

**Sand Hill Commons
Electronic Tenant® Portal**

Created on July 27, 2024

Amenities: On Site Amenities

Sand Hill Commons provides the following list of building amenities:

GYM

- Available to all tenants at Sand Hill Commons. Personal fitness training available through Fitness Power. Please contact Ken Preminger @ 650-854-9181 or email: ken@fitnesspower.com.
- Hours: M – F 6:30 am to 6:30 pm

DELI

- [Lutticken's Deli](#) is open from Monday through Friday, 7:00 am to 3:00 pm. Daily specials and catering available. Please contact Rick Alexander @ 650-233-2729 or email at underground@gmail.com.

CONFERENCE ROOM

- Complimentary use of conference facility, to accommodate up to 30 people. Please call the [Management Office](#) for availability. Recurring meetings can be phoned up to one year in advance.

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 650-854-6300.

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

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 seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope $\frac{1}{4}$ " to $\frac{1}{2}$ " thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. -- rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Management.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

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Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards 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.

Emergency Procedures: Earthquake

Earthquake Preparedness

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

- Food and water – at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone

During an Earthquake

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

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

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

Following an Earthquake

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.

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Emergency Procedures: Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

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 itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

All Emergencies	911
Building Management Office	650-854-6300
Building Security/After Hours Emergencies	650-854-6300 (Follow voice message prompt)
Menlo Park Fire Department (Non-Emergency)	650-688-8400
Menlo Park Police Department (Non-Emergency)	650-330-6300
Stanford Hospital & Clinics	650-723-4000

Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Evacuation

In an event of an evacuation, this may be announced through the speakers throughout the building or by other means, please proceed to the nearest exit, then proceed to your designated areas located in the front of the property. Do not use the elevators!

If you are located in the rear of the building, exit then proceed around the building to the front of the property to your designated area. DO NOT stay in the rear parking lot.

Following an evacuation, stay at your designated areas until your Floor Wardens have confirmed that it is safe to return to the building.

Emergency Procedures: Fire and Life Safety

Fire Prevention

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

Fire Emergency

IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

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Emergency Procedures: Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
 1. Your name
 2. Your Building's name and address
 3. Your specific floor number, and the exact location of the emergency
 4. Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Management Office at 650-854-6300. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 1. Name, address and age of injured/ill person
 2. The nature of the problem, as best you can surmise
 3. All known allergies and current medications taken by the individual
 4. A local doctor

Emergency Procedures: Power Failure

All Sand Hill Commons Office Buildings and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

- Activating emergency lights on each floor throughout the building, including all Exit signs.
- Activating all stairwell lighting.
- Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
- Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.

Emergency Procedures: Severe Weather

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 present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance 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 adhered to:

- 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: Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Introduction: Welcome

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

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

Welcome to Sand Hill Commons; a premier Clarion Partners property.

Introduction: About Sand Hill Commons

Sand Hill Commons is a two-building, two-story, Class A office complex located in the most desirable office market in the San Francisco Bay Area. The grounds are extensively landscaped with generous parking. Typical tenant base at Sand Hill Commons are prominent professional firms. Conveniently located off of Highway 280, the property is in close proximity to the Rosewood Sand Hill of Rosewood Hotel and Resorts, as well as high end retail shops at The Stanford Shopping Center. Sand Hill Commons offers an on-site gym with lockers and shower facility, a deli, and on-site leasing and management.

Introduction: About Clarion Partners

INVESTMENTS BUILT ON EXCEPTIONAL JUDGEMENT

We create real estate value for our institutional investor clients by relying on the fundamentals of proprietary research, innovative ideas and the judgment of over thirty years of experience. Our goals have been consistent over time:

- to deliver strong investment performance through the cycles
- to remain focused on our clients with innovative products built around investor objectives
- to execute a research-driven investment approach through our locally-based professionals

In our partnership culture, clients come first.

We provide investors with long-term real estate solutions, mindful of our obligations of responsibility, transparency and trust.

[Clarion Partners](#)

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Service Request System](#) and [Search Engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of 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 the property.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Portal is now in the palm of your hand! By downloading / bookmarking the Sand Hill Commons Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Portal wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

Step 1: Access the Mobile Site:

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

<http://sandhillcommons.com/mobile.cfm>

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

iPhone / iPad:

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

BlackBerry:

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

Android:

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

Operations: Accounting

All payments, rent or other, are due on the 1st of every month.

Checks should be made payable to:

Sand Hill Commons REIT, Inc.

Remittance address:

P. O. Box 101632
Pasadena, CA 91189-1632

Wire instructions:

For wiring instructions please contact the Property Management Office.

Operations: Building Management

The staff of Sand Hill Commons is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in 2882 Sand Hill Road, Suite 117.

Please do not hesitate to contact the Management Office at:

Phone: 650-854-6300

Fax: 650-854-1949

Email: info@coursoncompany.com

Address:

2882 – 2884 Sand Hill Road
Menlo Park, CA 94025

Operations: Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

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

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

Operations: Leasing

The leasing company for Sand Hill Commons is Cassidy Turley BT Commercial. Listed below is the contact information for the authorized representatives.

Mark 650- [mtcourson@ngkf.](mailto:mtcourson@ngkf.com)
Courson 320-
0240com

Mike 415- [MCourson@ngkf.](mailto:MCourson@ngkf.com)
Courson 999-
4909com

[Please click here to view VTS for 2882 Sand Hill](#)

[Please click here to view VTS for 2884 Sand Hill](#)

Operations: Leasing Center

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Policies and Procedures: Contractors

Please refer to the downloadable and printable PDF document entitled "[Contractor Rules and Regulations](#)". It can also be found in the [Forms section](#) of the Handbook.

Policies and Procedures: General Rules and Regulations

Please refer to you Lease Exhibit for general building rules and regulations.

Policies and Procedures: Insurance Protection

Tenant

Please refer to your lease provision listed under “Insurance”.

Contractors

Please refer to the downloadable and printable PDF document “[Vendor Insurance Requirement](#)”. It can also be found in the [Forms](#) section of the Handbook.

Policies and Procedures: Moving Procedures

The Management Office must be notified in writing of the date and time of your move. The mover should contact the Property Manager to provide insurance prior to the move and confirm all arrangements.

If the anticipated move is more than four (4) hours, please make arrangements to begin the move after 5 pm.

The mover is responsible for providing adequate protection to cover the wall as well as the flooring during the move. The mover shall also provide protective covering to entrances and common areas.

Policies and Procedures: Smoking

Sand Hill Commons maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke near building entrances.

Security: Overview

Sand Hill Commons is monitored by Woodside Security. Random security checks are performed by on-foot and vehicle patrol, 24 hours a day, 7 days a week.

Security: After-Hours Access

Should you wish to access the building after hours, please enter the door code on the key pad located by the lobby entrances. Door code can be obtained through the Management Office.

Security: Building Access

Sand Hill Commons is open from 6:30 am to 6:30 pm. Hours outside of that range, including evenings, weekends and holidays, is considered after-hours.

Security: Deliveries

Deliveries to 2882 Sand Hill Road should be made through the rear lobby entrance. Delivery parking is only allowed at the yellow curb.

Deliveries to 2884 Sand Hill Road should be made through the front lobby entrance. Delivery parking is located on the south end of 2884 building, with delivery signage in the parking stall.

Security: General Office Security

Security Checklist

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.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never 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.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- 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 the Management immediately. If possible, make note of appearance, clothing, etc. in order 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?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

Security: Key and Lock Policy

You will be provided with suite keys upon move-in. San Mateo Lockworks is the only authorized vendor to perform such services at Sand Hill Commons. Any unauthorized work by other vendors will result in rekeying fees posed by the Management Office. Should you have a need to re-key any part of your leased premises, please contact the Management Office.

Security: Lost and Found

Please contact the Management Office at 650-854-6300 to claim items that have been lost or found in the buildings.

Security: Property Removal

For the protection and your office and equipment, it is recommended that you notify the Management Office in advance prior to property removal. Notice should include the description of the item removed, and the personnel authorized to do so.

Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 650-854-6300 and we will send appropriate personnel to escort them off of the premises.

Services: Building Signage and Directory

Signage will be provided in accordance with the terms of your lease. New tenants should designate a contact person to provide verbiage to appear in the lobby directory and suite signage. This information should be given to the Management Office at least three (3) weeks prior to move-in. Any changes to existing signage should be communicated to the Management Office for approval. Management will coordinate the installation of new signage.

Services: Cleaning

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management Office at 650-854-6300. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, please contact the Building Management.

If you have any questions or comments regarding the cleaning services, please notify the [Building Management Office](#).

Services: Elevators

Sand Hill Commons has one passenger elevator in each of the two-story building. The passenger elevators will also serve as freight elevators during move-ins/outs. The moving contractor must take care in providing proper padding for the elevators.

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.

[Tenant Contact List](#)

[Vendor Insurance Requirement](#)

[Contractor Rules and Regulations](#)

Services: HVAC

If the temperature in your office needs adjustment, please contact the building Management Office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 6:30 am to 6:30 pm Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

Services: Mail Service

Delivery:

A USPS courier will deliver your mail to your suite Monday through Friday. If your company has arranged for special courier service, please provide the Management Office with the vendor name, proof of insurance and schedule of pick-ups.

Drop-Off Boxes:

FedEx and USPS mailboxes are located in the southwest parking lot, just past the 2884 building.

Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property [Management Office](#).

1. Simply click on the link below
2. Enter your username and password
3. Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

Step One- Confirm or complete all contact information.

Step Two- Choose the nature or type of request being submitted.

Step Three- If applicable, provide details of the contractor to be used.

Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the Management Office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by clicking [here](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

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Sustainability: Corporate Responsibility

Clarion Partners is dedicated to providing healthy, safe, productive, and resource-efficient places to live, work, shop, and stay. Clarion expects employees, affiliates, vendors, and suppliers to work to reduce environmental impacts in order to provide long-term value to tenants and investors. Our corporate responsibility policies and programs are an integral part of the day-to-day operations at Sand Hill Commons. Your participation will assist Clarion Partners in:

1. Creating a healthier working environment for all occupants of Sand Hill Commons
2. Making a positive impact on the community within and surrounding Sand Hill Commons

For more information about Clarion Partners' corporate responsibility programs, please visit the Corporate Responsibility section of the [Clarion website](#).

Sustainability: Energy and Water Conservation

As an occupant, you have the greatest potential to save energy and water and reduce your building's operating costs. Following a few simple conservation measures and educating your fellow employees about the importance of using energy and water wisely can go a long way.

Here are some things you and your fellow employees can do right now to reduce resource use:

- Turn off equipment, computers, printers, TVs, power strips, and lights when leaving office
- Install occupancy sensors to automatically turn off lights when spaces are unoccupied
- Install smart power strips to eliminate vampire loads
- Install ENERGY STAR equipment

Please see Clarion's [Green Office Guide](#) for additional strategies.

Sustainability: Energy Usage

Coming Soon

Sustainability: Recycling Programs

Clarion Partners' Solid Waste Management Policy aims to reduce the amount of waste and toxins hauled to and disposed of in landfills. It addresses material reuse, recycling, and composting as well as waste measurement and proper disposal of toxic waste. [View it here.](#)

Clarion's recycling program has a goal of recycling over 75% of total waste generated at Sand Hill Commons, and occupant participation is key to this effort. Please contact the Property Management Office to obtain recycling containers for your space.

Here are some easy-to-initiate strategies that can help reduce landfill disposal of waste:

- Donate office furniture and equipment
- Refill toner and printer cartridges rather than replacing entire cartridges every time ink/toner runs out
- Ensure that each desk, printer, and kitchen has both recycling and trash receptacles
- Cancel unwanted subscriptions and register for e-newsletters
- Replace paper towel use by utilizing or installing hand dryers

Please see Clarion's [Green Office Guide](#) for additional strategies.

Electronic Waste

All Clarion Partners properties are encouraged to hold annual e-waste events, typically during Earth Day week in April. Please contact your Property Management Office for information about the next scheduled e-waste event or to request a special pickup.

Sustainability: Green Cleaning

Clarion Partners has a comprehensive Green Cleaning program that aims to reduce the environmental impact of cleaning activities and preserve clean and healthy indoor air in every Clarion building. It addresses everything from cleaning supplies and equipment purchasing to chemical safety.

Sustainability: Indoor Air Quality

Clarion Partners has a comprehensive Indoor Air Quality (IAQ) Inspection Program which aims to maintain clean and healthy indoor air in every Clarion building. It requires periodic IAQ audits, including inspection of equipment, measurement of air and drinking water contaminants, and assessment of occupant comfort.

If you have an indoor air quality complaint, please contact your Office Manager (tenant representative). The Office Manager should submit an online work order and an on-site staff member will be dispatched to follow up on the matter. Property Management will ensure that appropriate action is taken to mitigate the issue. Resolution is reported to the Office Manager.

No-Smoking Policy

This policy aims to maintain clean and healthy indoor air in every Clarion building, preventing or minimizing exposure of building occupants, systems, and indoor surfaces to environmental tobacco smoke (ETS). It prohibits smoking within 25 feet of building entries, outdoor air intakes, and operable windows and addresses signage and designated smoking areas. [View it here.](#)

Sustainability: Alternative Transportation

Transportation programs that encourage carpooling, use of public transit, bicycling, walking, and reduction of unnecessary travel can lower employee costs and reduce air pollution.

Some strategies for alternative transportation and sustainable commuting include:

- Establish an alternative transportation commuting program
- Provide transit fare reimbursement for employee commutes
- Use teleconferences and videoconferences to reduce travel and enable telework

Please see Clarion's [Green Office Guide](#) for additional strategies.

Sustainability: Sustainability Resources

Green Office Guide:

Clarion's Green Office Guide provides simple, low-cost strategies and resources that tenants can use to operate in a more efficient and sustainable manner, including recycling and reducing energy and water consumption. [View it here.](#)

Green Tenant Improvement Guide:

Clarion's Green Tenant Improvement Guide contains a variety of strategies tenants can use during the design and construction process to green their interior spaces and provide a healthy and productive work environment for their employees. [View it here.](#)