

Welcome to The District at Tustin Legacy

Welcome to The District at Tustin Legacy in Tustin, California. Inside this book are some of the most important facts and information about the District at Tustin Legacy that you and your employees will need to know.

This handbook will define how you can become a more active player in the center's success through participation and compliance with the center's operating guidelines, policies and marketing activities. We strongly encourage you and your staff to familiarize yourself with the services and operations of the shopping center, as well as take the time to learn about your fellow merchants.

Together, we will continue to make The District at Tustin Legacy the source for outstanding shopping, dining and entertainment in Orange County.

Should you have any questions, please do not hesitate to call the Management Office or Guest Services and we will be glad to offer assistance. The District at Tustin Legacy's Management Team is looking forward to working with you and your staff.

This manual is furnished subject to correction or error, omissions, changes in building procedures or withdrawal at the sole discretion of the Landlord without notice. This information is for guidance only and does not constitute the whole or any part of a contract nor does it operate to modify terms of any Lease. Please retain this manual for future reference as it will be amended and updated from time to time.

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General Information

The District at Tustin Legacy Fact Sheet

The Center

The District at Tustin Legacy is a highly visible and easily accessible Lifestyle and Entertainment Shopping Center. The Center is owned by Vestar/Kimco Tustin, L.P. a partnership between Vestar Development Company and Kimco Realty Corporation. The Center construction was completed at the end of 2007.

Size

The Center is approximately 1 million square feet and contains 68 retail stores and restaurants. The property is approximately 87 acres.

Location

The District is located in Tustin at the northwest corner of Jamboree Road and Barranca Parkway.

From the 405 Freeway:

Exit Jamboree and head northeast to Barranca. Turn left on Barranca and right into The District on District Drive.

From the 55 Freeway:

Exit East Dyer. Dyer turns into Barranca. Head southeast to The District (Tustin Ranch Road) and turn left, the entrance to The District is on your right.

From the 5 Freeway:

Exit Jamboree and turn south toward Barranca. Exit Warner, which will take you directly into The District.

Shopping Hours

***Only Regulated for the Promenade**

The Center is accessible 24 hours a day. Regular operating hours for the Promenade are as follows:

Monday – Thursday	11:00 am – 9:00 pm
Friday - Saturday	11:00 am – 10:00 pm
Sunday	11:00 am – 6:00 pm

Holiday Hours

	Optional Hours
New Years Day	
Memorial Day	11:00 am – 6:00 pm
Independence Day	11:00 am – 6:00 pm
Labor Day	11:00 am – 6:00 pm
Day before Thanksgiving	11:00 am – 6:00 pm
Thanksgiving Day	Closed
Christmas Eve	11:00 am – 6:00 pm
Christmas Day	Closed
New Years Eve	11:00 am – 6:00 pm

Your store is required to be open during the Center's regular operating hours at a minimum unless you have negotiated a variation in your Lease. You are welcome and encouraged to maintain longer hours should you desire. If possible, inventory should be planned as to not interfere with the Center's operating hours. Please notify the Center's management or Security Personnel of any special hours devoted to inventory.

Phone Numbers

Management Office Telephone	(714) 259-9090
Management Office Facsimile	(714) 259-9091
Security, Non-Emergency	(714) 258-1414
Emergency	911

Vestar Management Office

The Management Office is located in the back of house area of The District Promenade. You may reach the office through the restroom corridor, turn left. The office is open Monday through Friday, 8:00 am – 5:00 pm. The General Manager, Assistant Property Manager, Marketing Director, Marketing Coordinator, and Administrative Assistant work in this office.

Address

Vestar Property Management
2437 Park Avenue
Tustin, CA 92782
Telephone: (714) 259-9090
Facsimile: (714) 259-9091

Office Hours

Monday through Friday; 8:00am to 5:00pm

Personnel

General Manager	Arian Maher
Assistant Property Manager	Lori Gertsch
Marketing Director/Strategic Sponsorship	Shannon Campbell
Administrative Assistant	John Conrekas
Security Director	Delaune Cheney
Maintenance Supervisor	Jose Lopez

Rental Payments

OPTION 1: Register with ClickPay:

1. Go to www.ClickPay.com/Vestar
2. Click **Register**
3. **Create** your online profile with ClickPay
4. **Add your Unit** using your Account ID* located on monthly statement
5. Set up Automatic Payments or click **Pay Now** to make one-time payments via e-check, debit or credit card

*Account ID (which is the Lease Id + the Suite ID) is located in the top right-hand corner of your monthly statement. If you are a new tenant, our Senior Property Accountant will set up your Account ID, which will be sent to you.

Visit **ClickPay's Support Center** at www.ClickPay.com/Help for access to FAQ's, step-by-step walkthroughs, help with account or payment set up and access to email/phone/live chat support.

OPTION 2: Set up a Direct EFT Payment through your Banking institution:

Contact Lori Gertsch for directions.

Email monthly remittance information to ar@vestar.com with a cc to amaher@vestar.com and lgertsch@vestar.com

***We cannot accept checks at the management office.**

Reporting Gross Sales

Please submit Gross Sales to Vestar Property Management prior to the date specified in your Lease (typically gross sales are required to be reported no later than the 20th day of the following month in which the sales occurred). If percentage rent is due, a check should be included at this time. Additionally, at the end of each Lease year, tenants are required to submit a certified statement showing annual Gross Sales.

As a convenience, a form is attached to each tenant's monthly statement for the reporting of Gross Sales. Please note that most Leases allow the Landlord to charge a fine of \$50.00 per occurrence if sales reports are not submitted by the due date.

Send all sales reports to the rental payment address above or the sales report may be submitted by facsimile to the Management Office at (714) 259-9091 or via email to John Conrekas at Jconrekas@vestar.com. All sales reports must be submitted in writing only.

Change of Billing Address

Please submit any changes to your tenant notice address or billing address in writing. Email is acceptable.

Questions Regarding Your Account

Questions regarding your account history and statements should be directed to the Assistant Property Manager at (714) 259-9090.

Insurance Requirements

Your Lease with the District at Tustin Legacy specifies insurance requirements. Every merchant must furnish the Management Office with a Certificate of Insurance stating the terms of his or her policy. Please refer to the Insurance section of your Lease for any insurance requirement variations. Send all Insurance Certificates to the Management Office at (714) 259-9091 or via email to John Conrekas at Jconrekas@vestar.com.

General Requirements are:

- General Liability of not less than \$5,000,000 Annual Aggregate and \$5,000,000 Per Occurrence.
- Worker's Compensation coverage of not less than \$1,000,000, as mandated by the state.
- Landlord named as Additional Insured and Certificate Holder:

Entity: Vestar/Kimco Tustin, LP

Certificate Holder: Vestar Property Management
2437 Park Avenue
Tustin, CA 92782

Additional Insured: Vestar/Kimco Tustin, LP
Vestar California XXX, LLC
City of Tustin
MCAS Tustin
Tustin Community Redevelopment Agency
Tustin Public Financing Authority
United States Department of the Navy
Pacific Life Insurance Company, as Master Servicer on
behalf of, LaSalle Bank National Association, as Trustee
for the benefit of the Certificate Holders of, Its Successors
and/or Assigns, Commercial Mortgage Pass-Through
Certificates Series LB-UBS 2007-C7

Formal Notices

Any notice or demand which you desire to make upon the Landlord shall be in writing and shall be given to or delivered by U.S. Certified Mail (or as required in your Lease) and addressed to:

Vestar/Kimco Tustin, L.P.
2425 East Camelback Road, Suite 750
Phoenix, AZ 85016

Informal Notices

It is the intention of the District at Tustin Legacy Management Team to keep you and your employees fully advised of all activities planned for the center and any other matters that may affect your business. Such informal notices or bulletins will be delivered to your store by Security Personnel. A signature verifying receipt of the document will be requested.

If you wish to have copies of notices sent to other representatives of your company, they will be sent upon receipt of your written request together with the names and addresses of such representatives.

It is suggested that you either display appropriate bulletins within your store. Please ensure that all information is properly communicated to your employees so as to keep all staff well informed.

Cart Program

The District at Tustin Legacy offers 8 Retail Merchandising Units (RMUs) for lease throughout the year. These are located throughout The District Promenade. The cart program creates the perfect opportunity for the creative entrepreneur. Whether you're looking to feature a new product or showcase items in your store, we can provide the guidance, traffic and retail expertise to help you profit. With the flexibility of our cart program, your opportunities are only limited by your imagination.

Our lease terms, locations and spaces vary seasonally. The best opportunity of all is that you'll see success without a long-term commitment or major expense.

Please call Tonya Szerdahelyi with Vestar Property Management at (562) 257-1507 or via email at tszerdahelyi@vestar.com for further information on how we can help you further promote your store or specific products.

Center Amenities

Public Restrooms

- Located down the corridor beside Five Guys Burgers & Fries in the District Promenade, and inside all restaurants and major stores.

In order that we may provide the best possible care to our customers, we would appreciate that you notify Mall Management or Security immediately, should you ever find the restrooms in an unacceptable condition or you notice any other maintenance or cleanliness concerns affecting the Center.

ATMs

- Bank of America is our official ATM Marketing Partner and has one ATM that is located adjacent to The Winery Restaurant in the parking lot.
- Wells Fargo has three ATMs in front of the bank location.

- Farmers and Merchants bank has one ATM in front of the bank location.
- Kinecta Credit Union has one ATM in front of the bank location.

Mailboxes

- Merchant mailboxes are located in three locations: behind Legacy Cleaners, behind JT Schmid's, and beside Michael's. Each mailbox has an outgoing mail slot and several parcel lockers. The Management office does not issue or keep copies of mailbox keys on site for security purposes. You will need contact the Tustin post office and provide them with a copy of your lease or temporary occupancy agreement for identifying purposes and to retrieve any mail as well as set up mail service.
- If you misplace your mailbox key, you will be required to re-key your mailbox at your own expense. The Landlord does not retain a copy of this key.

Valet Parking

- Valet parking is presented by Prego Mediterranean and provided by Streamline Valet. Valet is available daily per the below schedule:
Friday - Saturday 5:00 pm – 11:00 pm

Security

- Located near Valet Parking in front of Prego in The District Promenade, the security office contains a dispatch center which monitors the centers security cameras 24 hours a day. Please report security concerns to this office.

No Smoking Policy

No smoking is permitted within the common area hallways, restrooms, back corridors or any of the stores within The District at Tustin Legacy. All trash receptacles throughout the center have sand for smokers to use to dispose of cigarette butts.

Employees who choose to smoke must do so in designated “back of house areas” where they are not visible to center customers.

Emergency Merchant Contacts

All Merchants are asked to designate representatives to be contacted in the event of an emergency. Ideally, these Merchant Contacts will be owners or managers who are capable of making decisions in emergency situations.

Prior to move-in, we will need the names of emergency contacts, along with business and after hour telephone numbers. This list will be updated on a quarterly basis. When a designated Emergency Contact leaves your store, please notify the Management Office of the change immediately by updating the attached form.

MERCHANT CONTACT FORM

PROPERTY NAME The District at Tustin Legacy

BUSINESS NAME _____

PREMISE ADDRESS _____ SUITE _____

PREMISE TELEPHONE _____ PREMISE FAX _____

PREMISE EMAIL _____

PREMISE CONTACT #1 _____ TITLE _____

HOME TELEPHONE _____

EMAIL _____

PREMISE CONTACT #2 _____ TITLE _____

HOME TELEPHONE _____

EMAIL _____

EMERGENCY CONTACT

EMERGENCY PHONE _____

PREMISE BUSINESS HOURS

Monday	_____	Friday	_____
Tuesday	_____	Saturday	_____
Wednesday	_____	Sunday	_____
Thursday	_____		

BILLING ADDRESS _____

CONTACT _____ TITLE _____

TELEPHONE _____ FAX _____

NOTICE ADDRESS _____

CONTACT _____ TITLE _____

TELEPHONE _____ FAX _____

EMAIL _____

COMMENTS _____

Please complete and return via mail or fax to:

Vestar Property Management
2437 Park Avenue
Tustin, CA 92782
Attn: John Conrekas

(fax) 714-259-9091

Completed By: _____
(Please print name)

The District at Tustin Legacy Merchant Contact List

Aki-Home	714-258-7900	Milano Shoes	714-389-6599
Aloha Hawaiian BBQ	714-258-1888	Nothing Bundt Cakes	714-258-2253
AMC Tustin 14	714-258-7036	Pei Wei Asian Diner	714-259-1125
Bar Louie	657-206-4600	PetSmart	714-258-8564
Boba Square	714-677-2820	Phenix Salon Suites	714-686-2340
Bowlmor	714-258-2695	Pinot's Palette	714-400-9016
Casa Del Sol (Coming Soon)		Planet Fitness	949-930-0085
Caffe Yoga	714-983-9003	Prego Mediterranean	949-553-1333
Chick-fil-A	714-258-1400	Pressed Juicery	714-258-7266
Claire's Accessories	714-258-8865	RA Sushi	714-566-1700
Costco	714-338-1933	Red Robin Gourmet Burgers	714-258-7657
Daphne's California Greek	714-258-8867	Ritz Nails	714-259-1170
The District Eye Care	714-258-7525	Sam Jewelry	714-662-7398
Dolce Gelato (Coming Soon)		Spice-C Hot Chicken Tender	714-673-6331
Farmers & Merchants Bank	714-824-3070	Sport Clips	714-259-0622
Fashion Camp OC	949-478-0846	Stars Threading & Beauty	714-258-7402
Five Guys Burgers & Fries	714-259-0124	Subway	714-566-0004
Freckled Frog Dance Studio	714-779-3764	T-Mobile	714-258-8992
Golden Bank	714-338-5188	TJ Maxx	714-258-8452
Hangar Bar	714-566-7650	Target	714-361-2100
Ike's Love and Deli	949-783-5391	Thai Bamboo	714-259-0688
In-N-Out	800-786-1000	The Halal Guys	949-771-9871
J. Zhou Oriental Cuisine	714-258-8833	The UPS Store	714-566-0016
Jasper Plum	714-258-7608	The Winery	714-258-7600
Joons Shabu Shabu	714-549-1432	The Yellow Chilli	714-389-5280
Kinecta Credit Union	714-259-1354	Tilly's	714-259-1173
Legacy Cleaners	714-258-7811	Ulta Cosmetics	714-566-1706
Lowe's	714-913-2663	Union Market	714-454-4465
Lucille's Smokehouse BBQ	714-259-1227	Union Ryde	714-389-0135
Luna Rossa Ristorante	714-259-0861	Vans	714-258-7485
Massage Envy	714-617-8900	Verizon Wireless	714-258-8870
Mendocino Farms	714-619-5075	Wells Fargo	714-566-1340
Michaels	714-259-0673	Whole Foods	714-566-7650
		Security	714-258-1414

Employee Parking Policy

The District at Tustin Legacy customers deserve the convenience of parking near store entrances. A convenient parking space is worth several hundred dollars per day to merchants. During peak periods, there is a lack of convenient parking for all customers. In an effort to ensure that the best parking stalls are available, the following parking policy is in place:

All District at Tustin Legacy employees must park in designated employee parking areas at all times.

- Seven days per week, employees are required to park in designated parking stalls throughout the center per the attached map. The policy varies depending on your store location:
- **The District Promenade Employees & Stores Located on the West Side of Target**
Seven days per week, you are required to park in the yellow highlighted area on the attached map adjacent to PetSmart.
- **All Other Stores (Excluding Target, Costco & Lowe's)**
Seven days per week, you are required to park either behind Ulta Salon to Michael's, adjacent to the Costco Gas station or in the highlighted yellow area in the Lowe's parking lot.

If you do not park in the designated area, your vehicle will be ticketed or towed at your own expense. In addition, per the Lease, the store owner may be fined for each employee vehicle improperly parked for each occurrence.

Please understand this policy is in effect to ensure The District at Tustin Legacy is a pleasant and convenient place to shop for customers. Your cooperation is most appreciated. If you have questions pertaining to the above please do not hesitate to call the Management Office (714) 259-9090 or Security (714) 258-1414.

General Rules and Regulations

It is our experience that most store managers are not fully familiar with the details of their Lease. As a result, a number of basic rules and regulations are frequently and inadvertently broken.

In an effort to prevent some of these potential misunderstandings and to maintain a comfortable and professional image for our customers, the following rules and regulations must be maintained by your store:

Storefront Signage

Signage, other than approved by the Landlord, on the exterior of storefronts is not permitted in the Shopping Center. The use of signage including neon signs posted in your storefront detracts from your store, your merchandise presentation and the Shopping Center ambience. We want to convey a professional and clean image to our customers.

Handmade signs are unacceptable at all times. Signs of any type are not to be affixed to the inside or outside windows, around columns, or outside exterior walls.

Merchants are responsible for ensuring their **exterior signage lights are operating during minimum operating hours** and that exterior store signage is repaired promptly when outages occur.

Lease Lines

Tables, counters, display cases, racks, merchandise, freestanding signs or fixtures of any sort are not permitted outside your door. No material may be placed outside the perimeter of the storefront fascia of your store without **written permission** from the Management Office. No temporary fixtures or merchandise displays are permitted within six feet of any entrance to the store for safety reasons.

Deliveries

Merchants shall use their best efforts to complete, or cause to be completed, all deliveries, loading, unloading and services to the premises prior to 10:00 am each day. Merchants shall not permit delivery trucks or other vehicles servicing their premises to park or stand in front of their premises from 10:00 am to 9:00 pm each day. All deliveries **MUST** be made from designated delivery areas and delivery vehicles shall not park in any fire lanes or block traffic at any time. Vehicles parked illegally will be subject to tow at the owner's expense.

Soliciting

Merchants or any other person, shall not distribute any handbills, conduct sampling or solicit business in any manner in the Common Area and facilities or in the parking lot, in or upon any vehicles, in the Shopping Center without Management's written permission.

Unauthorized Activities in the Center

Non-commercial activity in the center is permissible only upon securing permission from the Management Office. A strict no solicitation policy is in effect and all non-merchant users of the center must submit a Permit Application for Expressive Activity and sign an agreement in order to use the center. All groups interested in taking photographs or using the mall property in any way other than as a shopping center must have written permission and they should be able to produce a document stating so. Otherwise, security personnel will ask them to cease and desist.

In-Store Music Volume

The District at Tustin Legacy has a music system servicing the outdoor mall areas. It is important that your own music system enhance the shopping experience of the customers in your store as well. It is required that you keep your volume of music so that it can only be heard within your store and not in the common area or adjacent stores.

No loudspeakers, televisions, flashing lights, music systems, action signs or other similar devices may be used in a manner so as to be heard or seen outside the Leased Premises. The question of what constitutes a violation is determined by The District at Tustin Legacy Mall Management or Security Personnel.

Merchant Inventory

We recognize that merchant inventories are a necessary part of doing business. We encourage all merchants to conduct their inventories before or after mall hours if possible. If it is necessary to take inventory during mall hours, please notify the Management Office as to when you will be closed. You will need to provide *professional signage* (not handwritten) that states your store is temporarily closed for inventory and when you will reopen.

Store Employee Conduct

Store employees and agents shall not interfere in any way with other merchants or patrons of the Shopping Center, nor bring into nor keep within the boundaries of the Retail Center any animal or bird, or any bicycle or other vehicles, except such employee vehicles permitted to park in employee parking.

Store employees shall not throw cigarette butts or other litter of any kind in or about the Retail Center except in the proper designated receptacles and they may not loiter around the exterior of the Leased Premises.

Transmitting Equipment

Merchants shall not install or allow on the Leased Premises any transmitting device, nor erect any aerial on the roof of any building in the Shopping Center or on any exterior walls of the Leased Premises without first obtaining the consent in writing of the Landlord. In addition, no roof penetrations or rooftop equipment of any kind are permitted without Landlord approval. Landlord's contractor must be used for any roof repairs. For roof access, you must sign in with

Security during normal business hours and use only designated roof access points. No ladders are permitted on the exterior of the building.

Use of Premises

No one shall use the Leased Premises for sleeping apartments or residential purposes or for the storage of personal effects or articles other than those required for the Permitted Business under the Lease. Tenants have an obligation to control odors within their Premises such that they can not be detected by neighboring Premises or within the Common Area.

No auction, fire, bankruptcy, liquidations, emergency sale, going out of business or selling-out sales shall be conducted within the Leased Premises.

Vendors

Merchant's vendors and contractors may not perform any work outside of the Leased Premises during center hours. This includes, but is not limited to the following: electricians, plumbers, window washers, sign and lighting technicians. In addition, work to be performed outside of the premises or work that will affect another merchant must be coordinated with Mall Management. Proof of insurance, with *additional insured*, is required for all common area work.

Maintenance

The general maintenance and up-keep of each store is the responsibility of the store owner. Per the Lease agreement, each Merchant will, at his/her own expense, keep the Leased Premises in good order and repair. This includes, but is not limited to, plumbing, electrical, kitchen equipment, grease exhaust fans, make-up air, HVAC units, storefront signage, lighting and store front/window cleaning.

Merchants shall not mark, drive nails, screw or drill into or use paint that will in any way deface the exterior walls, roof, foundations, bearing walls or columns without the prior written consent of Landlord. Merchants shall keep all areas immediately adjoining the Leased Premises clear of any obstructions, garbage or refuse.

Due to implied liability, The District at Tustin Legacy Maintenance Personnel will not perform any unapproved repairs for Merchants or loan any tools or ladders under any circumstances.

Shopping Cart Collection

Merchants with shopping carts MUST provide adequate staffing to regularly collect shopping carts from the entire shopping center parking lot. Stray shopping carts are not only a nuisance, but a hazard. The carts damage vehicles and prevent the parking lot sweeper from doing a thorough job. Merchants who fail to regularly collect shopping carts will be warned and possibly fined for the labor costs to have Maintenance Personnel collect their carts.

Although a cart containment system has been installed, ALL merchants are still responsible to pick up their carts nightly. Shopping carts which remain in the parking lot after 12:00am will be collected by security personnel and stored until they are retrieved by store personnel. Carts may

only be picked up between the hours of 8:00 am and 10:00 am Monday through Friday from the security office (beside Prego Mediterranean). We reserve the right to fine merchants to retrieve carts if necessary.

Right to Amend General Rules and Regulations

The Landlord reserves the right at any time to change, amend or rescind any one or more of these rules or regulations or to make further reasonable rules and regulations as may be necessary for the management, safety, care and cleanliness of the Premises and Shopping Center.

IT IS IMPORTANT TO KNOW THAT SECURITY WILL BE ENFORCING THESE RULES ON BEHALF OF THE LANDLORD.

We request you and your employee's assistance in complying with the above policies for the benefit of your business, your employees and our customers.

Sign and Display Criteria

The District at Tustin Legacy has explicit sign regulations. They are summarized as follows:

1. Advertising matter or decorations of any kind should not be placed on any exterior or interior door, wall, or window (and not within 24 inches of any window) without the written permission of the Landlord as to size, type, color, location, copy, nature and display qualities.
2. Signs and displays should *not* obstruct the visibility of, or entry into, the store.
3. Signs should be professionally printed (no hand lettering, stencils, or stick-on letters), and must be maintained in good condition and repair at all times.
4. Display windows should be well lit during center hours when either the The District at Tustin Legacy or the Leased Premises are open. Lights may be turned off after store closing.
5. Displays and temporary fixtures should not be located within six (6) feet of any entrance to the Leased Premises.
6. “Help Wanted,” “No Smoking,” and “No Food or Drink” signs also fall under the guidelines described above. If approved, these negative impact signs should be carefully placed so as not to leave customers with a negative impression.
7. No flashing or animated signs.
8. No permanent advertising devices such as attraction boards, posters, banners, and flags.
9. No sandwich boards or inflatable displays.
10. See Lease for further guidelines.

If you are unsure as to whether your signs meet any of the criteria described above, you should call the Management Office before installation. Failure to do so could result in removal of any unapproved sign.

Store Cleanliness and Maintenance

We wish to remind each of you to please comply with the terms and conditions of your Lease with regard to the cleanliness of your storefronts and interior. Following is a list of guidelines to keep in mind and execute on a daily basis:

- Storefront windows and doors should be wiped clean each *morning* and maintained throughout the business day.
- Keep store entrances free of debris and gum deposits.
- No stickers or taped signs are permitted to be adhered to windows or storefronts at anytime.
- Clean the exterior storefront and signage on a regular basis.
- Maintain store interior music at a minimum, at a pleasant shopping environment level. (If it can be heard in the common area – it's too loud.) You will be asked to turn it down.
- Vacuum your carpets and clean your floors daily.
- Repair any tears in carpets or other floor coverings such as broken or cracked tiles promptly.
- Place trash in proper disposal containers. If any spills occur please call Security for assistance immediately. Flatten & dispose cardboard products in compactor and place recyclables in proper containers. Do not use common area trash receptacles designated for customer use. Please help keep trash areas clean as they are shared by all tenants.
- Restaurants are responsible for maintaining front of counters, counter tops, and equipment clean and free of stains and debris on a daily basis. In addition, restaurants are responsible for maintaining exterior table tops, chairs, umbrellas and concrete floors free of debris, spills, and trash within fenced patio areas.
- All interior general repairs to items within your store are the Merchant's responsibility.

We would like to emphasize the importance of maintaining The District at Tustin Legacy's overall appearance. Ultimately, we owe it to our shoppers to provide a pleasant, comfortable, and clean environment every time they visit.

Trash Removal & Recycling Program

The District at Tustin Legacy Merchants are responsible for disposing of their own garbage, cardboard and recyclables in the center compactors and trash bins. Each Merchant is assigned a trash enclosure. Compactors and trash bins are labeled specifically for the type of waste which may be deposited inside. **Recycling is a top priority!** Please ensure that all employees are educated on separating cardboard, food waste, and paper, glass, and aluminum products for recycling. Waxed cardboard is not recyclable.

Constant attention to adequate trash handling within your store or restaurant and trash enclosure area is essential to reduce fire hazards and to prevent insect and animal infestation. If you notice trash bins are overflowing or trash has been placed on the ground, please notify Security immediately. Please adhere to the trash guidelines described below:

- **All boxes must be broken down.**
- **All loose garbage must be bagged and all food waste must be double bagged.**
- All garbage must be kept inside your premises until you are ready to dispose of it at the compactor.
- No trash bags should be dragged to the trash enclosure. Grey carts have been provided to avoid spills or dragging trash bags. Please keep these clean to prevent odors and insects.
- Store refuse must be placed inside trash compactors and bins, never outside next to them or left in corridors or loading docks for any reason. If trash is found anywhere other than in the correct trash bin or compactor, fines will be assessed.
- Store refuse is not to be disposed of in the mall common area trash receptacles located in front of stores.
- Metal fixtures, shelving, wood, pallets, and miscellaneous store furniture is the Merchant's responsibility for disposal.
- Stores are responsible for the purchase and supply of their own disposable refuse bags.
- No hot ashes are to be disposed of in bins or compactors.
- All trash bin lids must be closed at all times per the City of Tustin and the Orange County Health Department.

Every merchant which uses the center's shared trash and recycling facilities has been given a blue recycling bin with a list of recyclable items that may be placed in the bin. Please keep this bin inside your store and collect small recyclables in it. Place the collected items in the white recycle bin located within your designated trash enclosure.

Every store has been issued a compactor key for using the trash compactor. Please place only non-recyclable items in the trash compactor. If you lose your compactor key, you may purchase a replacement key from the Management Office or security office for \$10.00 per key.

Vestar Property Management has contracted with a company called TOG The O'keefe Group to implement our Trash & Recycling program. If store employees are found to be violating our policies by disposing of trash improperly, contaminating the recycle and cardboard bins, not

flattening boxes, leaving trash on the ground or any other violation, Security will notify Store Management and a \$50.00 fine will be assessed for each occurrence.

Please see the following pages which outline what items are recyclable and the locations of compactors and recycle bins.

Grease Removal

The Center provides grease receptacles which are to be shared by the restaurants in The District Promenade and beside Target. Each store is responsible for any grease spills that occur during grease disposal. If a grease spill does occur, please notify Security immediately at (714) 258-1414 so they can block off the area until it has been thoroughly cleaned. If a spill is left unattended, you will be fined for the clean up as storm drain contamination could occur.

Construction Dumpsters

The Center trash bins and compactors are not to be used by Merchants for their construction trash. Please contact the Management Office in order to determine the approved locations for construction dumpsters. Violators to this rule will be fined the cost of removing and separately disposing of the construction waste.

RECYCLE:

White paper
Colored paper
Shredded paper
Newspaper
Phone Books
Glossy Paper
Junk Mail
Envelopes
Magazines
Soft bound books (entire book)
Hard bound books (insides only, no cover)
File folders
Cardboard (flattened)
Aluminum cans
Plastic drink bottles (#1-#7)
Plastic medicine bottles (empty)
Glass drinking bottles
Beer, wine, liquor bottles
Aerosol containers
Tin cans
Other similar items
Please, break down all cardboard:



THESE ITEMS GO HERE



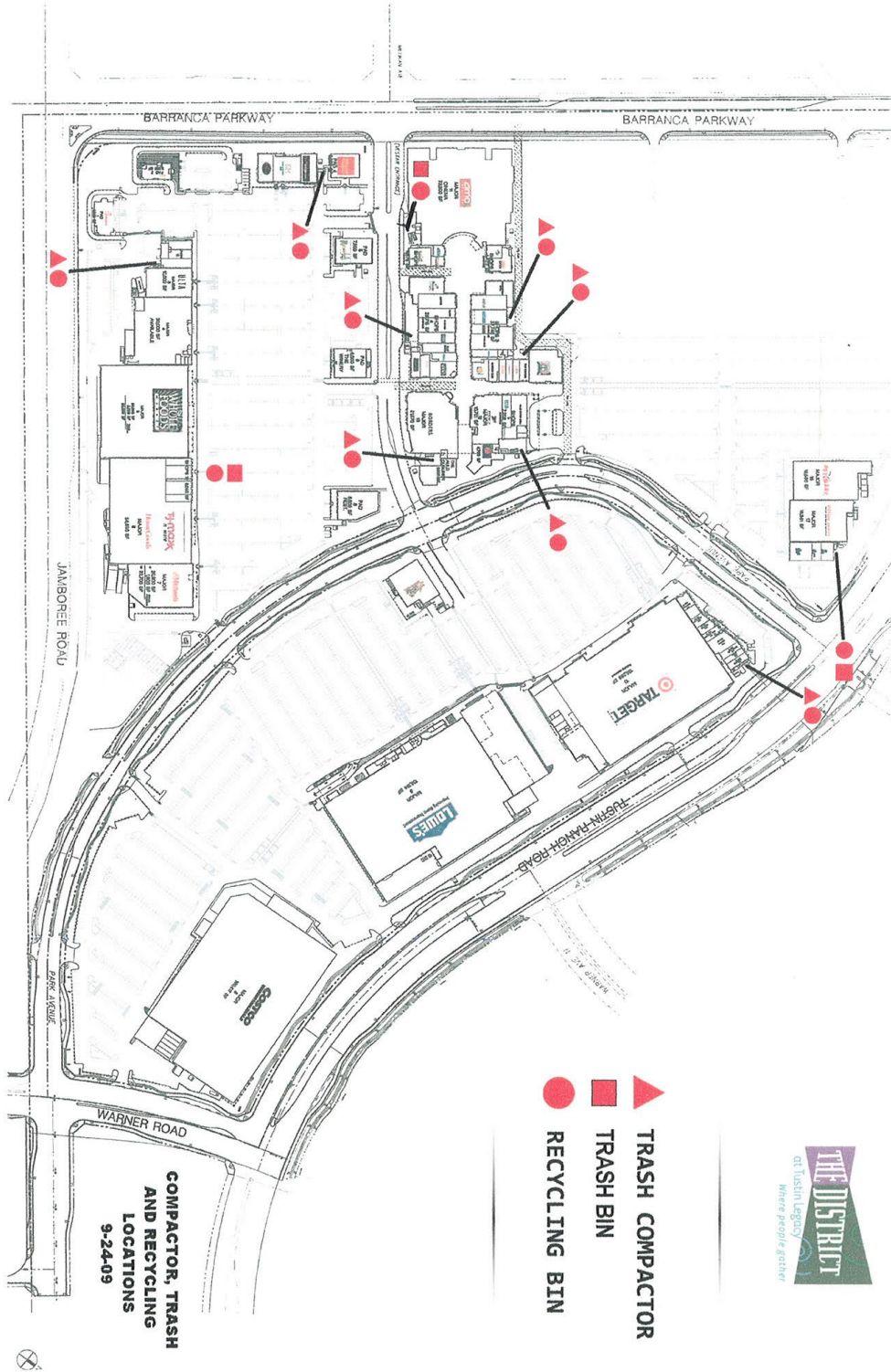
TRASH:

Food
Paper food stained items
Bathroom tissues
Kleenex
Used paper hand towels
Styrofoam
Plastic dry cleaning bags
Bubble wrap
Tyvec envelopes (like FedEx)
Non-numbered plastics
Cellophane wrappers
Padded envelopes
Dishware
Clothes
Green waste
Landscaping
Waxy cardboard
Blue print paper
Wood pallets
Wax produce boxes
Other like items
Please, do not recycle wax produce boxes:



THESE ITEMS GO HERE





Merchant Maintenance Responsibilities

As a Merchant of the District at Tustin Legacy you are responsible for the maintenance and upkeep of the following in-store items:

Electrical

- Spare bulbs, power switches, fuses, circuit breakers, transformers, and maintenance and repairs to the store signage and lighting.

Fixtures

- Ceiling tiles, shelves, carpets, all display fixtures and restrooms.

Windows

- Interior and exterior of windows storefront frames and bases are to be washed and cleaned daily. Storefronts and store signage is to be cleaned regularly.

HVAC (Heating, Ventilation & Air Conditioning)

- Per your Lease, you are required to maintain a service contract with a licensed HVAC company for regular, scheduled preventative maintenance service (normally on a quarterly basis) and provide a copy of such contract to the Landlord. Should any malfunction occur to your equipment, i.e., leakage, overheating or extra coolness, please contact your contracted HVAC company to service your unit. Each Merchant is responsible for the maintenance and repair of its own individual heating and air conditioning unit.

Plumbing

- Toilet stoppages, sinks, leaking pipes, running water. The Landlord has contracted with Baker Commodities for quarterly pumping, maintenance and cleaning of grease traps and jetting of lines for restaurants located in The District Promenade and restaurants located beside Target; however, pad restaurants maintain their own grease traps. If you are unsure regarding the maintenance of your grease trap, please contact the Management Office at (714) 259-9090.

Equipment

- It is the responsibility of each merchant to have equipment such as ladders, nails, hammers, screwdrivers, buckets, cleaners, mops, brooms, dollies, carts, paint brushes, disinfectants, deodorizers, towels, etc. handy to perform routine and daily maintenance jobs. Mall management and personnel will not provide these items.

Contractors

- All tenants must notify the Management Office or Security at least 24 hours in advance prior to having contractors working on-site.

Roof

- For any matters regarding the roof, you must contact the Management Office or Security before any access or work is done. **No work may be done on the roof other than by Landlord's roofer, Nason Roofing.**

Fire Sprinklers

- All buildings at The District at Tustin Legacy are fully sprinklered for fire protection. It is extremely important that these systems are functioning at all times. If it is necessary to do any sprinkler work in your store or restaurant that involves shutting off the sprinklers or taking the sprinkler monitoring system off-line, you are required to use the following procedures:
 1. Contact Security at (714) 258-1414 during regular business hours at least 24 hours in advance of the scheduled work. You must have prior approval from Center Management for the actual work being completed.
 2. You must inform the on-site Security Supervisor before draining and refilling the fire system.
 3. When all work is completed, each day, contact Security so the fire alarm system can be immediately re-instated in your area.

Please remember that the fire control system is for the protection of both property and lives and the regulations regarding the impairment of the system are very important. Failure to follow these rules can result in penalties and false alarm charges. Contact the Management Office or Security if you have any questions.

Fire Code

The items requiring Merchant repair or maintenance, according to your Lease Agreement and Fire Regulations are:

1. The illumination of fire exits within your premises.
2. The proper functioning of battery backup emergency lights within your premises. To test the emergency lights, disconnect the power from the light momentarily by unplugging the cord from the electrical receptacle or turning off the breaker. When the power is disconnected, the emergency lights should shine brightly and if not, the light needs servicing. Reconnect the power to the light.
3. Fire doors are to be clear of all boxes, trash and debris. Common area fire exit hallways are not to be littered with Merchant trash. Violators will be fined accordingly.
4. Electrical panels are not to be obstructed by shelving or boxes, but are to be clear of all obstructions.
5. Sprinkler heads are not to be obstructed in any way. Keep all boxes at least 12 inches below and away from any sprinkler heads.
6. Merchant fire extinguishers are to be serviced prior to the expiration date as shown on the tag.
7. It is the Merchant's responsibility to meet all fire code standards and insurance requirements for the safety of the Premises.
8. Citations for the above fire code violations and the accompanying fines are the Merchant's liability.

Fire Prevention

Do not allow accumulation of trash or waste materials that are flammable.

Throwing trash, empty boxes or other rubbish in the service corridor is strictly prohibited. The corridor is your exit and any debris could trap you or your customers in an emergency.

Be sure all employees know where your fire extinguisher is located and how to use it. Also, be sure it is serviced regularly.

Local Vendors & Service Providers

From time to time, you may need contractors to provide services at your store. The following is a list of contractors that have done work for the Center or for Vestar Property Management. You are not required to use these contractors. This list is only provided for your convenience. This listing is not a recommendation or endorsement by Vestar Property Management.

Auto Club

AAA (Membership Required)

Telephone: 800-400-4222

Door Repairs

Vortex

1932 E. McFadden
Santa Ana, CA 92705

Telephone: 714-543-7737
Facsimile: 714-543-9538

Electrical and Lighting Repairs

AAA Companies
Valencia, CA 91355
Irvine, CA 92606

Contact: Kathy Cebulak
Telephone: 800-892-4784

Fire Monitoring

JMG Security
17150 Newhope St., Ste. 109
Fountain Valley, CA 92708

Contact: Greg Hanoian
Telephone: 866-459-0009
Facsimile: 714-545-0352

Fire Sprinkler Repairs

Orange County Fire Protection
137 W Bristol Lane
Orange, CA 92865

Telephone: 714-974-9025

Glass/Board Up

AAA Companies
Valencia, CA 91355
Irvine, CA 92606

Contact: Robert Nelson
Telephone: 800-892-4784

Grease Pumping

Baker Commodities
4020 Bandini Boulevard
Los Angeles, CA 90023

Contact: Tom Montgomery
Telephone: 800-427-0696
Cell: 323-492-7905

Grease Removal

Baker Commodities
4020 Bandini Boulevard
Los Angeles, CA 90023

Contact: Tom Montgomery
Telephone: 800-427-0696
Cell: 323-492-7905

HVAC Repairs

Pacific Rim Mechanical
1701 E. Edinger Ave, Suite F-4
Santa Ana, CA 92705

Contact: Jessica Broughton
Telephone: 858-974-6600
Facsimile: 858-974-6501

Air Control Systems
1940 South Grove Avenue
Ontario, CA 91761

Contact: Gennivieve Miller
Telephone: 909-786-4230
Facsimile: 949-786-4728

Internet Service T1 Line

AT & T

Contact: Fred Cooper
Telephone: 714-284-2662

Wireless Antenna System

Bullseyetelecom

Contact: Theodore Frederick
Telephone: 248-784-2692

Locksmith

Malco Services
3703 E. Melville Way
Anaheim, CA 92806

Contact: Charlie Sheaff
Telephone: 714-630-0194

Pest Control

Access Exterminator Services
1230 N. Jefferson #F
Anaheim, CA 92807

Contact: Bill McConnaughay
Telephone: 714-630-6310
Facsimile: 714-630-5295

Plumbing Repairs

Sal's Plumbing
16325 Piuma Avenue
Cerritos, CA 90703

Contact: Martin Vernola
Telephone: 562-402-5843

Roof Repairs

Nason Roofing
1061 North Kraemer Place – Unit K
Anaheim, CA 92806

Contact: Holly Pinedo
Telephone: 626-615-1904

Security Personnel

Allied Universal Protection Service
2411 Park Avenue
Tustin, CA 92782

Contact: Kevin Daly
Telephone: 949-576-1059
Contact: Delaune Cheney
Phone: 714-258-1414

Signs

Sign Advantage, Inc.
3857 birch St. Ste 486
Newport Beach, CA 92660

Contact: Connie O'Connor
Telephone: 949-553-2433
signconnie@aol.com

Telephone Lines

Bullseyetelecom

Contact: Theodore Frederick

Telephone: 248-784-2692

Trash Removal and Construction

Dumpster Rental

CR&R

Contact: Customer Service

31641 Ortega Highway

Telephone: 877-728-0446

San Juan Capistrano, CA 92780

The O'Keefe Group (TOG)

Contact: Michael J. O'Keefe

17 Bank Street

Telephone: 800-872-7488

P.O. Box 1240

mokeefe@theokeefegroupinc.com

Attleboro, MA 02703

Towing

Southside Towing

Telephone: 949-631-8698

Utilities:

AT&T

Bullseyetelecom

Contact: Theodore Frederick

Telephone: 248-784-2692

Southern California Edison

Telephone: 800-655-4555

The Gas Company

Telephone: 800-427-2000

Irvine Ranch Water District

Telephone: 949-453-5300

Other Local Service Providers:

City of Tustin

300 Centennial Way

Telephone: 714-573-3000

Tustin, CA 92780

Facsimile: 714-832-0825

Tustin Business License Clerk

Telephone: 714-573-3144

Tustin Chamber of Commerce

399 El Camino Real

Telephone: 714-544-5341

Tustin, CA 92780

Facsimile: 714-544-2083

Tustin Post Office

340 E. 1st Street

Telephone: 714-544-2258

Tustin, CA 92782

Facsimile: 714-544-6876

Animal Control

Telephone: 714-935-6848

Security/Emergencies

The Security Dispatch Center can be found adjacent to the Bluewater Grill by the valet drop-off area in the District Promenade.

EMERGENCY	911
DISTRICT AT TUSTIN LEGACY PUBLIC SAFETY	(714) 258-1414
TUSTIN POLICE DEPARTMENT NON-EMERGENCY LINE	(714) 573-3200
ORANGE COUNTY FIRE AUTHORITY	(714) 573-6000
MANAGEMENT OFFICE	(714) 259-9090

IN EMERGENCY SITUATIONS, CALL 911 FIRST.

DO NOT CALL DISTRICT AT TUSTIN LEGACY PUBLIC SAFETY FOR EMERGENCIES UNTIL AFTER PLACING A CALL TO 911.

PUBLIC SAFETY ASSISTANCE

- For the safety and protection of all customers and merchants, The District at Tustin Legacy contracts a full force of trained, unarmed public safety officers. These officers patrol all common areas of The District at Tustin Legacy including service areas and parking areas. These uniformed officers provide security coverage 24 hours a day, seven days a week by foot, bicycle and vehicle.
- Security is hired primarily for the prevention of crime, to provide a safe atmosphere and to assist Management in the enforcement of The District at Tustin Legacy rules and regulations. This includes protection of property and assistance to customers and merchants. In an emergency, they may be able to assist merchants with problems until police or fire department personnel arrive. However, it is important to note that each Merchant is responsible for the security of his or her own property and Premises. Security is not responsible for any activity inside the Leased Premises.
- **To contact Public Safety, call (714) 258-1414.** Please state your store name and message first: For example: "This is (store name). We have a (shoplifting, disturbance, suspicious person, etc.)." Please be concise and give them as much information as possible.
- The District at Tustin Legacy Security Officers authority is limited to that of any other private citizen in that they are limited to citizen's arrests. Therefore, keep in mind that should a crime occur, the person who sees the act must be the one to make the arrest. You must be willing to press charges and prosecute to the fullest extend of the law.
- ***Remember, if an emergency occurs, you should first call 911, and then Center Security for assistance.***

Security Policies and Procedures

INJURIES/ILLNESSES

When a customer or employee is injured or becomes ill at The District at Tustin Legacy, you should use the following procedures:

1. If the injury or illness is serious, call 911 immediately. If in doubt, or you are not sure, CALL 911. Be ready to provide detailed information to the dispatcher, including the person's age, sex, and specific problems of the victim.
2. Offer assistance or first aid to injured persons only to the extent that you have been trained.
3. Call The District at Tustin Legacy Security (714) 258-1414 and inform them of the situation. Make sure you tell them if you have called 911.
4. Never talk to anyone about the situation, except Police Officers, Fire Personnel, Security, Mall Management or your Store Management Personnel.

FIRE

- **SMALL AND READILY EXTINGUISHED**

If a small fire is discovered, extinguish immediately with a fire extinguisher, and then report the fire to Security.

- **UNCONTROLLED/NOT READILY EXTINGUISHED**

Notify the Orange County Fire Authority by calling 911. Provide them with the location of the fire by store name and store address and tell them the intensity of the fire. Remain calm while giving information and answering questions; then notify Security. Your store is equipped with a smoke evacuation system, tied into the air conditioning. This system is designed to ventilate smoke and keep the smoke at a level high enough above the floor where you are able to stay low and evacuate your store of customers and employees. When the Fire Department arrives on the scene, they will assume control of the situation and will advise you of the proper safety measures to be taken.

ARMED ROBBERY

- If an armed robbery is in progress, call 911 and report "a robbery in progress at (store name) located at The District at Tustin Legacy, Jamboree and Barranca, Tustin (also give location of store in the Center)".
- Once 911 dispatch has been notified, please call Security and inform them of the situation. Security will respond to the area of the call and attempt to obtain descriptions of subjects fleeing the area and possible vehicle descriptions. Security will use the closed circuit television system to attempt to video tape the suspects.
- When the robbery is over, call 911 and give the following information to the Police as to the identity of the suspect(s): height, weight, race, sex, age, hair, facial, clothing, direction of travel, time of robbery. After you have given this information to the Police, please call Security and inform them of the situation.

BURGLAR ALARM

- After hours, if a store's burglar alarm is set off, Security will call the list Emergency Contact Person on file and request that he/she return to the store. It is extremely important that the current Emergency Contract's home phone numbers be kept current with the Management Office.
- If the Police do not respond automatically to the alarm, the merchant may request that the Police are called by Security. Security will remain near the store until the Store Representative or Police arrive within a reasonable amount of time. In the event the store has been broken into, it will be the store's responsibility to make arrangements to safeguard the store overnight. Security must continue to inspect and patrol the entire center and cannot guard any one store.

LOST CHILDREN

- If a child is reported missing, **call 911 immediately** then notify Security. If there is any indication of a crime, let 911 know. Make sure you have the child's name, age, sex, clothing description and last known location. Have a parent or other responsible parties remain at the location to meet a Security Officer or Police Officer. If you find a lost child, immediately notify Security. Do not turn the child over to anyone the child does not recognize or does not want to go with. When in doubt, wait for Security to arrive. Though most children are located within minutes, missing children are considered a top priority of The District at Tustin Legacy personnel and the efforts of all Merchants are appreciated.

VEHICLE ACCIDENT

- If a vehicle accident in the parking lot is reported to you, immediately notify Security. An officer will be dispatched to the scene. If the accident is serious or if injuries are involved, **call 911 first**, then call Security.

VEHICLE LOCKOUTS (Keys locked in car) / JUMP STARTS/FLATS

- If a customer or employee is locked out of his/her vehicle, his/her vehicle has a flat tire or a vehicle jump start is required, contact Security. Security will contact AAA if the customer or employee is a member. If he/she is not a member, Security will contact a contracted towing company which will provide complimentary service. Security personnel do carry jump-start kits in the security vehicle and will provide jump-start services as a courtesy.

SECURITY ESCORTS TO CARS/BANKS

- Security will escort persons to their vehicles 24 hours a day upon request. They will **NOT** escort Merchants to banks or vehicles carrying bank deposits. In that event, a Security vehicle will stand by and Security will use the cameras and monitor you until you get to your vehicle.

USE OF FIRE ARMS

- The District at Tustin Legacy does not encourage Merchants to hire armed Security Officers for special in-store promotions. However, the final decision is up to the Merchant. It is our opinion that the presence of a Security Officer is more effective than the uneasiness caused customers by the presence of an Officer with a weapon. Please contact the Management Office at least 48 hours in advance if you intend to hire armed Security.

Emergency Preparedness Procedures

EVACUATION

- In the event that an evacuation is needed, please assist all customers and employees in exiting the store, and then secure your store. This should include turning off all electrical equipment and locking the doors as long as the situation allows for you to safely do so. Remember that the safety of your customers and employees is more important than any physical property. Once you are out of the building, be prepared to give an account of all customers and employees to Security personnel when asked to do so.

POWER FAILURE

- In case of power failure, calmly clear customers out of the store with a designated employee stationed at the entrance for security reasons. Close your doors/gates and stand by to receive information from Security or The District at Tustin Legacy Management. **DO NOT LIGHT CANDLES.** Instead, keep an emergency flashlight handy.
- In most instances, power failures last less than an hour. If a power failure should last longer than an hour or two, it is the Merchant's decision to send employees home and close for the day. Please do not inundate The District at Tustin Legacy Management or Security with phone calls. The lines need to be kept clear for emergencies.

BOMB THREAT

- Notify the Tustin Police Department immediately by calling 911; then contact The District at Tustin Legacy Security. Remain calm. Do not let customers know that there has been a bomb threat. If you answer a phone call from an individual who is phoning in the bomb threat, keep them on the phone as long as possible and take note of the caller's accent, age, sex and cultural background, background noises and specifics about the threat, i.e. when, where, and what kind of bomb caller is describing.
- If you find a suspicious package call the Police and Security immediately. Do not use electronic devices around the package and do not touch the package. Upon their arrival, the Police Department will handle the situation to conclusion. Only evacuate your store if so advised by the Police Department or Center Management.

EARTHQUAKE

- When an earthquake occurs, do your best to **KEEP CALM.** Do not run or panic, remain where you are and try to calm others. Follow basic earthquake procedures, such as getting

under a solid table or desk, stand in a doorway, or against a wall away from fixtures that could fall. Stay away from storefront windows and DO NOT run outside. Most likely, the safest place you can be is inside your store.

- Security Personnel will check The District at Tustin Legacy gas lines for leaks and should it be necessary, turn off gas valves. Restaurants and other food use Merchants should turn off gas valves inside their stores.
- In case of a quake of major proportion, there are procedures that Security, Maintenance, and Management employees will follow, including checking for potential hazards and injuries. It is strongly suggested that all stores maintain supplies such as a first aid kit, flashlight, blanket(s) and a supply of water.

AFTER THE EARTHQUAKE

- A. Use caution entering or leaving buildings or work area.
- B. Do not use lanterns, torches, lighted cigarettes or open flames, since gas leaks could be present.
- C. Stay away from fallen or damaged electrical wire.
- D. Do not use the telephone unless it is absolutely necessary for emergencies. Heavy use of the telephone will tie up the lines and prevent emergency calls from going out.
- E. If you are on a **SIDEWALK NEAR BUILDINGS**, duck into a doorway to protect yourself from falling bricks, glass, plaster, and other debris.
- F. If you are **DRIVING**, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over.
- G. If you are in a **CROWDED STORE OR OTHER PUBLIC PLACE**, do not rush for exits. Move away from display shelves containing objects that could fall.
- H. If you are in a **WHEELCHAIR**, stay in it. Move to cover, if possible lock your wheels, and protect your head with your arms.
- I. If you are in the **THEATER**, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over. Then leave in a calm, orderly manner.

AFTER AN EARTHQUAKE, BE PREPARED FOR AFTERSHOCKS, AND PLAN WHERE YOU WILL TAKE COVER WHEN THEY OCCUR.

TOXIC SPILL OR CHEMICAL ACCIDENT

- Should someone become aware of an overturned truck, train, or tanker, a broken fuel line or an accident in a nearby area, it may be necessary for the Merchants in the Center to conduct Emergency Procedures. If you can safely call 911, do so and then contact Security.
- The following procedures should be followed while awaiting further word from Security and the authority having jurisdiction:
 1. Close all windows and doors downwind of the accident.
 2. Discourage or do not allow employees or shoppers to exit on the downwind side of the chemical accident. You should shut down any ventilation equipment in your store if it is downwind of the chemical accident.
 3. Prepare to render first aid assistance as necessary.

4. Center Management and Security will advise you of any plans to evacuate.

EXPLOSION

If someone becomes aware of an explosion by direct observation or the shouts of others of the explosion, notify the Orange County Fire Authority immediately by calling 911. Then notify Security as soon as it is safe for you to do so from your location.

CIVIL UNREST

In the event of civil unrest or the potential for a civil disturbance, unless so directed by law enforcement personnel or Center Management/Security, the decision to close and/or evacuate your business is yours to make. However, we offer the following suggestions, which we hope will aid you in your planning and decision-making.

Please consider a few key points as you plan:

1. Consider sending employees home immediately if trouble starts so that they can get off the streets as early as possible. All employees should decide on a route or alternative routes home. Discuss the advisability of car-pooling.
2. Lock office doors, leave lights on, and remove sources of fuel and flammables. If appropriate, move vehicles out of sight.
3. Move exterior potted plants and trash cans inside (out of sight) so that they cannot be used to break windows.
4. Back up your computer data and take it offsite if possible.
5. Have flashlights, batteries, and battery operate radios in the office. Be sure your fire extinguisher is in working order.
6. Be sure a first aid kit is available and fully stocked.
7. Remove any keys that may be kept onsite.
8. Keep your car's gas tank half full.

General Emergency Preparedness

1. If you evacuate your store, make sure your answering service knows how to reach you. Set up a “phone tree” so everyone in your store is part of the communication network.
2. Service stations will be required to close in order to remove access to gas for rioters. Plan to keep your cars’ gas tanks at least half full at all times.
3. Have a disaster preparedness plan. What should you preserve offsite so you can continue business in the event your building is damaged? Wherever possible, move things offsite in advance, or make copies of records and store them offsite temporarily. You should pay special attention to computer hardware and software...and then backup data.
4. Keep a first-aid kit on-site and learn how to use it.
5. Evaluate your communications system. If you phone lines are cut or you lose AC power. Keep a phone available that does not require electrical power. Portable cellular phones could be very valuable. Private channel radios can also function with battery backup.
6. Consider purchasing extra plywood for emergency board-up purposes (it may be difficult to immediately obtain the services of a board-up company).
7. Think of emergency lighting inside buildings in case AC power is lost. If you are already on a battery-powered emergency system, check your batteries regularly.
8. Think about food and water for persons who may agree to stay behind to protect your facility but find themselves trapped by unsafe streets. Establish mutual aid telephone numbers with your co-tenants.
9. Consider removing merchandise from public view during after hours and limit the cash on hand.
10. Consider giving employees who work late or odd hours a letter of identification to be kept in their vehicles at all times. This should state the employees place and hours of business and could be used for identification purposes of stopped by a police officer while traveling to or from work during a curfew.

Shoplifters

If you wish to prosecute a shoplifter, call the Police Department and Security. Please remember that only the person witnessing a misdemeanor can make an arrest. It is important to note that the shoplifting suspect(s) must be kept under continuous surveillance, from the time they are observed concealing the merchandise on their person, until they exit the store. Therefore, you or your personnel will be required to make a citizen's arrest. While neither the Police nor Security can make the arrest for you, you may contact Security for assistance. They will remain with you to help calm the situation and look out for the safety of yourself, your customers and employees.

Shoplifting

Merchants are responsible for the security within their leased premises. The most common security problem within your store will be shoplifting and with that in mind we provide a few tips on what to do if you suspect someone is shoplifting in your store:

1. You must first decide whether:
 - a. You merely wish to recover the stolen goods and warn the shoplifter not to return to your store or:
 - b. Charge the person with shoplifting.
2. Watch the suspected shoplifter until they leave the store with the stolen article.
3. Approach the suspect outside of your store, tell the person you want him/her to accompany you back to your store and advise the person of the reason you are detaining him/her (i.e. "on suspicion of shoplifting").
4. If you decide to press charges you must call the police and detain the suspect until their arrival.
5. If you have recovered the stolen goods and do not wish to press criminal charges, you may warn the shoplifter not to return to your store again. Call the parents and police if it's a young offender, and document the person's name, address, etc.
6. Always report all incidents to The District at Tustin Legacy Security Personnel.

Five Steps in Laying a Shoplifting Charge:

The only way to ensure a shoplifting charge is enforceable is to ensure the following five criteria are met:

1. You must see the item taken.
2. You must see the suspect attempt to conceal it.
3. You must see the suspect make no attempt to pay for the item.
4. You must see the suspect leave the store.
5. You must have continuity – YOU MUST NOT LOSE SIGHT OF THE SUSPECT THROUGHOUT THE PROCESS OF THE THEFT.

You are responsible for any action in your store. Refer to the following “Shopkeepers Rights to Refuse Services” and call Police. If you choose to press charges, The District at Tustin Legacy Security may assist you; however they can not undertake an arrest on your behalf.

The Shopkeeper’s Right to Refuse

The courts recognize the fact that the Storeowner does not have the right to physically bring customers into his place of business. When you open for business there is the implied invitation to “come in and shop in my store”. Equally in the eyes of the law the Customer does not have the “right” to be served. It is a non-spoken agreement between Merchant and Buyer. Provided none of the provisions of the Bill of Rights are contravened, the Merchant has the right to refuse service. The Merchant may exercise their right for many reasons, the more acceptable of which is “Because I do not want your business”. The only time you may want to use this is when you have experienced trouble due to “missing” goods, which you have good reason to believe have been stolen or bad checks. You must tell the person in words such as “I don’t want your business, I want you to leave my store” (at this point the customer becomes unwanted). If the person then refuses to leave and/or begins to cause a disturbance, call the Police at **(714) 573-3200**. Give them your address and telephone number and request for an Officer to attend “**to keep the peace.**”

If the person leaves before the Police arrive, all is well. There is now no need for the Police to attend, therefore cancel the call. If the trespasser still remains, explain the situation to the attending Officer, who will explain the citizen’s rights to him and to you.

At this point the Police can only act if there is a breach of the peace. They will not act as bouncers. The Owner, or his agent, must take the person by the arm and attempt to lead him from the Premises. If there is any refusal either passively or aggressively, then the criminal charge of Assault by Trespassing has taken place. Since the police witnessed it, it is an arrestable offense.

There will be limitless variations of these circumstances; however the essential ingredients must be met:

1. The person must be told that he/she is not welcome as a customer.
2. He/she must be told to leave.
3. Should he/she refuse to go, call the Police
4. Once the Police arrive they will provide direction as to the next step to take.
5. Any refusal to leave the Premises at this point is an arrestable offense by the attending Police Officer.

ANY DEVIATION FROM THE ABOVE PROCEDURE MAY COMPLICATE OR INVALIDATE THE CHARGE OR MAY RESULT IN CIVIL PROCEEDINGS AGAINST THE SHOPKEEPER.

Code of Conduct

The District at Tustin Legacy is private property. Vestar Property Management hires a private security firm to provide security patrols throughout the Center and parking lots. Vestar Property Management has developed a Code of Conduct for the Shopping Center. The Code of Conduct extends to all visitors of the Property including, but not limited to; customers, employees, passers-by, and vendors (including delivery personnel). The following activities are not allowed at the District at Tustin Legacy:

1. Using physical force, obscene language, obscene gestures, or racial, religious, or ethnic slurs, which are likely to create a disturbance or impinge on the hearing or peace of other patrons of the center or other disorderly conduct, loitering or disturbing the peace.
2. Physically or verbally threatening any person, fighting, annoying others through noisy or boisterous activities or by unnecessary staring, by following another person through the Center or by using sexually explicit language or conduct or in any other way creating a disturbance which interferes, disrupts or endangers the center's patrons or its commercial function.
3. Running, skating, skateboarding, bicycling, obstructing or interfering with the free flow of pedestrian traffic or with other patrons' view of windows and other tenants displays, or assembling for the purpose of disturbing the peace or committing any unlawful act.
4. Creating litter, or throwing, discarding or depositing any paper, glass or other matter of any kind on the property, except in designated trash receptacles.
5. Defacing, damaging or destroying any real or personal property constituting part of or located in or on, the Center and belonging to the Center, its patrons, or its tenants, including writing, spraying, scratching or otherwise affixing graffiti on such property.
6. Yelling, screaming, singing, playing of musical instruments, radios or tape players, or otherwise communicating in a manner which creates noise of sufficient volume to impinge on the hearing peace of the general public.
7. Engaging in non-commercial expressive activity without the prior written permission of the management of the Center and in accordance with the Center's rules for such activity.
8. Soliciting money or other contributions or donations, or distributing commercial advertising or promotional material of any kind, or offering samples of items which are sold, available for sale, or available in exchange for a donation or contributions, except with the prior written permission of the management of the center.
9. Failing to be fully clothed or wearing apparel, or gesturing in a manner which is likely to provoke a disturbance or embroil other groups or the general public in open conflict.
10. Sitting on floors, planters, handrails, stairs, escalators or trash receptacles and other areas not specifically designed for seating.
11. Possessing any open can, bottle or other receptacle containing any alcoholic beverage, except in the areas specifically designated for the consumption of alcohol.
12. Loitering, delaying, lingering or remaining idle about the property without any useful business for being present.
13. Engaging in any unlawful activity or behavior, or the commission of any misdemeanor or felony in the Center.

Violators of this Code of Conduct will be asked to leave the property. If he/she fails or refuses to leave the property he/she will be arrested and prosecuted for Criminal Trespass.

MARKETING, SPONSORSHIP, SPECIAL EVENTS

Shannon Campbell oversees all marketing, sponsorship and special events for Vestar for The District. Since the Grand Opening of The District at Tustin Legacy, the marketing has evolved from a teaser campaign hinting at the various shopping, dining and entertainment choices that The District would eventually offer, to a branding campaign featuring messaging establishing the center as the newest and best Orange County shopping, dining and entertainment destination.

Our campaign includes print, direct mail, web, and social networking, as well as many cross-promotions within the center and with local area businesses and national brands which provide added value to our budget. Partnerships have included Bank of America, Tustin Auto Center, Los Angeles Angels, Anaheim Ducks, K1 Speed, Honda Center, PAC Amp, Live Nation , 1-800-4-MY-TAXI, Hoag, and OC Fair.

SEASONAL DIRECT MAIL

Direct mail pieces are distributed periodically to area residents, specifically for either summer or fall, and holiday. Direct Mail has typically featured special offers and advertisements from participating stores and restaurants, as well as special event and promotional messages, or the Direct Mail may be in the form of a postcard with reference to a link to special offers which can then be downloaded online.

In addition to the seasonal direct mail mentioned above, special targeted marketing pieces may be distributed as well, based on need.

WEBSITE/INTERNET

The official The District at Tustin Legacy website is www.thedistricttl.com. The site contains rotating banner ads promoting stores and marketing partners, store openings, special promotions, seasonal and ongoing events, promotions, and a full store directory with phone numbers and a map. Opportunities are available in the form of home page web banner ads and web specials.

WEB BANNERS

Specs: 728 pixels wide x 90 pixels high

WEB SPECIALS

Specs: 200 pixels wide x 309 pixels high

THE DISTRICT E-BLASTS

E-blasts are sent to our subscriber database on a regular basis. E-blast content includes upcoming District events, grand opening announcements, store or restaurant specials, marketing partner messages, featured store messages and other special promotions.

Featured store messages incorporate a participating store's artwork into our creative frame, or we develop the blast with copy, with images and links supplied by you.

TWITTER/FACEBOOK

The District is set up on Twitter and Facebook and we use both medians as a means to instantly communicate to a multitude of consumers virally.

If you do not currently have a Facebook, the marketing department can answer questions for you and can refer you to a variety of vendors that can help you establish your initial page and/or fan page and maintain the site if necessary.

MUZAK

Muzak messages play in all pedestrian and parking areas throughout The District. Tenants may provide text to be produced and played on a monthly basis. This is a creative opportunity to speak directly to customers visiting the center. Placement is based on availability and The District reserves the right of final advertisement approval. Messages should be no more than 15 seconds in length. Please find below some examples of both past and current messages:

- **KINECTA FEDERAL CREDIT UNION EXAMPLE:**
KINECTA Federal Credit Union is one of the nation's largest and most financially secure credit unions. Our focus is to please our members with convenience, great service, and innovative products at competitive rates. Visit the KINECTA member service center located in the District, close to Target. Or, visit our website at [www. KINECTA.org](http://www.KINECTA.org)!
- **PEI WEI ASIAN DINER EXAMPLE:**
Looking for something outside of your daily routine? Stop by PEI WEI Asian Diner, located next to the Verizon Wireless store. PEI WEI is now offering Wine & Dine Weekends. Get your choice of 2 entrees & 2 glasses of wine or bottled beer for ONLY \$22. Available for a limited time only from 4 pm Friday to Close on Sunday. PEI WEI - East of Usual.
- **LEGACY CLEANERS EXAMPLE:**
Is your wardrobe ready for fall? Bring your unwashed, wrinkled clothes out of the closet and into Legacy Cleaners, and receive 20% off all dry cleaning! We guarantee you'll be happy!
- **JUICE IT UP EXAMPLE:**
Cool yourself off with a smoothie! Juice it up offers "happy hour" at the District. A dollar off any 24 or 32 ounce smoothie Monday thru Friday 5 pm to 7 pm. Live life juiced! With a smoothie from Juice it up! Located next to Target facing Park Avenue.

ON SITE ADVERTISING OPPORTUNITIES:

BACKLIT SIGNS & SUPER GRAPHICS

Backlit signs are located throughout the center, both ground level and wall mounted. These signs are visible 365 days a year. The ground level signs are three sided and one side contains a map of the center used as a directional tool for the hundreds of thousands of consumers that visit the center each month. The other two panels are available for advertisement.

Super Graphic panels are located throughout the interior and interior of the center. These panels serve as many billboards and not only reach the consumers visiting the center, but also the hundreds of thousands of commuters along Jamboree Road, Barranca Parkway and the all new Tustin Ranch Road.

Both backlit signs and super graphics are strategically located at high-traffic points in and around the center. A map of all backlit and super graphic panel locations is included in this packet.

Artwork and printing for both backlit signs and super graphics must be provided by merchant. Suggested vendors for backlit signs can be recommended but all Super Graphics must be printed by Prismaflex as the Super Graphic panel hardware is patented.

For pricing and availability please contact Shannon Campbell directly.

VIDEO WALL ADVERTISING

15 – 30 second commercial spots and static spots are available on both District Video Walls. These large format walls provide a unique opportunity to reach consumers in the buying mode. Commercials run between music videos, action sports clips and movie trailers meant to bring an entertainment element to The District creating adding ambiance in an intimate setting. Artwork must be created and produced by each merchant or merchant's agency.

For pricing and availability please contact Shannon Campbell directly.

WALL MOUNTED POSTERS

Wall mounted poster frames line the Public Restroom Hallway and are available for merchant messages. Space is based on availability.

Poster frames are 28" x 40" with a viewable area of 27 1/4" x 39 1/4" and must be printed on styrene (sturdier than paper). Artwork must be developed and printed by each merchant or merchant's agency. For availability, please contact Shannon Campbell directly.

SHOVEL BANNERS ALONG DISTRICT DRIVE

There are six shovel banners that line District Drive available for advertising merchants within The District Promenade only.

For availability and vendor information, please contact Shannon Campbell directly.

EVENTS

We hold a variety of events throughout the year and encourage you to participate for added exposure and increased traffic and sales. Although events are held primarily in The District Promenade, we do hold events permitted by the City and that do not impact our parking in the outer parameter of the center. Examples of such events would be the Deal or No Deal auditions which attracted over 1100 people, an E-waste collection event at which we collected over 15,000 pounds of E-waste, and Target's National Night out event which attracted more than 1100 people.

Whether it's live music, a special appearance, model search, fashion show or a seasonal event, we encourage our merchants to participate by offering a special tied to the event, season or theme, conduct sampling at the event, provide a branded tent, have appearances by your store or restaurant mascot, or hand out promotional items in order to introduce your store or restaurant to those in attendance.

You will always be notified in advance of an event so that you have an opportunity to get involved.

For Marketing, LRA, Event and Sponsorship information and opportunities:

Shannon Campbell
The District at Tustin Legacy
Regional Marketing Director/Strategic Sponsorship
2437 Park Avenue
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