

THE  
GATEWAY

# TENANT HANDBOOK AND REFERENCE GUIDE

This handbook has been produced for tenants of The Gateway. It should serve as an easy reference for general rules governing the operation of your business here, and is considered part of your lease.

Please read this document carefully and ask your employees to do the same. A thorough knowledge of the points covered will eliminate confusion and assist in avoiding any misunderstandings. Future additions and revisions will be published in this book and redistributed to tenants.

In the event that a situation arises that is not covered in this handbook, or if you have any questions, please contact the Management Office during regular business hours. We'll be happy to assist you in answering your questions or in finding solutions to potential problems.

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# OPERATIONAL GUIDELINES

**MANAGEMENT** \_\_\_\_\_ **801-456-0000**

**SECURITY** \_\_\_\_\_ **801-456-0040**

**PARKING** \_\_\_\_\_ **801-456-7275**

**TIME-SENSITIVE EMERGENCIES** \_\_\_\_\_ **911**

**NON-EMERGENCY POLICE** \_\_\_\_\_ **801-799-3000**

**POISON CONTROL CENTER** \_\_\_\_\_ **801-581-2151**

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## 01\_ GENERAL INFORMATION

The Gateway Management Office is located at 475 W. 100 S. Office hours are Monday through Friday from 8:30 am to 5:30 pm. Should you have any questions outside of these hours, please call 801-456-0000.

## 02\_ GENERAL HOURS

Please refer to your lease for your specific minimum business hours. Contact Property Management with any questions.

Your business is required to operate during the hours listed in your lease. Any deviation must be communicated in writing at least one (1) week in advance to avoid conflict with maintenance or security schedules.

If, for any reason, it is necessary to close your store during normal business hours, the Security Office must be notified prior to closing. Inventory shall only be taken before or after regular store business hours and you must notify the Management Office at least 48 hours in advance.

### 03\_ STOREFRONTS, SIGNS, AND DISPLAY WINDOWS

No signs or advertising collateral of any nature may be taped on the surface of the Tenant's storefront display windows or doors.

The interior and exterior of the Tenant's storefront, including glass, doors, signs, base molding, and any other surface of the storefront, will be kept clean at all times.

Additional signs or advertising larger than 11x17" may be displayed within the storefront only if approved in writing by The Gateway Management.

**At no time will hand-lettered, non-professional signs or advertisements be displayed within (or attached to) the storefront.**

Merchandise, signage, or displays placed forward of the store entrance line at any time must have prior written consent of The Gateway Management Office. Tenants may have one approved sign or display adjacent to storefront, ensuring it is not blocking foot traffic. (The store entrance line is defined as your door frame.)

No tables or other obstructions are to be placed at storefront entrances or beyond the store closure line without prior written consent of The Gateway Management.

Decals or other signage indicating product lines or credit card acceptability shall not be permitted on storefront windows.

Tenant display windows will be professionally merchandised. Trimming of windows should be completed during non-operational hours.

The Gateway Management requires that no strobes or flashing lights be placed in storefront display windows. Video monitors may be used if approved by Management. Any illuminated or mechanical signage or displays within view of the public must have the prior written consent of The Gateway Management.

Tenant will, at its sole cost and expense, maintain, repair, and replace any broken, damaged, cracked, or vandalized materials of signs or display windows within a reasonable period of time. Work must be completed no later than seven (7) days after notification by The Gateway Management.

### 04\_ STORE INTERIORS

Tenant will maintain the Premises, at its sole cost and expense, in a clean, orderly, and sanitary condition and free of insects and vermin.

The use of helium balloons as a promotional aid is permitted only with the prior written consent of The Gateway Management and will be permitted for a limited time only.

Tenants shall not maintain within the premises any vending machines or video games of any nature except those permitted by the Tenant's lease.

Pertaining to the Tenant's initial or future construction or installations with the Premises and the Tenant's use and occupancy of the Premises, Tenant will, at its sole cost and expense, comply with all laws and ordinances, applicable rules, regulations, and requirements. These requirements are set forth by the city, county, municipal, state, federal, and other governmental authorities now in force or which may be hereafter.

Tenants will comply with all recommendations of any public or private agency, including The Gateway Management and Security personnel, having authority over insurance rates, with respect to the use or occupancy of the Premises by Tenant.

Tenant will, at its sole cost, install and maintain fire extinguishing and smoke detecting apparatus as required by local regulations or the insurance underwriters. Tenants agree to inspect such equipment monthly and have all fire extinguishers professionally tested annually. Tenants shall not place any items in front of fire extinguishers and smoke detectors that would otherwise impede or block access.

Management also reserves the right to inspect the premises without prior notification.

Any damage to storefront and interior will be the sole responsibility of the Tenant and will be repaired within a reasonable time, but not later than seven (7) days after notification.

## 05\_ MAIL SERVICE

Mailboxes are located directly west of the 100 South, South Garage entrance. Go south through the double glass doors, pass through the steel doors, turn left and put in the key code 4, 2, 5, Enter.

There is no door-to-door delivery of mail. Mail will be delivered to this central location and will not be delivered to individual locations. Tenants are solely responsible for the collection of their own mail.

If, at any time during the term of your lease or time at The Gateway, you happen to lose your mailbox key, please contact the Gateway Management Office during regular business hours.

## 06\_ TRASH REMOVAL

Trash should not be visible during business hours. Do not use receptacles in the common areas within The Gateway. Dispose of trash only in designated compactor locations. Trash must remain in the store until it is ready to be disposed of in the compactor. Tenant is responsible to run compactor after depositing their trash. Tenant needs to notify Security if compactor needs attention. Trash shall not be left outside of the trash compactor at any time.

Tenant trash may not be placed outside the Tenant's premises at any time. The common areas and passes are to be kept clear of all materials at all times. The Salt Lake City Fire Department has costly fines and patrols the center regularly. All fines are the responsibility of the Tenant.

NOTE: Direct questions or problems regarding the operation of the trash compactors should go to The Gateway Security Office at 801-456-0040. Tenants will be charged \$50 per hour for maintenance and housekeeping staff time and materials used in cleaning trash compactors and service units caused by tenant's employees.

SEE APPENDIX A-1 FOR TRASH REMOVAL DIAGRAM.

## 07\_ MERCHANT DELIVERIES

Deliveries of any kind must be made to the rear door, if applicable, of the Tenant's space.

Service areas are to be used only for the active loading and unloading of merchandise or other materials. Service areas are not to be used for parking. Violators will be subject to towing at vehicle owner's expense.

Deliveries requiring access through any plaza area must use a dolly with rubber tires to avoid damage to the hardscape. Steel-wheeled dollies are never permitted.

It is the responsibility of the local manager to inform all delivery drivers of the proper procedures.

## 08\_ EMERGENCY PHONE LISTING

The Gateway requires a listing for both the business manager and the assistant manager, including cell phone numbers and email addresses. This list will be used for general communications and emergencies only and will not be released to any outsider. The Gateway Security will visit each business quarterly to request updates to the management and employee lists.

## 09\_ MARKETING

The Marketing Department at The Gateway administers the marketing budget for the property. The department's responsibilities include public relations, community relations, traditional and digital advertising, market research, the center's website, social media efforts, special events, tenant relations, and sales promotions. Oftentimes, your store will be contacted for participation in important programs designed to increase your sales. Marketing activity is year-round.

The Gateway's advertising buy comprises a strategic use of digital, traditional, out-of-home, radio, and social media advertising. Special events and sales promotions are conducted to maximize traffic, sales, and buyer conversion. Community partnerships are extensive and may at times include store solicitation of merchandise for silent auctions of area non-profit organizations (though we try to streamline these requests to two or three times a year). Public relations are constant and managed through the marketing department. The expertise in the department is considerable and we look forward to doing everything we can to make your business a success.

For more details or for a more comprehensive outline of the property's marketing strategy, event calendar, and other marketing opportunities, please visit the tenant services portal and review the marketing tab.

NOTE: If, at any time you wish to use The Gateway Logo, you must receive prior approval from the Marketing Department.

## 10\_ MEDIA INQUIRIES

All media inquiries are to be directed to The Gateway Marketing Department. If contacted by the media, it is the policy of The Gateway that tenants inform the Management Office immediately.

## 11\_ EMPLOYMENT AND HIRING EFFORTS

For ongoing hiring efforts at The Gateway, remember all of the resources you have at your fingertips. Most of them are at no charge. Our website, [atthegateway.com](http://atthegateway.com), also features a Job Opportunities section. If you have open positions, please reach out to the Marketing Department.

## 12\_ EMPLOYEE CONDUCT

Employees shall conduct themselves in a professional, business-like manner at all times while on the premises of The Gateway. Tenants shall not be permitted nor shall they permit solicitations, demonstrations, vending, or distribution of handbills or any other matter to customers within the common areas of The Gateway, nor will Tenants place or cause to be placed any materials on or in automobiles within the parking areas of The Gateway. Employees are also required to follow the center's Code of Conduct while working or visiting The Gateway.

## 13\_ CUSTOMER PARKING

**Tenants may not park in customer-designated parking spots.** Customers of The Gateway should enjoy the best parking spaces available to ensure convenience and accessibility while they shop, dine, or visit. Spaces that are employee-occupied for long periods of time contribute to the direct loss of revenue. See the next section for more information on parking.

## 14\_ EMPLOYEE PARKING

Employee parking is designated as those spaces located on the outskirts of the parking area. Employee parking will be enforced by The Gateway Security and Standard Parking. Your cooperation and consideration in this matter is expected and appreciated. Employees who do not follow the guidelines established by The Gateway can be ticketed and/or have their vehicles towed at owner's expense. If there are any changes to the designated employee parking location, Mall Management will notify each Tenant accordingly. Parking for Tenants and employees is at the bottom of the south parking garage or in the 500 West parking lot, unless otherwise stated in the lease agreement.

To ensure safety, please always exercise caution, drive safely in the parking garages, and obey the posted signs for direction and speed.

SEE APPENDIX A-2 FOR EMPLOYEE PARKING DIAGRAM.

## 15\_ LOST AND FOUND

All items found on the premises will be taken directly to The Gateway Security Office. Security will then hold onto items, excluding money, credit cards, and other sensitive items. These items will be delivered to The Gateway Management Office and held there. If sensitive items are delivered to Security after hours, Security will hold onto the items and deliver them to the Management Office on the following business day.



# SECURITY PROCEDURES



## 01\_ THE GATEWAY SECURITY STAFF RESPONSIBILITIES

The Gateway Security Department's responsibilities are:

- A. To patrol all common areas, enforce center regulations, visible presence, and keep a constant watch for persons committing or preparing to commit a crime.
- B. To assist all customers and visitors at The Gateway with directions and information.
- C. To administer minor first aid. Incidents requiring emergency medical aid will be handled by the Salt Lake City Fire Department and/or Gold Cross (911).
- D. To conduct evening checks of all front doors. Security will follow instructions received from business managers based on information.
- E. To report all occurrences of maintenance operational failures, hazards, or vandalism.
- F. To provide escorts to employees and customers upon request.

Security Officers responding to calls regarding shoplifters inside a business will respond to the space and have their dispatch inform SLCPD (The Salt Lake City Police Department) of the scenario. The Gateway Security Officer will remain in the premises as an observer and keep the peace until the police arrive, leaving the investigation to the police officers and business personnel. If a Salt Lake City Police Officer is onsite, the Officer will respond with Security to investigate the situation. If the theft requires that the suspect needs to be moved from the premises, an employee will have to accompany the Security Officer to The Gateway Security Office, where Security will take custody of the suspect until SLCPD responds.

Items lost or left in your business should be delivered to The Gateway Security or Management Office. In the event the Management Office is closed, lost or left items should be delivered to Security for safe keeping.

AEDs (Automatic External Defibrillators) are available onsite. Due to training restrictions, they must be kept in specific areas and administered by AED-trained personnel. Please contact the Security Office if you are in need of assistance.

## 02\_ LOCATION

The Gateway Security Office is on duty 24 hours a day, 7 days a week, and 365 days of the year. The Security Office is located at 117 S. 500 W. on the lower level. Security can be reached at all times by calling 801-456-0040.

## 03\_ TENANT RESPONSIBILITIES

Tenants are responsible for their own interior security, including shoplifting. The Gateway Security is provided to maintain peace and order in the common areas of the center. The Tenant agrees that it will not keep anything in, upon, or about the premises that will violate the Landlord's policies. This insures against loss or damage by fire or other hazards and will assist in insuring that the rate of fire or other insurance will not be increased beyond the minimum rate that would be applicable to the premises for the use or the purposes permitted under the lease. Security within your premises is the responsibility of each Tenant. The Gateway Security personnel will assist in emergencies involving potential bodily injury, damage, etc. Problems arising within your business that require security assistance should be handled by calling The Gateway Security. An onsite Security Officer will respond.

## 04\_ EMERGENCY PROCEDURES

If you need the Police Department, Fire Department, or paramedic assistance, call 911 immediately.

If you need assistance from The Gateway Security Office, use the following procedure:

**Call 801-456-0040 for assistance.** Unless you would not like to disclose to customers or suspicious persons that you are contacting Security, you can use the **Code IONA** (I Only Need Assistance). This can be used in a sentence, but must include your business name, i.e. "Hi, this is [*your name*] over at [*business name*]. Can you see if we received a package for IONA?" Security will then dispatch an Officer to your premises. If you need Security assistance in another way, follow the steps below.

1. Give the following information to Security:
  - Your name**
  - Business name and phone number**
  - Type of incident**
  - Brief explanation**
2. When explaining the problem, be sure to determine the urgency of the situation and inform the Officer (i.e., "This is an emergency"), or request an Officer come to your business at his or her convenience.
3. The center staff monitors the weather conditions throughout the day. For information on severe weather procedures, please refer to the Emergency Response Plan.

## 05\_ BOMB THREATS

Unfortunately, bomb threat pranks have become increasingly common. The seriousness of an actual bomb threat may not be recognized due to the numerous pranks made by people who joke with our safety and security. If you are aware of anyone who has made a bomb threat, report him or her to the police. Because of the possibility of a prank, we ask that bomb threats be handled in a "low-key" manner until authorities determine that a substantial threat exists.

A bomb threat is generally defined as a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, or injuries—whether or not such a device actually exists. Typically delivered by telephone, or other means, the great majority of such threats are sociopathic behavior intended to cause disruption, for revenge, or as practical jokes. Bomb threats received by telephone or mail should be immediately reported to The Gateway Management Office and the Security Office. Every effort should be made not to alarm customers or employees unnecessarily. The Security Office and the Salt Lake City Fire Department will issue instructions for the proper procedure to follow.

In the event your business receives a bomb threat by telephone, remain calm and make every effort to obtain as much information from the call as possible, such as:

1. **Exact location of the bomb**
2. **Time set for detonation**
3. **Description of explosive or container**
4. **Type of explosive**
5. **Reason for call or threat**

The person receiving the call should also note such details as:

1. **Date and time of call**
2. **Exact language used**
3. **Peculiar or identifiable accent**
4. **Estimated age of caller**
5. **Background noise: vehicles, conversation, music, etc.**

Every effort shall be made to keep the caller on the telephone as long as possible to obtain maximum information.

## IF THE GATEWAY NOTIFIES YOU OF A BOMB THREAT:

- Follow the instructions of the police, The Gateway staff, and your company's policies.
- Depending on the circumstances, a detailed search of the premises may be requested. Because you and your staff know your business better than the police, you may be asked to assist.
- If any suspicious items are found, do not touch them. Notify the police and Security.
- Be ready to evacuate if necessary.

## 06\_ ACCIDENTS, INJURIES, AND ILLNESSES

Incidents occurring within the premises should be handled in accordance with the procedures established by the business. Incidents occurring within the common areas (including The Gateway service areas and parking areas) should be reported to the Security Office immediately. Appropriate action will be taken. As a rule, do not attempt to move an injured person.

## 07\_ LOST PERSONS

In case a person is reported to you as being lost, notify the Security Office immediately at 801-456-0040.

## 8\_ ROOF HATCH ACCESS

If at any time, a contractor for your business needs access to the roof, please have the contractor follow these procedures:

- A. Person(s) needing access must first inform The Gateway Security of desired date of access, as well as any other information required by Management. Certificate of Insurance must be turned in before Security will provide access.
- B. Once all work is finished, the contractor/technician must contact Security to inform them.
- C. Security will then confirm the work is finished and will ensure the roof hatch is secured.

# MAINTENANCE PROCEDURES

## 01\_ TENANT MAINTENANCE AND REPAIRS

Each Tenant, at its company's expense, must repair and maintain every part of its premises. This includes storefronts, utility meter, pipes and conduits, plumbing fixtures, lighting fixtures, light bulbs, interior air duct system, and HVAC systems, including quarterly filter changes, storefront signs, locks, window frames, doors, floor coverings, and any other fixtures or items within the premises unless otherwise stated in the lease agreement.

Should the center's electrical, air conditioning, or fire protection staff be called in to troubleshoot a problem, the Tenant must sign a work order to pay for labor and expenses if the repair or non-functioning item(s) are the Tenant's responsibility.

NOTE: Unless otherwise specified, Tenants will be charged for maintenance-staff time and materials used in correcting or attempting to correct a problem that is the Tenant's responsibility. Current rates are \$50.00 per hour or any fraction thereof.

## 02\_ THE GATEWAY EQUIPMENT

Due to insurance restrictions, only The Gateway maintenance staff is permitted to use center maintenance equipment to cover any work at the center. Equipment will not be lent out to Tenants at any time.

## 03\_ USE AND CARE OF PREMISES

The Tenant will conduct its business on the premises in a dignified manner and in accordance with high standards of operation.

The Tenant shall not use, nor permit the premises to be used, for any purpose other than as specified within the Tenant's lease. Also, the Tenant shall not use nor permit the premises to be used in any way that will injure the reputation of The Gateway. Nor shall the Tenant permit the premises to be occupied in whole or in part by any other person, except as permitted under the Tenant's lease.

## 04\_ FIRE PROTECTION AND PRECAUTIONS

Fire protection and precautions are a joint responsibility of Tenant and Landlord. General rules regarding fire protection and some of the precautions to follow are:

- A. Tenants will install and maintain any fire extinguishers, apparatus and signs required by Local, State, and Federal regulations and/or the requirements of insurance underwriter.
- B. Each Tenant must have at least one fire extinguisher that is accessible, and on the premises at all times. It is to be tested and recharged annually.
- C. Sprinkler systems and alarms are required by The Gateway to be inspected annually. The Gateway Management has Delta Fire as the approved company to be contacted to perform this inspection. They can be contacted at 385-242-9671. Please forward a copy of the test results to the Management Office.
- D. Tenants will comply with all recommendations of any public or private agency having authorities over insurance rates with respect to the use or occupancy of the premises.
- E. Building displays and stocking of merchandise will be done in a manner that will allow at least 18" of clearance from the sprinkler heads, 3' from all electrical panels, and nothing stacked on top of the electrical transformer within the premises according to Fire Codes.
- F. Housekeeping will be performed in such a way as to promote maximum fire protection.
- G. Many doors are controlled electronically and may not be blocked or held open.

### General rules to follow in case of fire or smoke:

- 1. Call 911.
- 2. Call Security at 801-456-0040.
- 3. Taking the proper safety precautions, utilize all available fire-fighting equipment to extinguish the blaze.
- 4. Direct all customers to immediately leave the premises.
- 5. Close doors before leaving, if possible, to prevent smoke or fire from spreading into the center.

## 05\_ SOUNDS AND ODORS

Sounds and/or odors shall not emanate from the Tenant's premises at any time.

## 06\_ MOLD REMEDIATION

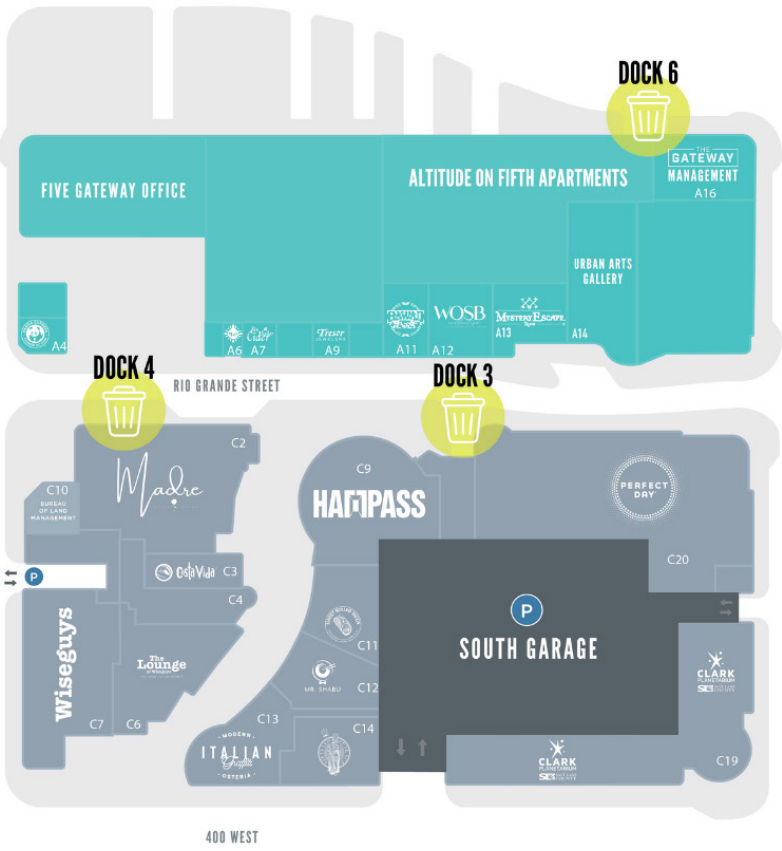
Tenants must take immediate action to remove mold as soon as it is identified within the Tenant's premises and notify Management and Operations of mold issues immediately for inspection.

## 07\_ PEST CONTROL

Tenants must take immediate action to remove any infestation as soon as it is identified within the Tenant's premises. It is the Tenant's responsibility to perform pest control maintenance within its premises. The Gateway's Management will contract for pest control in the common area.

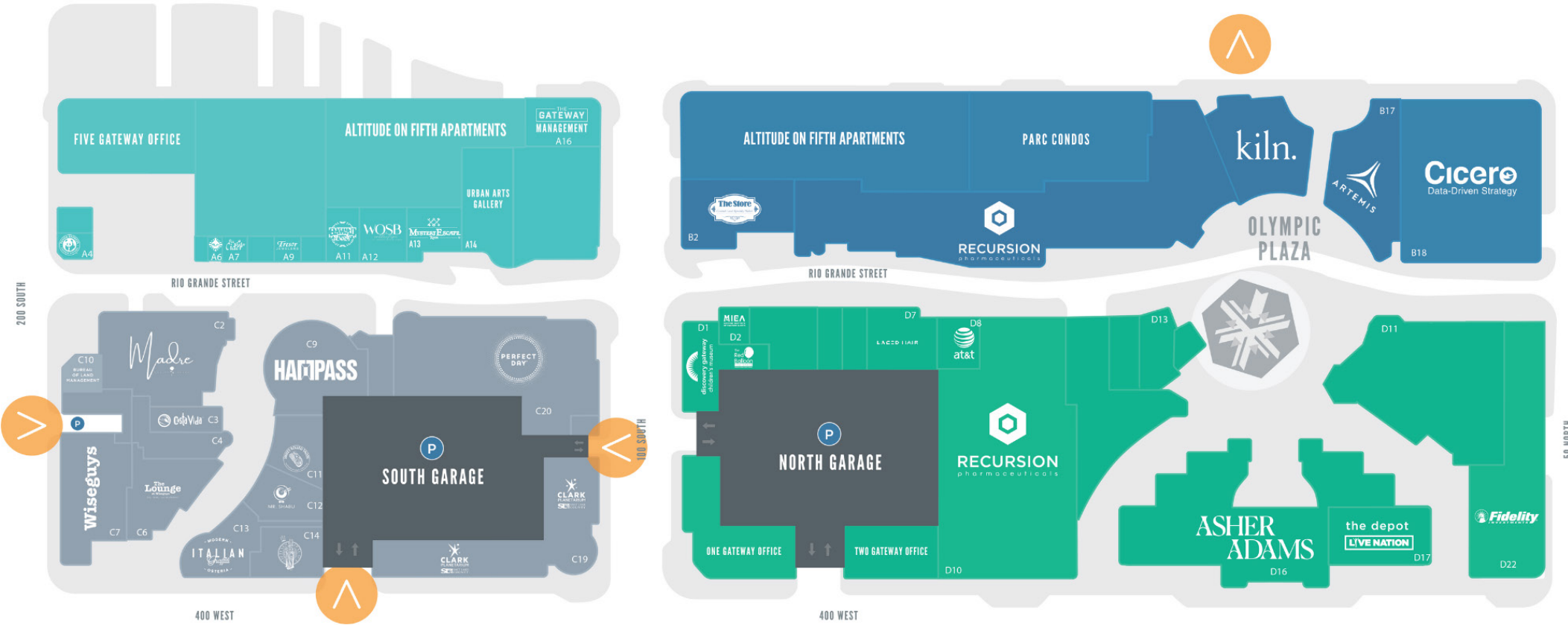
# APPENDICES

# APPENDIX A-1 TRASH COMPACTOR LOCATIONS



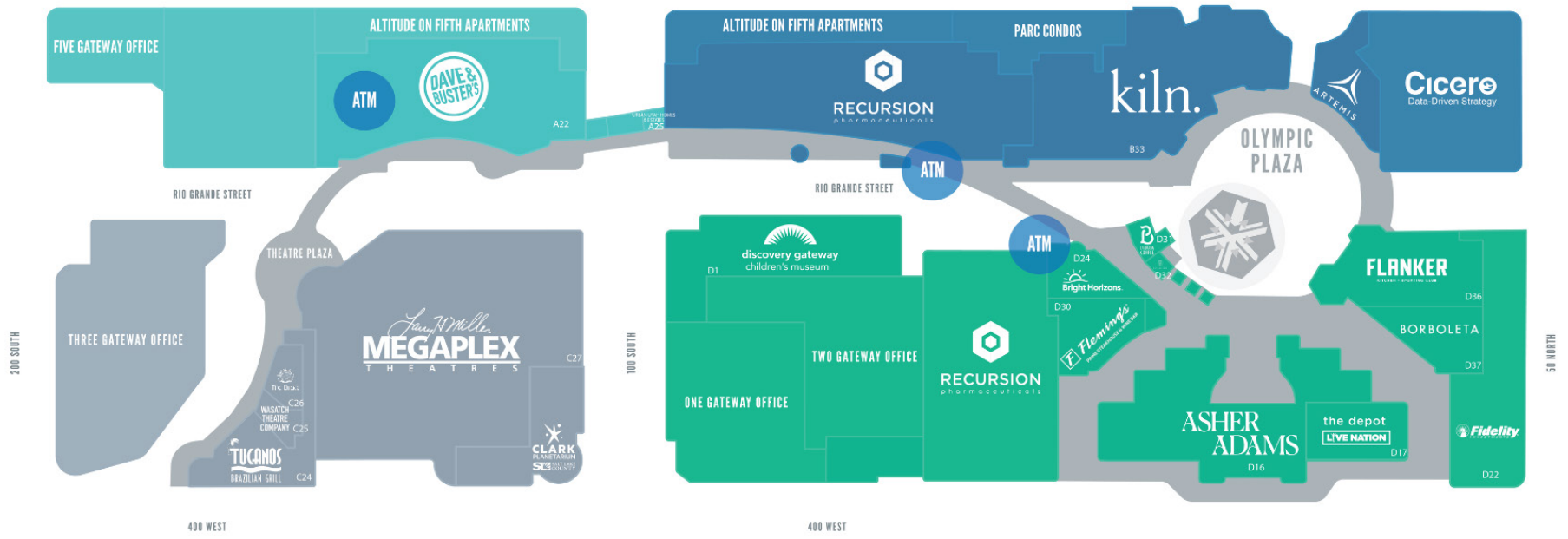
## APPENDIX A-2 EMPLOYEE PARKING

Parking for Tenants and employees is at the bottom of the south parking garage or in the 500 West parking lot, unless otherwise stated in the lease agreement.

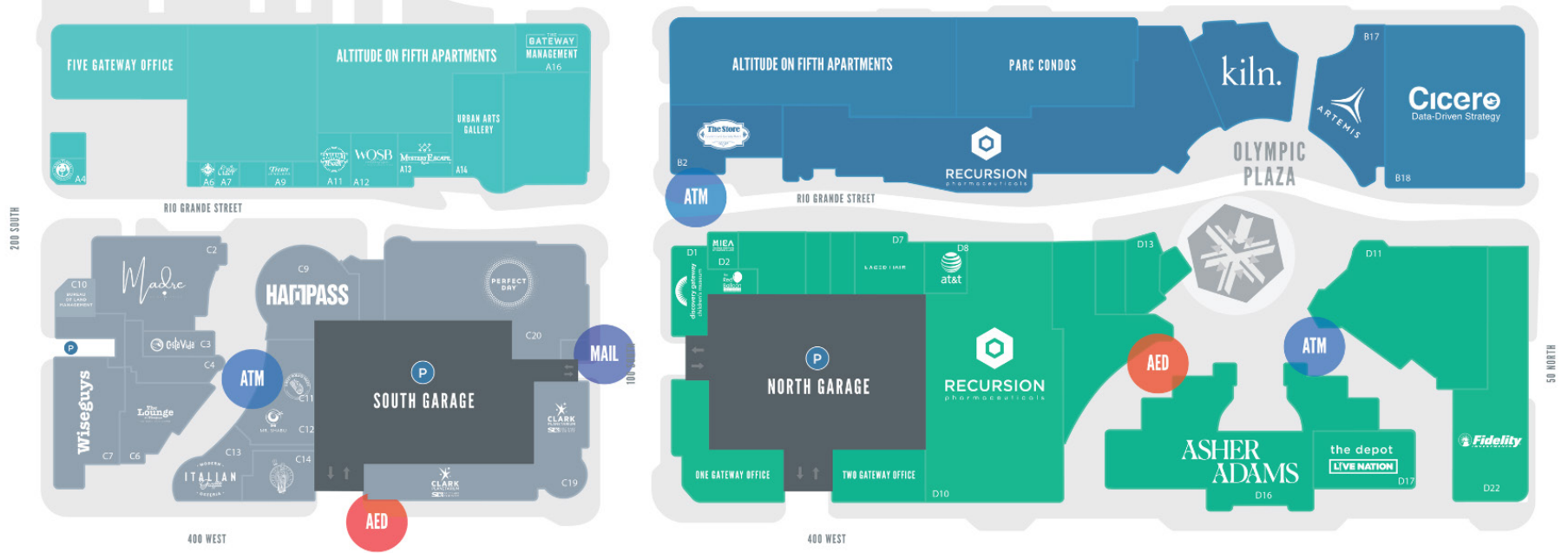


# APPENDIX A-3 ATM, AED, AND MAILBOX LOCATIONS

## UPPER LEVEL



## LOWER LEVEL





THE  
GATEWAY

