



LONGFELLOW™

Tenant Handbook

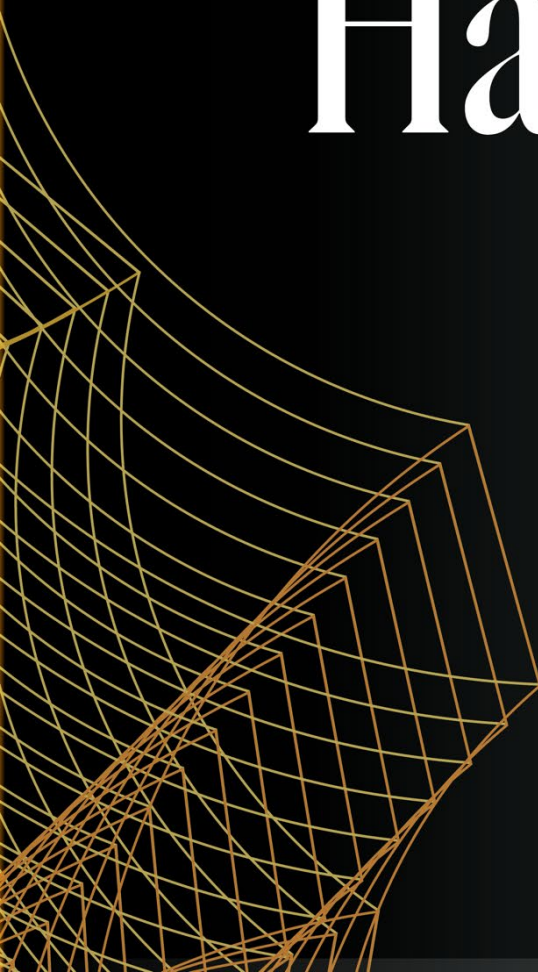


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The background is a vibrant, abstract composition of curved, overlapping bands and concentric circles in various colors including blue, orange, yellow, purple, and brown. The overall effect is dynamic and layered, with some areas appearing darker and others brighter, creating a sense of depth and movement.

Introduction

INTRODUCTION

Welcome

On behalf of Longfellow Real Estate Partners, and our entire building staff, we extend a warm welcome to Reserve Labs. We are delighted to have you as our Tenant and will do everything possible to make your tenancy enjoyable and rewarding. This guide is intended to be a resource for the various services and amenities that are offered at Reserve Labs, as well as the general operating procedures. Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, Longfellow Real Estate Partners requests that you designate a “Tenant Representative” to be the contact between your company and the management office staff. Your Tenant Representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees. Please call us with specific questions regarding the information in this Handbook. We look forward to a long and enjoyable partnership with you.

About Longfellow Real Estate Partners

Longfellow Real Estate Partners serves the unique demands of life science and innovation users and focuses on the most innovative cluster locations in the US. The firm acquires and develops facilities in strategic locations and builds long-term relationships with emerging life science companies, universities, medical centers, and research institutes. Longfellow Real Estate Partners' experience is rooted in the development of many leading life science real estate projects. The Company's institutional capabilities and entrepreneurial vision enable Longfellow Real Estate Partners to deliver high quality laboratories and innovation space while satisfying each Tenant's unique requirements.

About Elevate

When it comes to your business, we want you to make the big, impactful decisions... and leave the rest to us. Longfellow is committed to providing a meaningful tenant experience to our clients through Elevate, our proprietary tenant amenity and services program. Elevate by Longfellow delivers collaborative spaces with bold interiors to serve our clients the best amenities, lifestyle services and conveniences, and enriching events designed to spark camaraderie and enjoyment for your team.

It's our job to cultivate greatness and deliver our clients peace of mind.

About Reserve Labs

Situated on 7.1 acres overlooking San Diego's picturesque Torrey Reserve, Reserve Labs offers efficient & modern building design features balconies, roll-up doors, high ceilings and proximity to numerous recreational amenities. Even among the unspoiled scenery, the location provides immediate access to the 5 and 805 freeways, so everything is in reach.

The dedicated outdoor amenity space features outdoor lounge seating and overlook decks, collaboration areas, rotational food trucks, and seasonal events.

The background is a complex, abstract composition of geometric shapes and colors. At the top, there are white, rectangular, beam-like structures extending from the right towards the left. Below these, a series of vertical stripes in shades of teal, light blue, and white run across the frame. A large, stylized sun or circular motif is positioned in the center-right, featuring a bright orange circle surrounded by concentric, semi-transparent rings in shades of pink, orange, and yellow. To the left of this central motif, there are several large, overlapping, semi-transparent shapes in shades of brown, tan, and grey, some resembling stylized letters or symbols. The bottom half of the image is dominated by a series of horizontal stripes in shades of red, orange, and yellow, with a large, stylized, semi-transparent shape in shades of brown and grey overlapping them. The overall effect is a vibrant, layered, and geometric design.

Operations

OPERATIONS

Building Hours of Operations

Tenant / Building / Visitor Access Hours

The building is secured by a badge access system. The main entrance to the lobby of the building will be open from 7:00am to 6:00pm Monday through Friday. The doors will remain locked outside of those hours and on weekends and holidays. Access is available to Tenants at any time with the proper badge or Bluetooth access. Tenants and their employees are granted access to the building with an individually assigned building security access card or unique Bluetooth access which allows them access to their building based on the Tenant's hours of operation.

Please provide the Management Office with a list of the names and phone numbers of at least three individuals who may be contacted in the event of an emergency.

The Property Management office is open from 8:00am to 5:00pm Monday through Friday, except holidays.

Longfellow recognizes the following holidays:

New Year's Day	Martin Luther King Jr. Day	President's Day	Good Friday
Memorial Day	Juneteenth	Independence Day	Labor Day
Indigenous People's Day	Thanksgiving Day	Christmas Day	

Building Management

The Longfellow Property Management staff are dedicated to making your work environment as safe and pleasant as possible. Please contact the Property Management Office at (858) 314-9340.

Address:

9330 Scranton Road Suite 170
San Diego CA, 92121

The following personnel are available to address your needs:

Liz Howeth	Property Manager	617-352-6320	lhoweth@lfrep.com
Pearce Pavle	Sr. Assistant Property Manager	313-401-6410	ppavle@lfrep.com
Leti Howard	Property Coordinator	619-227-5155	lhoward@lfrep.com
Rosemary Turner	General Manager	858-860-4537	rturner@lfrep.com

Leasing

The leasing company for Reserve Labs is Colliers located at 4350 La Jolla Village Drive, Suite 500, San Diego, CA 92122.

Leasing Contacts	Chris High, Sr. Managing Director 858-291-1413 chris.high@colliers.com	Steve Bruce, Sr. Managing Director 858-291-1414 steve.bruce@colliers.com
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Rental Remittance

Rent is due by the first day of each calendar month during the lease term. Please refer to your lease for payment remittance information as it is lease specific.

Please make checks payable to:

CSHV Torrey Reserve West, LLC

Please send checks to the following address:

CSHV Torrey Reserve West LLC
PO Box 515624
Los Angeles, CA 90051-5604

A vibrant, child-like mural painted on a brick wall. The scene includes a grey house with a blue door and windows, a green lawn with pink and blue flowers, a blue sky with a yellow sun, and a rainbow. The colors are bright and saturated, typical of children's artwork.

Policies and Procedures

POLICIES AND PROCEDURES

Heating, Ventilation, and Air Conditioning (HVAC)

The building's shared heating, ventilation, and air conditioning (HVAC) systems currently operate from 7:00am to 6:00pm Monday through Friday and Saturday from 9:00AM to 1:00PM upon command. Beyond those hours, air conditioning for a Tenant suite may be obtained at an additional hourly charge by submitting your request via ETS Work Order at least 72 hours in advance.

Parking Garage

The parking garage is open for Tenant and Visitor use seven days a week. Vehicles left overnight must have prior approval from Property Management. Unauthorized vehicles may be towed at the owner's expense.

Building Access & Security

The building lobbies are open from 7:00am to 6:00pm Monday through Friday. Building access for Tenants is available via fob or phone application upon request from the Tenant point of contact.

Roving security is on duty from 9:00pm to 6:00am to maintain reasonable patrol of the exterior of the building and parking and fire life safety systems.

Personal Property Removal

It is the Tenant's responsibility to notify Property Management in writing via the work order system or email Property Management if employees are removing personal property (furniture, computers, office equipment, etc.) from the building.

Elevators

Stalled Elevators

In the event an elevator stalls while you are in it, press the button on the front panel labeled PHONE. The telephone will automatically connect to the Elevator Maintenance company which is available 24/7.

US Mail Service

Mailboxes are located in the parking garage and Tenants must pick up mail from their designated mailboxes. The US Postal Service does not deliver to individual suites in the building.

Alterations

Any remodeling or alterations you may want to make to your suite, such as removing or relocating walls, adding cabinets, or plumbing fixtures or electrical outlets might affect building systems and must be reviewed and approved in advance by Property Management. All such work must be properly permitted by the local jurisdiction and comply with building code requirements as well as our standards for construction. There are also qualifications that contractors must meet to work on the property and architectural plan must consider certain concerns of building ownership.

Before undertaking any alterations to your suite, contact Property Management for comprehensive guidelines to construction and remodeling and also reference the Alterations section of your Lease.

Roof Policy

Access to the roof by tenant, tenant's employees, or tenant's vendors is prohibited without Landlord approval. Execution of the ROOFTOP FACILITY ACCESS LIABILITY WAIVER, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT is required of all individuals accessing the roof. It is the responsibility of tenants and/or tenant's employees or vendors to comply with all current and future safety standards of local governing municipalities and OSHA. Please contact the Property Management Office prior to requesting roof access.

Telephone / Data

Contact your telephone service representative to coordinate installation of your phone and data lines as soon as possible after the lease is signed. Please speak to the Property Management office about a list of approved telephone/data vendors. All phone and data installations are at the Tenant's expense. Property Management prefers to have a license agreement in place for all new tele/data vendors that will be using the building risers.

Please Note: State Building Codes require the use of plenum rated cable for all phone and data line installations.

Chemical Transport

Transporting of chemicals is not permitted in passenger elevators and should be transported via freight elevator for second floor lab tenants. Appropriate safety precautions are required when transporting chemicals to or between Tenant spaces.



Services

SERVICES

Biochemical Waste Pick Up

Before scheduling any pickups, Tenants who need to dispose of biochemical waste must arrange a walkthrough with Property Management and Tenant's waste vendor. The Tenant's lab representative is tasked with signing and acquiring copies of any manifests. Transportation of biochemical waste should be carried out through designated areas, or where available, the loading dock using the designated freight elevator or elevator.

Janitorial Service

Day attendants are on duty for four hours daily Monday through Friday, primarily to maintain the appearance of the lobby, corridors, elevators, outdoor areas, and to keep the public restrooms clean and supplied with paper.

Nightly janitorial services are provided for the common areas Monday through Friday to clean and restock the lobbies and restrooms.

DO NOT PLACE EMPTY BOXES IN THE CORRIDORS OR STAIRWELLS FOR DISPOSAL. It is a serious and risky violation of fire codes to obstruct any emergency exit path. Keep the boxes inside of the Tenant suite for disposal by the night cleaning crew.

Window Cleaning

Exterior window washing is done periodically. Tenants will be notified in advance of the cleaner's scheduled service.

Handicap Access

All entrances to the property are equipped with handicap access/ramps and handicap parking spaces are located in the parking lot and garage.

Maintenance Requests

Longfellow Real Estate Partners uses Electronic Tenant® Service Request System. This system is used to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and communicate with Property Management. You will be emailed a login username and password from ETS after your lease is fully executed.

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

Locks and Keys, Rekeying

Before moving in, the building engineer and locksmith will rekey the suite and provide keys to all main entry and building system access doors. Tenants wanting to rekey their suite or order extra keys can do by making a work order request, at Tenant's expense. All locks on doors within the suite must align with the building master key system. Property Management and Tenant will work together on interior suite office doors keying preference prior to move-in.

Emergency Preparedness

The property is equipped with a Fire/Life Safety alarm to alert occupants to life safety emergencies. Each tenant is responsible for maintaining an Emergency Response Plan and Business Continuity Plan. Annual evacuation drills are conducted onsite for all tenants. Participation is encouraged.

Smoking

Reserve Labs maintains a tobacco-free environment.

Section 5148 of the California Code of Regulations prohibits smoking in the workplace. In workplaces, the restriction on smoking extends to lobbies, lounges, waiting areas, elevators, stairwells, and restrooms that are a structural part of the building. Smoking is prohibited in all outdoor areas, and within 25 feet from food service areas and doors. Additionally, smoking is prohibited within 40 feet from a permitted food facility that is a mobile food or temporary food facility.

General Rules and Regulations

Sidewalks, doorways, corridors, elevators, lobbies, or stairways may not be obstructed by furniture, trash, or deliveries of any type. The Fire Department requires that these areas remain unobstructed at all times for emergency situations. Stairwell doors must also be kept closed when not in use.

Excessive noise that interferes with other Tenant's conduct of business within the buildings is not permitted. This includes construction sounds, music, or other noise.

Canvassing, peddling, soliciting, and distribution of handbills of any kind are not permitted in the building. IF you are disturbed by a solicitor, please contact Property Management immediately.

All contractors and technicians rendering installation for service work of any kind must be referred to Property Management before work begins. We will request adequate proof of insurance and copies of contractors' license and review with them our building policies and standards for performing work at the property. Property Management reserves the right to rescind or revise any of these policies and to formulate new policies as may be required for the

safety, protection and maintenance of the building, the operation thereof, and the protection and comfort of Tenants, their employees, and visitors.

Your Lease Agreement contains a more complete list of Rules and Regulation applicable to use of the building facilities, common areas, and other general matters.



Security

SECURITY

Overview

The campus is not staffed with onsite security during business hours. Tenants can unlock or lock their suite entrances as needed during these hours. While efforts are made to uphold a secure working environment, we cannot guarantee absolute safety. However, there are several preventive measures you can implement to enhance the security of your area. For example:

- Lock all doors when leaving your suite unattended.
- Instruct employees to keep valuables and personal property in secured areas (locked desks, file cabinets or closets) when leaving their areas unattended.
- Always keep safes, or vaults or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults or leave combinations where they can be found or easily deciphered.
- 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 the items.
- After normal business hours, please make sure that all entry doors to your suite are closed and locked.
- Do not allow anyone to follow you into the building after normal business hours. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact Property Management.
- Property Management recommends that you keep all valuables and personal property locked up during non-business hours.

After-Hours Access

Tenants and Their Employees

Property Management staff are prohibited from unlocking buildings or individual office suites without proper authorization from an authorized tenant representative. Individuals seeking after-hours access without a key or access card, irrespective of their purpose, will be classified as visitors, and visitor rules and regulations will be enforced without exceptions. After-hour charges will be incurred accordingly.

After-Hours Emergencies

All completed forms titled “Tenant Contacts” are kept on file in the Property Management Office. In the event of an after-hours emergency affecting your space, a representative from your firm will be notified based on the information provided on the form. Any modifications to your list should be submitted to the Property Manager in writing to ensure the accuracy of the information. Tenant contact forms are provided upon move in.



ESG

ESG

Carpooling

Reserve Labs encourages carpooling as another wonderful way to decrease automotive emissions and keep the air clean. Carpooling can also save money on your commute costs along with wear and tear on your vehicle. Please visit www.sandag.org for carpooling information in the area.

Energy Conservation

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Please encourage employees to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.

Green Tips

At Reserve Labs we are committed to protecting and preserving our environment. Along with the green initiatives we have taken in the building, we have provided tips and websites that will aid in continuing the initiative in daily life here and at home.

Green Tips:

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio/visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order take-out join coworkers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.
- Maintain designated compost bins in kitchens and breakrooms.

Visit these websites for more Green Information:

aboutmyplanet.com

earthshare.org/green-tips.html

thegreenguide.com

Recycling and Waste Removal

The building has a Three Stream Recycling Program. Tenants are required to dispose of all waste in the proper waste stream which includes recycling, compost and landfill.

Please note: no wet/hazardous waste allowed in recyclable containers at any time. Computers and electronics must be e-cycled through approved electronic waste companies. Locations can be located here: [Electronic Recycling Locations](#)

For more information on the Reserve Labs recycling program, please contact the Property Management Office or visit [this website](#).