



TENANT HANDBOOK

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A. BUILDING MANAGEMENT STAFF

MARY RAMSEY is the General Manager of Molina Center. **E-mail:**
mary.ramsey@molinahealthcare.com

Michele Bancalari is the Assistant Property Manager for Molina Center. **E-mail:**
michele.bancalari@molinahealthcare.com

The Molina Center Building Engineering/Maintenance Services team is headed by **Jeremiah Lees**. Their job is to attend to any repairs or services that you may require during your occupancy at Molina Center.
E-mail: jeremiah.lees@ableserve.com

Evelyn Reynoso heads up our Parking Department. Their job is to manage the parking facility at Molina Center. This function includes the issuance of validation stamps and monthly parking billings. **E-mail:** ereynoso@parkpca.com

Please telephone the Building Management Office at (562) 435-8200 so that we may assist you with your needs.

B. BUILDING ADDRESS/HOURS

The building addresses are: 200 or 300 Oceangate
 Long Beach, CA 90802-4302

The building is open 6:00 a.m. to 7:00 p.m. Monday through Friday except holidays. These hours may be adjusted to conform to the needs of our clients. Tenants may gain access to the building after hours with the use of an access card. These cards, issued by the management personnel at the Office of the Building, will allow tenants to access not only the parking garage but the building and their floors as well. Parking and Security Access Forms are available in the Building Management Office.

Authorized tenants/visitors/clients that come to Molina Center after hours must sign in at the Security console upon arrival and sign out when leaving the property.

C. DELIVERIES

Deliveries may be made at the loading dock off of Seaside Way. Simply have your delivery company press the intercom button at the roll up door and Security will open the door. Have them follow the signs to the freight elevators. Passenger elevators should not be used for deliveries. In addition, a current Certificate of Liability Insurance is needed for all deliveries made to you. Please refer to the *ACORD Vendor Certificate of Liability Insurance Requirements* at the end of this handbook for details.

D. ELEVATORS

There are 13 elevators at Molina Center. In each tower there are four passenger elevators that service the plaza level to the 15th floor and one freight elevator that services the P-3 Level to the 15th floor. There are also three parking shuttle elevators located in the center of the atrium and they service P-1, P-2, and P-3 to the main lobby.

There is a card reader in each elevator in each tower for after hours access with the use of the access card after 7:00 p.m. and before 6:00 a.m. Look for the smoked glass on the cab panel near the buttons for the card reader. Simply wave the card by the reader and select your floor.

ONLY THE FREIGHT ELEVATORS MAY BE USED TO TRANSPORT MATERIALS, SUPPLIES OR OTHER MAJOR DELIVERIES TO AND FROM SUITES. These elevators are on 24-hour security, therefore it will be necessary for you to have Security release the elevator from the secure mode. If you are removing property from your suite(s), kindly note that a "Property Removal Pass" must be completed and approved by your Office Manager. The completed form is to be submitted to the Security Officer at the Security Console in the Lobby Level. A sample "Property Removal Pass" is located in Tenant Resources for your information. You can pick up a "Property Removal Pass" form from the Security Console or the Building Management Office.

Elevator Emergency Procedures:

- | | |
|---|---|
| In the event of a fire: | When an elevator lobby smoke detector is activated, all elevators within the same bank will recall to the plaza lobby level automatically. |
| In the event of an earthquake: | All elevators will stop momentarily then move up or down to the next floor - opposite its counter weight - and the doors will open. The elevator must be inspected and reactivated by an elevator mechanic. |
| In the event of a power failure: | All elevators will stop, the emergency generator will activate and elevators will move to the lobby level, one at a time. One passenger elevator plus the freight elevator in each bank will remain operational for your use. |

D. ELEVATORS

Each elevator cab has an intercom which is connected to the Security desk. The Security desk is manned 24 hours per day, 7 days per week. Each cab also has emergency lighting in the event of a power failure.

When a fire alarm is activated, the elevator lobby doors on all floors will automatically release and close throughout the building. If your suite entry doors have magnetic door holds, they also will automatically release and close when an alarm is activated. The elevator lobby doors are closed when activated by any alarm condition and/or power failure. Security will re-open the doors and reset the alarms only after they have verified a non-threatening situation exists. **NEVER PROP OPEN THE ELEVATOR LOBBY**

DOORS, STAIRWELL DOORS, OR CORRIDOR DOORS. These areas are fire-rated and are meant to function as a safe haven route to the stairwells for safe exiting.

E. EMERGENCIES

In the event of a building emergency (such as elevator shut-down, water line breakage, fire alarm, et cetera) occurring after normal business hours or on holidays, please contact **Security at (562) 432-3751**. During regular hours call the **Building Management Office at (562) 435-8200**.

In the event that Building Management personnel are requested by tenants or their authorized employees at the building after normal business hours or on weekends, the requesting firm will be appropriately billed for extra services.

Emergency Telephone Numbers:

Fire Department			911
Police Department	911	or	(562) 435-6711
Paramedics			911
Security			(562) 432-3751
Building Management			(562) 435-8200

F. HEATING, VENTILATING & AIR CONDITIONING - HVAC

HVAC is provided automatically during normal business hours. If HVAC is required after hours, please email your request to Building Management. Building Management will then issue an access code to each employee named on the email which will allow authorized employees to access our 24-hour after-hours automated HVAC system. The appropriate charge will be imposed for all after hours use (before 7 a.m. and after 6 p.m.) Monday through Friday, weekends and holidays.

G. HELIPAD

There is a helipad atop each building which is currently approved for emergency landings only. Access to the helipad is only allowed for emergency situations due to safety reasons.

H. HOLIDAYS

Molina Center and the Building Management Office will be closed on the following national holidays:

New Year's Day, President's Day,
Memorial Day, Independence Day, Labor Day,
Thanksgiving Day (as well as the following day),
and Christmas Day

The Building Management Office may be closed on additional holiday days, however, you will be provided with advance written notice when this may occur. If you are in Molina Center on a holiday and a non-emergency should arise, please call Building Management and leave a message. Security is on site 24 hours per day. In emergency situations you may contact them at 432-3751.

The building regulations regarding Holiday decorations are as follows:

1. The Building Management Office must be notified prior to the delivery of Holiday trees, etc., so we may assist you.
2. All Holiday trees, wreaths, etc., brought into and/or taken out of the building are required by law to be fire-proofed and transported in plastic.
3. All tenants are responsible for any damage caused by the delivery or removal of Holiday trees or other decorations.
4. Holiday trees are not to be delivered or removed through the lobby area. Only the freight elevator may be used through the P-1 parking level of the garage to the trash bins.
5. All Holiday lights must be "U.L. Approved."
6. All Holiday lights must be unplugged from wall outlets at the end of each day.
7. The tenant is responsible for the clean up of all tree litter in the elevator, hall, lobbies, etc.

I. INSURANCE CERTIFICATE

As a client of Molina Center, it is required that Building Management receive a current Certificate of Insurance from your insurance company indicating that your firm has obtained the coverage required per the terms of your lease. Please forward to the Building Management Office a Certificate of Insurance naming ***Molina Healthcare, Inc. and all its subsidiaries and affiliates*** and ***CF Alpha & Golf Propco LLC*** as "Additional Insured". Please refer to your lease for specific insurance requirements.

J. JANITORIAL SERVICE

Building janitorial services are provided to Molina Center tenants Monday through Friday evenings, except on holidays per your lease agreement and/or Rules and Regulations of the building. Retail tenants are responsible for contracting directly with a Building Management approved cleaning service. Please call the Building Management Office for information or special cleaning requests.

K. KEYS & LOCKS, STORAGE

Two keys to your suite are furnished at no charge approximately one week prior to move-in, provided the Acceptance of Premises form has been signed by the appropriate company representative. Additional keys may be obtained from the Building Management Office for a nominal charge. **All lock changes and keys must be administered by the Building Management Office** to maintain the master keying system for your protection, security, and service.

Convenient, on-site storage areas of various sizes are available for tenants to rent on a month-to-month basis. Please contact Building Management to check on availability and to execute the month-to-month lease of the selected storage space.

L. LIGHTING/ELECTRICITY, SATELLITE T.V.

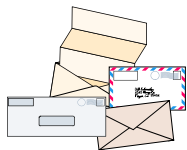
In an effort to reduce consumption and save energy, please ensure that all lights, office equipment, and appliances (especially coffee pots for safety reasons) are turned off in your suite at the end of the business day.



The building is cabled for DirecTV. Please call the Building Management Office for prices and ordering instructions. (Contracts are directly between DirecTV and the Tenant.)

M. MAIL DELIVERY & SERVICES

Mail is delivered to the building Monday through Saturday. The mail boxes are located on the P-2 level of the garage. Two U.S. regular mail drop boxes are located outside the mail room. Federal Express and U.P.S. drop-off boxes are inside the mail room.



Keys and mailboxes are assigned by the Building Management Office approximately one week prior to your move in.

A full-service post office is located on the ground floor lobby of the World Trade Center across the street on Ocean Boulevard (800/ASK-USPS). Post Office hours are 9 a.m. to 5 p.m. Monday through Friday. A complete line of postage stamps and mailing supplies, registered, certified, and insured mail services, money orders, domestic and international express mail, priority mail, parcel post, and many other postal services and products are available.

N. MAINTENANCE REQUESTS

For ease, convenience, and expediency, please refer all maintenance requests to Building Management at (562) 435-8200, by e-mail, or drop by Suite 130 on the Plaza Level of the 300 Tower. Please DO NOT contact building engineering directly for maintenance requests. All requests must go through the Office of the Building unless it is an emergency. Maintenance requests and service will depend on the specifications of your lease agreement. A Building Engineer or Day Porter will be available to assist you with your needs as soon as possible.

N. MAINTENANCE REQUESTS (continued)

For larger projects, where tenants prefer to use their own vendor, (excluding electrical, mechanical, plumbing or Fire Life Safety work) please be advised that any outside vendor must provide a current certificate of insurance to the Building Management Office at least 24 hours in advance of the scheduled job date. The certificate of insurance must name ***Molina Healthcare, Inc. and all its subsidiaries and affiliates*** and ***CF Alpha & Golf Propco LLC*** as “Additional insured”. Please refer to the *ACORD Vendor Certificate of Liability Insurance Requirements* at the end of this handbook for details.

O. MOVE-IN PROCEDURES

All movement of furniture and equipment, or any other large items being either moved into or removed from the building, needs to be coordinated through the Building Management Office. You are encouraged to have furniture delivered/picked up on weekends but access will be allowed after 2:00 p.m. on Mondays through Fridays as availability permits on the freight elevator.

ONLY THE FREIGHT ELEVATORS MAY BE USED TO TRANSPORT MATERIALS AND SUPPLIES FOR MOVE-INS OR DELIVERIES TO SUITES.

Prior to your move, please request your moving/furniture company and/or your office manager coordinating your move to contact the Building Management Office as far in advance as possible to review the details of properly preparing the building. Flooring, doors, and wall finishes must be adequately protected. Masonite must be laid down on all flooring leading from the elevator to your suite and removed immediately upon completion of your move.

Please direct your movers to respect your new offices, as any damage they may cause will be your responsibility. **ALL MOVING/DELIVERY VEHICLES MUST USE THE LOADING DOCK LOCATED OFF OF SEASIDE WAY FOR DELIVERY OR PICK UP.** The Building Management Office will be glad to meet with your moving company to familiarize them with all applicable areas for your move.

A Building Management representative must be present at all times to supervise a move-in and the use of the elevator. There is no charge for the services of one supervising individual. Should your move require the services of more than one individual, you will be billed appropriately. Please remember, it is imperative to coordinate your move or delivery with Building Management.

Your moving company will need to supply the Building Management Office with a current Certificate of Insurance for General Liability, Property Damage, Bodily Injury, and Worker's Compensation, naming *Molina Healthcare, Inc. and all its subsidiaries and affiliates* and *CF Alpha & Golf Propco LLC* as additional insured, in advance of the move. Please refer to the *ACORD Vendor Certificate of Liability Insurance Requirements* at the end of this handbook for details.

P. OPEN HOUSES, PARTIES, AND RECEPTIONS

To ensure your special event runs smoothly, the Building Management Office will assist with the coordination of your event. To maintain the high standards of the Molina Center, certain services are required for parties or events for 50 or more. Depending on location, dates and times, your function may require approval and cooperation of the Building Management Office, therefore, please call us prior to your event. Also required is the receipt of a hold harmless



agreement signed by an authorized representative from your firm and a current certificate of insurance naming the appropriate parties as additional insured. Please refer to the *ACORD Vendor Certificate of Liability Insurance Requirements* at the end of this handbook for details.

Q. PARKING

The parking facility at Molina Center is managed by **Parking Company of America** and the site manager is Evelyn Reynoso. Honorio Panaglima is your lead attendant working in the booth at the Molina Center gate. They may be contacted at the Parking Office located next to the Molina Center entrance on the P-1 level. Address and phone is:

300 Oceangate, Long Beach, CA 90802 -- (562) 436-7236

The following are procedures we would like to make you aware of regarding the parking facility at Molina Center.

Visitor Parking

1. All visitor parking is restricted to the P-1 level. Bicycle racks are located on the 200 Oceangate side of the parking structure.

of a gate malfunction (broken gate arm, gate stuck in an upright position, etc.) every tenant must still wave their card in front of the entry or exit card reader.

All monthly **tandem** parkers and **reserved single** parkers are required to park in their designated spaces. Parking violation notices will be given to tenants who are in violation of the parking rules and regulations.

Additional parking regulations:

1. Please park HEAD-IN only.
2. Do not park in "Accessible" spaces. The Long Beach Police Department will ticket unauthorized parkers and a substantial fine is levied. The building has no control over police issued tickets.
3. Any vehicle parked illegally, for example blocking of an aisle; using two stalls; parked in a reserved stall or a visitor stall; etc., may result in the loss of monthly parking privileges and/or towed away unless previous arrangements have been made with the parking office.
5. A \$15 non refundable fee is required on all cards. If a card is lost, mutilated, or broken, there is a \$15 replacement charge.
6. All monthly parking charges must be paid by the 10th of each month or a 5% or \$10 minimum late charge will be imposed. If charges have not been paid by the 10th of the month, the late charge will be imposed and the card will be voided from the system. There is also a \$10.00 re-activation fee to reinstate a voided card.
7. Please adhere to the 5 mph speed limit at all times.
8. Please lock your vehicle at all times. The building owner, manager, and parking operator shall not be held responsible for theft, damage, etc., to your vehicles.
9. Vehicles shall not be left overnight without prior special authorization from management. Please refer to the Vehicle Storage Form in Tenant Resources.
10. The clearance in the garage is 6 ft. 6 in., therefore, oversize vehicles may not park inside the structure. Metered parking through the City of Long Beach is available on Ocean Boulevard.

Monthly Rates:

\$55	Reserved tandem
\$80	Single, first come, first serve
\$140	Reserved single

All rates are subject to change.

Reserved tandem and reserved single parkers must pay for a reserved sign.

Tenant Access

The Seaside Way entrance/exit hours are as follows:

Monday through Friday, the parking gates will be open from 5 a.m. to 7 p.m. After these hours, the gates will be lowered and remain closed. After-hours entrance can only be made through the P-1 Oceangate Street level off of Ocean Boulevard. The Molina Center Street exit and Seaside Way exit is accessible to tenants at all times. Your access card will operate the roll down security gates as well as the gate arms.

R. PETS AND ANIMALS

Other than service animals, pets and animals are not permitted in Molina Center.

S. RECYCLING

Working with the City of Long Beach, Molina Center has established a recycling program for all tenants. Tenants are provided with small recycle containers for each desk and copy room. It's easy! All paper is recyclable, except hanging file folders, magazines, books, blueprint/vellum paper, wax or plastic-coated paper, cardboard.

Every Tuesday (300 Tower) and Wednesday (200 Tower), a day porter will visit your suite to empty the recycle boxes and containers in your office. Please encourage your employees to recycle to preserve the environment, to reduce waste, and to lower trash hauling costs.

T. RENTAL REMITTANCE

Rental payments are due and payable on or before the first day of each month. As a convenience, an invoice or reminder is sent to you every month. Payment should be made payable to **MOLINA HEALTHCARE, INC.** and mailed to:

C/O Molina Center
300 Oceangate, Suite 130
Long Beach, CA 90802-4328

U. SECURITY

Molina Center employs on-site Security guards on a 24/7 basis. The security console is located on the ground floor plaza lobby area near the atrium parking shuttle elevators. A guard is posted at this station and another is patrolling the grounds and upper floors. They

are available to answer your questions concerning the Center, as will the Building Management team. **Security's phone number is (562) 432-3751.**

The freight elevators are on 24-hour security; therefore, it will be necessary for you to call Building Management Office to advise of major deliveries.

Security escorts are available 24 hours a day by calling 432-3751.

V. SIGNAGE/DIRECTORY LISTINGS

To provide you with accurate suite door and directory signage, a Sign Order Form must be completed and forwarded to the Building Management Office for processing. All signs will be ordered upon receipt of the form signed by an authorized member of your organization. Please specify exactly how your company name should appear on the lobby directory, floor directory (if applicable), and suite identification sign.

The sign criteria are outlined in a separate package which will be presented to you with the appropriate form. Please remember to allow six to eight weeks for delivery and installation. You will be billed for the cost of all signage after installation.

The Building Management's intent is to have all signage installed prior to your move-in date. Under no circumstances may other types of signage which deviate from the building criteria (i.e. paper, plastic, etc.) be posted anywhere in or around the building. Please adhere to the sign requirements in the lease agreement.

W. SMOKING/NO SMOKING POLICY



Molina Center is a "No Smoking" building as directed by the City of Long Beach ordinance and State Assembly Bill 13. E-cigarettes or vapor cigarettes are also not permitted in the building. This means that all areas inside the building, public and common areas, are designated as "no smoking" areas. This includes your suite, stairwells, corridors, rest rooms, elevator lobbies, the main lobby, and the parking garage. Smoking is only permitted outside. Several ash urns are placed near the exterior plaza benches by the P-1 Oceangate Street Entrance Level off of Ocean Boulevard for your convenience. For more information on the City of Long Beach Smoking Ordinance, call the Long Beach Health Department at (562) 570-8508.

X. SOLICITING

The building regulations prohibit soliciting in the building. In the event of solicitation to your office, please notify the Building Management Office or Security immediately and the solicitors will be promptly escorted from the building.

Y. TELEPHONES

All telephone equipment for your firm must be located within your suite as required by the appropriate regulatory agencies.

If access is required to a telephone closet, please contact Security or Building Management.

Z. TENANT IMPROVEMENTS/ALTERATIONS

Please contact the Building Management Office in advance regarding any improvement work in your space. Per the lease agreement, requests for improvements to your space should be in writing and include a plan and specifications of your suite showing exactly where changes are to be made. Molina Center approves specific contractors for tenant improvement projects of any kind. Improvements are not to commence without the prior written approval by the Ownership. Please refer to your lease for more specifics.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

Broker/Agent Name & Address Here	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
INSURED (Vendor) Company Name & Address Here	INSURER A: Carrier A	
	INSURER B: Carrier B	
	INSURER C: Carrier C	
	INSURER D: Carrier D	
	INSURER E:	
	INSURER F:	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	GENERAL LIABILITY			Policy #	XX/XX/XX	XX/XX/XX	EACH OCCURRENCE	\$ 1,000,000	
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 50,000	
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person)	\$ 5,000	
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC							PERSONAL & ADV INJURY	\$ 1,000,000
B	AUTOMOBILE LIABILITY			Policy #	XX/XX/XX	XX/XX/XX	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$	
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident)	\$	
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident)	\$	
C	UMBRELLA LIAB			Policy #	XX/XX/XX	XX/XX/XX	EACH OCCURRENCE	\$ 5,000,000	
	EXCESS LIAB	<input checked="" type="checkbox"/> OCCUR					AGGREGATE	\$ 5,000,000	
	DED	RETENTION \$						\$	
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			Policy #	XX/XX/XX	XX/XX/XX	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER		
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N	N/A				E.L. EACH ACCIDENT	\$ 1,000,000	
	If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

RB: Molina Center Long Beach, CA 90802
Certificate Holders are named as Additional Insureds as respect to liability arising out of the Named Insureds operations on a primary basis per ISO Additional Insured Endorsement CG 2026 or equivalent.

CERTIFICATE HOLDER	CANCELLATION
Molina Healthcare, Inc. and all its subsidiaries and affiliates CP Alpha & Golf Propco LLC 300 Oceanate, Suite 130 Long Beach, CA 90802	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.
	AUTHORIZED REPRESENTATIVE

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