

BOWLES CROSSING

MANAGEMENT STAFF

Lori Giggey, General Manager

Ilima Lua-Lokan, Assistant Property Manager

Kate Heckman, Marketing Director

Serena Schultz, Marketing Manager

Katie Seitz, Administrative Assistant

Adam Carpenter, Director of Operations

Management Office	303.450.8610
Operations	720.319.9278
Tenant Website	vestartenantservices.com
Center Website	shopbowlescrossing.com

EMERGENCY NUMBERS

EMERGENCY: Police, Fire, Ambulance, Rescue	911
Jefferson County Non-Emergency Police & Fire Dispatch	303.271.0211
Rocky Mountain Poison & Drug Center	800.222.1222

Welcome

This Tenant Handbook has been prepared for the Tenants of Bowles Crossing. This resource should serve as a helpful reference for general rules governing the operation of your business at Bowles Crossing and is considered part of your lease.

Please review the handbook carefully and share pertinent information with your employees. Future additions of the handbook will be posted to the Tenant Services Website. Please ensure you always have the most up-to-date copy on hand.

In the event you have questions not covered by the Tenant Handbook, please contact the **Management Office of Bowles Crossing at 303.450.8610.**

VESTARTENANTSERVICES.COM is your one-stop resource for everything you need to open and operate your business in a Vestar managed center. You will find everything from construction resources to important Property Management and Marketing reminders.

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Operational Guidelines

1. GENERAL INFORMATION

Management office hours are as follows:

Standard Hours (Labor Day – Memorial Day)

Monday – Friday 8:00 A.M – 5:00 P.M.

Summer Hours (Memorial Day – Labor Day)

Monday –Thursday 8:00 A.M. – 5:00 P.M.

Friday 8:00 A.M. – 1:00 P.M.

2. TENANT BUSINESS HOURS*

Tenants shall maintain the following minimum business hours, unless otherwise stated in their lease.

Summer Hours (Memorial Day – September 30th)

Monday – Saturday 10:00 A.M. – 9:00 P.M.

Sunday 11:00 A.M. – 6:00 P.M.

Winter Hours (October 1st – Memorial Day)

Monday – Thursday 10:00 A.M – 8:00 P.M.

Friday – Saturday 10:00 A.M. – 9:00 P.M.

Sunday 11:00 A.M. – 6:00 P.M.

Each Tenant shall open for business no later than the published Center hours of operation unless otherwise governed by their lease. No operator shall close earlier than the published Center hours of operation without written permission or if otherwise governed by lease. Tenants planning to open additional hours should contact the Management Office in writing at least one (1) week in advance.

It is the responsibility of each Tenant to inform Bowles Crossing Management of any employee(s) working after normal closing hours. This includes employees inside the business,

as well as any contractors or others doing work for the business. Anyone observed in a business after hours without notification to Management may be asked to leave the Center.

Any changes in the hours of operation during holidays will be distributed to Tenants at least two (2) weeks prior to the holiday. Department stores, office tenants, and restaurant hours may vary.

Minimum Holiday Hours

New Year's Day	11:00 A.M – 6:00 P.M.
Easter	CLOSED (open optional)
Memorial Day	10:00 A.M. – 6:00 P.M.
Independence Day	10:00 A.M. – 6:00 P.M.
Labor Day	10:00 A.M. – 6:00 P.M.
Thanksgiving	CLOSED (open optional)
Christmas	CLOSED (open optional)
New Year's Eve	10:00 A.M. – 6:00 P.M.

If, **for any reason**, it is necessary to close your store during normal business hours, the Management 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, in writing.

5. ROOF ACCESS

If a contractor for your location needs access to the roof of any building, please reference the following requirements:

- A. Ensure a certificate of liability for the service provider is on file.
 - i. You can provide the certificate to the Management office via email at admin-co@vestar.com.
- B. Person(s) accessing roof must connect with the onsite operations team. They can be reached at 720.319.9278

6. STOREFRONTS, STOREFRONT SIGNS, AND DISPLAY WINDOWS

Signage Requirements:

- The interior and exterior of the Tenant's storefront, including glass, doors, signs, base molding and any other surface of the storefront, will always be kept clean.
- Tenant display windows will be professionally merchandised. Trimming of windows should be completed during non-operational hours.
- All mannequins will be properly and completely attired, including shoes, and in a good state of repair at all times.

- All props and displays should always be kept clean and in a good state of repair.

The following signage is **NOT** allowed:

- Hand-lettered, non-professional signs or newspaper advertisements within (or attached to) the storefront
- Signage that is taped on the surface of the Tenant's storefront display windows or doors
- Decals or other signage indicating product lines or credit card acceptability
- Strobes, flashing lights, or video monitors

Any illuminated, mechanical signing, displays or decals within view of the public must have the prior written consent of Bowles Crossing Management. To garner approval, please email a mock-up of the graphic (professional rendering or photo) along with intended placement. Copy all email addresses below with your request.

Ilima Lua-Lokan, Assistant Property Manager ilua-lokan@vestar.com

Kate Heckman, Marketing Director kheckman@vestar.com

Signage that has not been approved could be subject to immediate removal.

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

7. 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.

Pennants, banners or any other advertising shall not be suspended from the ceiling or interior walls within four (4) feet of the store closure line. The store closure line is defined by your door frame unless otherwise stated in your lease.

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.

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

No tables or other obstructions are to be placed at storefront entrances or beyond the store closure line.

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.

Tenant will, at its sole cost, install and maintain fire extinguishing and smoke detecting apparatuses as required by local regulations or 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.

8. **SOUND AND ODORS**

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

9. **TRASH REMOVAL**

Trash should not be visible during business hours. **DO NOT** use receptacles in the common areas within Bowles Crossing. 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. Do not put anything except for cardboard in the compactors.

Trash and cardboard compactors are placed conveniently for shared tenant use. Please refer to the diagram on page 16 of this handbook for additional details.

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 Jefferson County Fire Department will levy fines. All fines are the responsibility of the Tenant.

Construction trash is strictly prohibited in the trash compactors. Any damage to the trash compactors as a result of construction waste will be the sole responsibility of the Tenant.

See **Appendix A1** for Trash Removal Diagram.

Please report problems regarding the operation of trash or cardboard compactors to Bowles Crossing management office at 303.450.8610. Please note: Tenant will be charged a rate starting at \$75 per hour for any repairs to clean trash compactors or service unit damage caused by Tenant employees. In the event a specialty contractor is required, the rate could vary.

10. **TENANT DELIVERIES**

Deliveries of any kind must be made to the rear door or service court area, 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.

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

11. 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.

12. PEST CONTROL

Tenants must take immediate action to remove any pest 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. Bowles Crossing management will contract for pest control in the Common Area.

13. TENANT MAINTENANCE AND REPAIRS

Each Tenant, at their expense, must repair and maintain every part of its premises. This includes storefronts, utility meters, 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 suite.

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

Please 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 \$75.00 per hour or any fraction thereof. Material charges may incur a surcharge.

14. EMPLOYEE CONDUCT

Tenant employees shall conduct themselves in a professional and business-like manner at all times while on the premises of Bowles Crossing, including parking lots. Tenants shall not be permitted, nor shall they permit solicitations, demonstrations, vending, distribution of handbills or any other matter to customers within the common areas of Bowles Crossing nor will Tenants place or cause to be placed any materials on or in automobiles within the parking areas of Bowles Crossing. Solicitors will be asked to leave the premise immediately.

15. EMERGENCY PHONE LISTING

Bowles Crossing requires a listing of the manager and assistant manager cell phone numbers and email addresses for each Tenant. All changes of management personnel and/or phone numbers shall be provided to Bowles Crossing Management. Please email admin-co@vestar.com with updates to emergency contact details.

These numbers will be the points of contact for the Emergency One Call system employed by Bowles Crossing.

16. MAIL SERVICE

Mailboxes are situated in Building B for all Tenants located in the Town Center area. Pad tenants will be assigned a PO box at one of the annex mailbox locations noted in Appendix A-2. There is no door-to-door delivery of mail. Tenants are responsible for the collection of their mail.

All boxes are assigned by the U. S. Post Office-Littleton, which may be contacted at 303-948-8900, physical address 6698 S. Iris Street, Littleton, CO 80123. In the event of a lost mailbox key, please contact the US Post Office for replacement keys. Tenant is responsible for replacement expense.

18. EMPLOYEE PARKING

Employee parking is designated in the perimeter of the general parking area to ensure ample spaces are available for guests and patrons. Employees found repeatedly parking in preferred customer parking zones **may have their vehicle towed at the owner's expense.**

20. MEDIA INQUIRIES

All media inquiries are to be directed immediately to Bowles Crossing management office. Tenants are not permitted to speak to the media or any type of reporter on behalf of Bowles Crossing unless specifically authorized by Bowles Crossing management.

22. USE AND CARE OF PREMISES

Tenants will conduct business in the premises in a dignified manner and in accordance with high standards of professionalism.

Tenants shall not use, nor permit the premises to be used, for any purpose other than as specified within the Tenant's lease. Tenants shall not use nor permit the premises to be used in any way that will injure the reputation of Bowles Crossing. 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.

23. BOWLES CROSSING EQUIPMENT

Due to insurance restrictions, only Bowles Crossing maintenance staff is permitted to use center maintenance equipment to cover the scope of any work at the Center. Equipment will not be lent out to Tenants at any time.

TENANT RESPONSIBILITIES

Tenants are responsible for their own interior security, including theft prevention.

Tenants agree that they will not keep anything in, upon, or about the premises which will violate 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. *(911 is for emergency use only; dial the **Jefferson County Sheriff Department at (303) 271-0211** for non-emergency matters.)*

EMERGENCY PROCEDURES

In the event of a life-threatening emergency, 911 immediately.

If you need urgent assistance from Bowles Management **during standard business hours** (M-F 8a to 5p):

1. Call Lori Giggey at 720-352-6795
2. Be prepared to provide the following information:
 - Name
 - Store name and phone number
 - Type of incident
 - Brief explanation

If you need urgent assistance outside of standard business hours:

1. Call 303-450-8610
2. You will be directed to our contract security service.

3. ONE CALL EMERGENCY SYSTEM

In the case of a Center-wide emergency or closure due to extreme weather conditions, threats, or other potentially dangerous situations, a text or phone call will be sent via our one-call system. **It is vitally important that store managers and owners maintain up to date emergency contact information with Bowles Crossing management office.** Please email admin-co@vestar.com for a copy of the emergency contact form.

4. ACCIDENTS, INJURIES, AND ILLNESSES

Incidents occurring within the store's premises should be handled in accordance with the procedures established by the store. Incidents occurring within the Common Areas (including Bowles Crossing service areas and parking areas) should be reported to the Management Office in a timely manner. If there are injuries, call 911 immediately. As a rule, do not attempt to move an injured person.

5. FIRE PROTECTION AND PRECAUTIONS

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

- 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.
- 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.**

- Sprinkler systems are required by NFP (National Fire Protection) 25 - 5.2.1 to be inspected annually. Alarm devices are to be inspected quarterly per 5.2.6. **Please forward a copy of the test results to the management office.**
- Tenants will comply with all recommendations of any public or private agency having authority over insurance rates with respect to the use or occupancy of the premises.
- Installation of 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.
- Housekeeping will be performed in such a way as to promote maximum fire protection.
- Access doors may not be blocked or held open.

In case of fire or smoke:

1. Call 911
2. Call 303-450-8610 to be routed to after hours security
3. Direct all customers to immediately leave the premises as conditions allow.
4. Taking the proper safety precautions, utilize all available firefighting equipment to extinguish the flames.
5. Tenants should close doors before leaving, if possible, to prevent spread of smoke or fire.

6. ACTIVE SHOOTER POLICY

An active shooter is an individual actively engaged in an attempt to injure people in a confined area. Active Shooter situations often last just 10 to 15 minutes, before law enforcement has time to arrive on the scene. It is important to be prepared. Always be aware of your environment and nearest exits.

How to respond in an Active Shooter situation:

1. Remove yourself from the area of danger; if you are inside your location and it is safe to do so, lock the door to the entrance.
2. Hide away from window.
3. Once you are safe, call 911.

If you are in an enclosed area during an Active Shooter situation, and it is not safe to escape, get into a room and secure the door. If you are in a walkway, and it is not safe to escape, get into a building and secure the door. When you have reached a safe location, call 911. Once in a safe hiding place, silence your cell phone and turn off any source of

noise. Remain quiet and hide behind large items, if possible. Do not attempt to move wounded people.

7. BOMB THREATS

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.

Bomb threats received by telephone or mail should be immediately reported to after hours security at 303-450-8610. The Security Office and/or the Jefferson County Fire Department will issue instructions for the proper procedure to follow.

In the event your store receives a bomb threat by telephone, remain calm and attempt to obtain as much information from the caller 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
4. Estimated age of caller
5. Background noise such as vehicles, conversation, music, etc

Every effort should be made to keep the caller on the telephone as long as possible.

IF BOWLES CROSSING NOTIFIES YOU OF A BOMB THREAT:

- Follow the instructions of the authorities, Bowles Crossing staff, and your store policies.
- Depending on the circumstances, a detailed search of the store may be requested.
- If any suspicious items are found, do not touch them. Notify the authorities and Vestar Management.
- Be ready to evacuate if necessary.

7. TORNADOS

GENERAL INFORMATION

Understanding the language of tornado safety can help with preparation.

Tornado Watch: Weather conditions are considered favorable for tornadoes to form in and near the watch area. These conditions are determined by the National Weather Service which transmits the watch information through weather radio, television, and radio. When a tornado watch has been issued for your area, you should monitor weather radio, local radio or television for additional watches or warnings.

Tornado Warning: A tornado warning means that a tornado has been sighted by the public or local law enforcement; or that Doppler radar has indicated an area of rotation that could develop, or has developed, into a tornado.

Take shelter immediately. Remember that tornadoes can form and move quickly. Therefore, there may not be adequate time to issue a warning. If severe thunderstorms occur, be alert to the fact that a thunderstorm could trigger a tornado; and be prepared.

TORNADO PROCEDURES

TORNADO WATCH

Once Management has verified that tornado watch has been issued by the National Weather Service they will notify all parties at Bowles Crossing. The notification will include the following information/instructions:

- Bowles Crossing is under a **TORNADO WATCH**.
- Expiration time of tornado watch
- Normal routine will not be interrupted unless a **TORNADO WARNING** is issued.
- If the weather radar is indicating a tornado warning for Jefferson County, proceed immediately to nearest designated tornado shelter. All service corridors can serve as tornado shelter.

TORNADO WARNING

All individuals at Bowles Crossing will proceed to the nearest safe area. (i.e. between cement walls such as the service corridors)

A. Tenant personnel will:

1. Direct patrons to proceed in a quick and orderly manner to the nearest and safest area
2. Instruct occupants not to leave the building
3. Provide assistance to persons with disabilities

B. Operations personnel will:

1. Make any necessary shut down of any public utilities
2. Assist security staff with directing patrons to the nearest and safest area

C. Patrons will:

1. Move in a quick and orderly manner to the safe area
2. Take a seat in the area (if seats are not available, calmly remain standing)

REMAIN IN THE AREA UNTIL THE TORNADO WARNING IS OVER. THERE IS NO “ALL CLEAR” SIGNAL GIVEN; THIS INFORMATION WILL BE PROVIDED BY LISTENING TO WEATHER ALERTS, OR BY CONTACTING THE MANAGEMENT DEPARTMENT AT 720-352-6795.

- D. Persons with a weather alert radio should bring the radio and monitor for the expiration and continuation of the warning.
- E. If you are **in the open**:
1. Attempt to reach shelter, such as a building with a basement or in-between cement walls.
 2. If there is no time to escape or find shelter, lie flat in a ditch or depression, avoiding areas subject to rapid water accumulation or flooding in heavy rains.
- F. Trouble areas/places to avoid:
1. All outside walls, elevators, and windows of buildings
 2. Any low-lying area that could flood
 3. Vehicles
 4. Building areas with a large roof signage

Appendix A-1 Trash Compactor/Recycle Locations



Appendix A-2 Mailbox Locations

■ Mailboxes

Refer to information provided by USPS for your mailbox location.

