the respective parking facility without the prior written consent of Landlord and the operator of the respective parking facility.
7. Except for emergency repairs, Client shall not perform any repair work on any motor vehicles while located in the respective parking facility.
8. Landlord and the operator of the respective parking facility shall have the right to temporarily close the respective parking facility or certain areas therein in order to perform repairs, maintenance and improvements in and to the respective parking facility. In connection with any such closure of the respective parking facility, Landlord will, except in the case of emergency, provide reasonable advance notice of any such closure of the respective parking facility



Appendix B

MECHANICAL PENTHOUSE AND ROOF ACCESS POLICY

Purpose:

The purpose of this policy is to provide information regarding the access to the building mechanical penthouse and roof areas for the purpose of building and equipment rounds, inspections, maintenance, and repair. This policy is intended to supplement the OSHA Fall Protection Program as administered under 29 CFR 1926.500.

Scope:

This policy applies to all employees, Clients, and visitors (including vendors, contractors, consultants, etc.) who may reasonably expect to require access to mechanical penthouse and rooftops and/or rooftop equipment but are not engaged in activities that require application of the OSHA Fall Protection Program.

Only Authorized individuals are permitted to have access to the mechanical penthouse and rooftop areas of this building. Access by others is not permitted unless continuously escorted by an authorized person.

Program Components:

Authorization: The Building Engineer or their authorized representative, may authorize employees, Clients, and visitors (as described above) to gain access to the areas. An orientation walkthrough of the areas is required prior to an authorization.

Authorized personnel with the need for regular access will be granted access to through their electronic access badge.

A list of authorized personnel will be maintained by the property management office (Chief Engineer or Property Manager) and will be reviewed at least annually.

Emergency Exemption: While security personnel must comply with this policy during normal operations, they are exempt during emergencies and may provide access to authorized technical personnel and first responders as needed.

Fall Protection Program Exemption:

The requirements of the Fall Protection Program need not be applied for limited rooftop access so long as the following criteria are met:

- The area is accessed through a viable doorway or hatchway that does not require special measures (i.e., A safety harness);
- The area being accessed is flat, safe to walk on in all weather conditions, and purposefully designed for occasional use by workers for maintenance activities.
- The area being accessed does NOT come within 6 horizontal feet of the roof's outer edge or other location

presenting a potential fall distance of greater than 6 vertical feet (i.e., From a higher portion of a flat roof to an adjacent lower portion) or is currently protected by a parapet or other solid barrier at least 42 inches in height.

- Authorized employees should operate using the “buddy system” whenever possible when accessing rooftops.
- All other circumstances involving roof access require application of the OSHA Fall Protection Program.

The Following Rules Apply to All Mechanical and Roof Areas:

- No smoking/alcohol/drugs are allowed on the roof or anywhere on the Torrey Plaza Property. Prescription drugs that will have impairment on your ability to work safely will prohibit your access to the room.
- In the event of the fire alarm, evacuate the mechanical rooms or roof immediately. Do not use the freight elevator but do use the stairs. Fire alarm horns and strobes are located on the roof.
- An additional “Work Permit” will be necessary for hot work, major mechanical work, energy control, within 10’ of roof perimeter, potential to affect building air quality near intakes, or under extreme weather conditions, (wind, ice, snow, or extreme temperatures both hot and cold).

Onset of severe weather such as sudden wind, rain, lighting, snow or ice will constitute the need to cease work and evacuate the roof immediately.

Remove all equipment, supplies and tools at the end of each day. Nothing should be left unattended on the roof.

Ensure that access and egress doors are secure throughout your tenure on the roof.

