

# Tenant Handbook

## One New York Plaza

New York, NY 10004  
(212) 483-0771



**Brookfield**  
Properties

*Dear Tenants:*

*Welcome to One New York Plaza, a Class A Commercial Office Building located in Manhattan's Financial District. This Tenant Handbook will provide some important information on operational guidelines, security procedures, and tenant services.*

*If you have questions concerning this information, please feel free to contact the One New York Plaza property management team at 212-483-0771.*

*Sincerely,*

*One New York Plaza  
Property Management*

**Brookfield**  
Properties

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# INTRODUCTION

## Welcome

Brookfield is committed to providing tenant services of the highest quality. Please let us know how we can help as you settle into your new space as we are happy to provide any information or coordinate any services you may require.

This Tenant Handbook should answer many of the immediate questions you may have about property regulations, policies, and operating procedures. We have provided important building personnel names and phone numbers, as well as emergency contact phone numbers.

The information contained in this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope this Tenant Handbook is a useful guide to your new surroundings.

## About Brookfield

Brookfield Properties is one of the largest global investors in real estate, owning and operating an irreplaceable portfolio of iconic properties located in the world's most dynamic markets.

Our portfolio spans multiple asset classes, including office, retail, multifamily, industrial, hospitality, self-storage and student housing in North America, South America, Europe, and Asia Pacific. Because our assets are diversified by sector and geography, our portfolio's exposure to movements in any single market is reduced, minimizing volatility.

Across our public and private investment vehicles, we generate superior returns by focusing on real estate fundamentals—leasing, financing, development, construction, and property and facilities management. Our long-term objective is to generate stable and growing distributions for our investors while protecting them against downside risk.

## About One New York Plaza

One New York Plaza is a classically modernist, rising from a two-level landscaped plaza and containing 2.6 million square feet of prime, highly flexible office space.

Located at the southern tip of Manhattan, One New York Plaza offers immediate proximity to both the financial district and the city's newest, most vibrant cultural center.

Within easy walking distance are The New York Stock Exchange, City Hall, Brookfield Place, South Street Seaport, Battery Park City, and numerous landmarks of commercial, cultural, and historical significance.

## Property Management

Brookfield Properties wants you to know that every member of our staff is here to assist you. The Management Office is currently located on the Concourse Level of One New York Plaza and business hours are 9:00 am to 5:00 pm, Monday – Friday, excluding major holidays.

Please feel free to call the Management Office with any questions or concerns 24 hours a day. Security personnel answer our telephone lines after business hours. They are in contact with our management, engineering, janitorial, and security staff as needed.

Title	Name	Email/Phone
Management Office (Concourse Level)		(212) 483-0771
Senior Property Manager	Ian Kammerer	ian.kammerer@brookfieldproperties.com
Assistant Property Manager	Thomas Fezza	thomas.fezza@brookfieldproperties.com
Property Administrator	Edingston Middleton	edingston.middleton@brookfieldproperties.com
Property Administrator	Michele Feldman	michele.feldman@brookfieldproperties.com
Chief Engineer	Joseph Albanese	joseph.albanese@brookfieldproperties.com
Asst Chief Engineer	Daniel Federico	daniel.federico@brookfieldproperties.com
Security Director	Daniel Sheehan	daniel.sheehan@brookfield.com
Security Desk (Lobby)		(646) 774-3484
Visitor Registration (Lobby)		(646) 774-3475

## Hours of Operation

Building services including HVAC, security and building staff are provided during the following normal business hours:

<u>Hours of Operation*</u>	<u>Monday – Friday</u>
HVAC Business Hours	8:00am-6:00pm

Services outside of these hours including HVAC may be arranged by calling the Management Office by 4:30pm, Monday through Friday, and submitting an Angus request.

### Building Holidays\*

One New York Plaza will be closed on the following major holidays:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

\*However, each Tenant Liaison should consult their specific lease clause. If any conflict arises as to the above Holiday Schedule and Business Hours and your lease, your lease terms prevail. Please call the Management Office to make sure the appropriate building services are provided.

## Rental Payments and Miscellaneous Billings

In accordance with the lease, charges for rent are due and payable on the first day of the month without notice. You will receive separate invoices for miscellaneous charges such as repair service, overtime air conditioning, etc.

Payments should be remitted to:

IF VIA OVERNIGHT DELIVERY:

One NY Plaza Co. LLC  
Lockbox – 780468  
Wells Fargo Bank  
MAC Y1372-045  
401 Market Street  
Philadelphia, PA 19106

IF VIA ANY OTHER TYPE OF MAIL:

One NY Plaza Co. LLC  
PO Box 780468  
Philadelphia, PA 19178-0468

IF VIA BANK WIRE TRANSFER:

Beneficiary Name: One NY Plaza Co. LLC  
Beneficiary Bank: Wells Fargo Bank, N.A. San Francisco, CA  
Account # 4489331496  
ABA # 121000248

To ensure proper handling, please include remittance copies of the invoices you are paying. If you have any questions regarding rent statements/payments, please call the Management Office.

## Tenant Service Request

Click here to login to the Service Request System:

<https://ng1.angus.mrisoftware.com/Tenant/Trizec/Brookfield/Default.aspx>

Brookfield Properties' goal is to provide outstanding tenant service at all times. This means:

1. Courteous, timely, efficient, high-quality responses to tenant requests.
2. A follow-up review to confirm that the tenant is satisfied with the response.
3. When there is a charge for the tenant service, clear and accurate invoicing.

Each lease contains specific information about services to be provided, including complimentary and chargeable services. If a tenant is unfamiliar with charges for services being requested, the cost of the service will be explained.

# **PROPERTY SECURITY**

## **Access Control**

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the building is restricted. One New York Plaza is open to tenants at all times, however management may limit public access at certain hours. Building doors are open during the times listed in the Hours of Operation section above.

## **After-Hours Building Entry**

Access tenant spaces is available for tenant employees using One New York Plaza security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants. All visitors without proper after-hours authorization are referred to Property Security at all other times.

## **Vendor/Contractor Access**

There may be special instances when vendors or contractors need to perform work in your space during non-business hours. In such instances, please provide notification to the Property Management Office through Angus, the tenant service request system.

- The company name
- Foreman or supervisor
- Names of all people who will be doing the work
- Date(s) the work will be performed
- Time the contractor will arrive and depart
- Description of the work being done

Property staff will not admit your contractor into your space. Please make arrangements to meet the vendor or provide them with keys.

## **Handicap Accessibility**

Handicap accessible entrances provide easy access to and from One New York Plaza. Handicap entrances and egresses are available at the following locations:

- Whitehall Street
- Broad Street

## **Lost and Found**

Lost and found items can be claimed or turned in at the Security Desk, Visitor Registration Desk, or Property Management Office.

## **Stolen Property**

If property belonging to a tenant, employee, or visitor is stolen, notify the Police Department and the Management Office immediately. (After normal business hours, the call will be automatically forwarded to Security.) A security officer will respond as quickly as possible to take an incident report and assist the Police Department.

## **Solicitation**

For the privacy of our tenants, solicitation and hand-billing is not allowed at One New York Plaza. To report solicitation, please call the Management Office.

## **Tenant Security Services**

Tenants may require security services in addition to those typically provided on a day-to-day basis by the property's security personnel. If extra security measures are required, the tenant should call the Property Manager to discuss these needs and the best way to fulfill them.

# EMERGENCY PROCEDURES

## EMERGENCY CONTACT NUMBERS:

Emergency	911
Security Desk (Lobby)	646-774-3484
Property Management Office	212-483-0771
NYPD (1st Precinct)	212-334-6611
FDNY (Engine 10)	212-570-4210
FDNY Dispatcher	212-999-2222

## LiveSafe|Brookfield

Below is a list of LiveSafe mobile application features that will be available to our tenants:

- One button feature to contact security or property management directly.
- One button feature to contact 911.
- One button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario.
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the Safewalk feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage, the train station or traveling out of town.
- As long as their colleague has the LiveSafe app, Safewalk can be used in any capacity that a tenant wants a colleague to follow their path.



1. Please download the "LiveSafe" for free from Google Play or the App Store.
2. Register with your mobile phone number and fill out your profile. Verify your account.
3. Select "One New York Plaza."



# LiveSafe | Brookfield

Safety. In everyone's hands.



## Get LiveSafe

Download "LiveSafe" from the App Store or Google Play. Register and fill out your profile. Select Brookfield. You're set!

### Share info with safety and security

Submit tips related to safety concerns. Attach a photo, video, or audio file. You can even do it anonymously.

Report Tips

### Request help in an emergency

Quickly access emergency numbers. Safety officials can leverage location-data in an emergency, allowing for faster response times.

Emergency Options

### Know what's around you

Use the Safety Map to see pertinent safety locations and nearby incidents.

Safety Map

### Access Brookfield resources

Have fast access to emergency procedures, organization resources, building locations, and more.

Emergency Information

### Tab navigation: Home

Keeps Brookfield-related functionality in one place within the app.

### Tab navigation: SafeWalk and Notifications

Makes it easier to quickly start a peer-to-peer SafeWalk and access broadcast messages.



LiveSafeMobile.com



(571) 312-4645



@LiveSafe

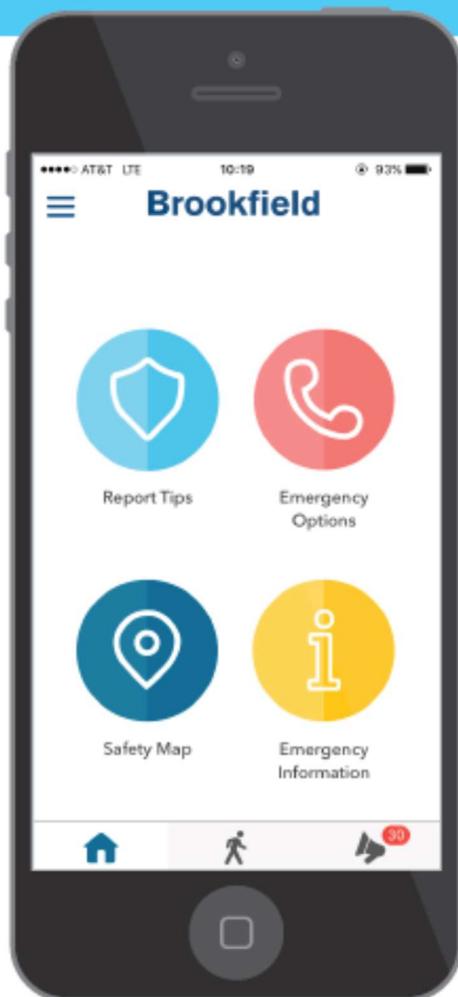


/LiveSafeApp

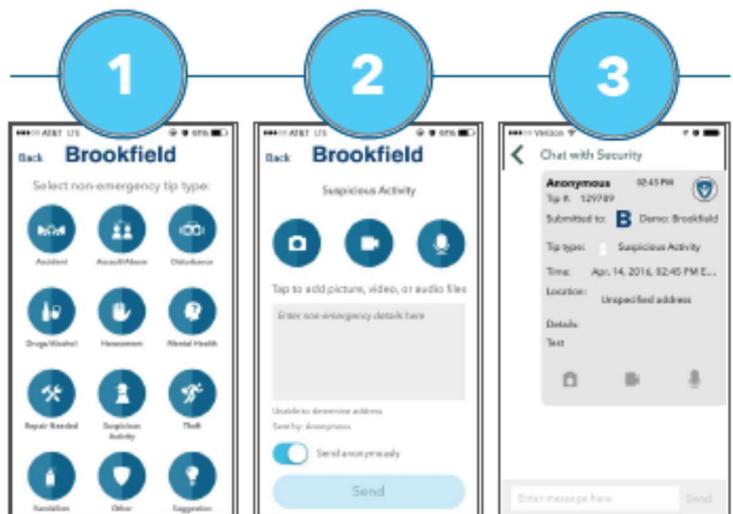
# SEE SOMETHING SAY SOMETHING:

Share info with  
Brookfield Security

- A feature of the Brookfield LiveSafe app -



From harassment to suspicious activity, help keep our community safe by letting Brookfield Security know what you see.



From the app home, tap "Report Tips" and select the tip type you want to submit to Brookfield Security.

Enter in the info you want to share. Add audio, photos, or a video clip. You can also send it anonymously.

Once you tap "Send Tip", Brookfield Security may start a live chat with you to ensure you and others are okay.



# Brookfield

## **Active Shooter**

An Active Shooter is an armed individual actively engaged in shooting and attempting to kill people in a confined and populated area. There is often no obvious pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, individuals must be prepared both mentally and physically to deal with an active shooter situation before law enforcement arrives on the scene.

*The information presented herein has been obtained from the Department of Homeland Security for your reference and preparedness regarding active shooter situations.*

### **How to Respond When an Active Shooter is in Your Vicinity?**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

#### **Evacuate:**

- If there is an accessible escape route, attempt to evacuate the premises. Be sure to:
- Have an escape route and plan in mind by planning in advance.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Follow the instructions of any security or police officers.
- Keep your hands visible when encountering responding police officers.
- Do not attempt to move wounded people during a live event.
- Call 911 when you are safe and give your location and as much information about the shooter and incident as possible.
- Contact the Property Management Office

#### **Hide:**

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- Your hiding place should:
  - Be out of the active shooter's view
  - Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
  - Not trap you or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
  - Lock the door
  - Blockade the door with heavy furniture
- If the active shooter is nearby:
  - Lock the door
  - Silence your cell phone and/or pager
  - Turn off any source of noise (i.e., radios, televisions)
  - Hide behind large items (i.e., cabinets, desks)
  - Remain quiet
- If evacuation and hiding are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen
- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
  - Acting as aggressively as possible against him/her
  - Throwing items and improvising weapons
  - Yelling
  - Committing to your actions

## **Bomb Threats**

The purpose of having a bomb threat procedure is to have an orderly, safe and rapid procedure of conducting searches, providing prompt and necessary communications, rendering assistance, and evacuating and returning personnel to work in the event of a bomb threat.

### **Telephone Bomb Threat**

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

1. Remain calm.
2. Try to keep the caller talking as long as possible.
3. Ask the person to repeat part of his message.
4. Write down the message and obtain as much relevant information as possible. Below are some of the items listed on the form along with other information that would aid in the investigation:
  - a. Time the call was received?
  - b. When is the bomb due to explode?
  - c. Identification of the caller?
  - d. Why was the bomb put there?
5. Try to recall every statement made by the caller and find out as much as possible about the caller. For example:
  - a. Sex
  - b. Age
  - c. Voice characteristics (educated, low, high-pitched, accent)
  - d. Speech (fast, slow, nervous, slurred throat drinks or drugs)
  - e. Manner (calm, angry, hysterical, humorous)
  - f. Background noises (road traffic, music, giggling, and aircraft)

After a bomb threat call has been received, immediately:

*Call 911, then the Fire Safety Director/Security Desk (646) 774-3484.*

## Letter Bombs

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means.

Some signs to look for:

- **Size** - Is the letter unusually thick?
- **Weight** - Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
- **Balance** - Is it heavier on one end?
- **Appearance** - Are there grease marks on the envelope or wrapping caused by sweating of an explosive?
- Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
- **Odor** - Is there a smell of almonds or marzipan?

**If you consider a parcel or letter suspicious, DO NOT OPEN IT.** Immediately inform the Police Bomb Squad by calling 911, then the Fire Safety Director/Security Desk (646-774-3484).

## Identifying a Suspicious Package

A suspicious letter or parcel might have some of the following indicators:

- **Origin** - Postmark or name of sender is unusual, unknown, or no further address is given.
- **Postage** - Excessive or inadequate postage.
- **Balance** - The letter is lopsided or unusually thick.
- **Weight** - The letter or package seems heavy for its size.
- **Contents** - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- **Smell** - Particularly almond or other suspicious odors.
- **Writing** - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering.

## Handling a Suspicious Package

- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, call the police.

## **Incident Response Protocol for Suspect Nuclear or Biological Release**

- Contain the material to minimize the impacted area
- Contain the material to minimize the number of individuals exposed
- Contain the potential impacted individuals to ensure that they receive proper medical attention
- Remove non-impacted individuals from the area as quickly as possible
- Maintain control of all potentially impact materials.

### **Notification**

- Notify your supervisor
- Notify local Emergency Response Authorities (Call 911)
- Notify Fire Safety Director/Security Console (212-417-7116)
- Notify Property Management Office (212-417-2445)
- Notify coworkers in area

### **Containment**

If material is released, impacted or potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

Non-impacted individuals on the impacted floor should be evacuated and await further instructions from response team.

The HVAC (heating and ventilation) system for impacted and adjacent areas, as well as for bathrooms/kitchens will be immediately turned off by the property engineers.

Isolate the impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.

Retain all impacted material for response team.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. The Property Management Team cannot assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

### **Civil Unrest**

Should a riot or civil disturbance start outside the building, the security guards will immediately lock all entrances. The police will be notified and management will keep you informed.

### **Elevator Malfunction**

Occasionally elevator service can be interrupted when the control panel perceives a possibly dangerous situation. Our property's elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may be a threat to the passengers.

If elevator service is interrupted while you are a passenger, remain calm. Do not attempt to force the elevator doors open or leave the cab.

Press the Alarm or Call Button on the elevator panel which will summon assistance via an intercom with the lobby Security desk or local authorities 24 hours a day.

## **Fire Prevention**

The following recommendations are made to assist you in disseminating a fire prevention program to your employees:

- Obey the NYC “NO SMOKING” Code
- Never leave electrical appliances unattended
- Never use immersion-type heating devices
- Avoid electrical overloading and multiple plugs
- Do not use undersized or lightweight extension cords
- Never empty ashtrays or throw matches, cigarettes, cigars or pipe ashes into wastebaskets
- Report failure of any electrical outlets or lights to the Management Office
- Flammable liquids should be stored in a safe area away from heat sources
- Keep paper at least six to eight feet away from operating machinery
- Know the location and type of fire extinguishers in your premises
- Keep fire extinguishers in high hazard areas such as photocopy rooms and employee lounges
- Know the usable time limit of the fire extinguishers available to you
- Know relevant exit locations
- Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the area of exit doors and hallways

## **Fire Preparedness**

Brookfield Properties prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors, and employees. Tenants should regularly re-visit their evacuation plans and communication procedures. Locate emergency exits and fire extinguishers in your store. As always, feel free to review plans filed with Property Management. Contact us if you need to be refreshed on any safety features in Brookfield Place.

In the event that an emergency does occur, Brookfield Properties will notify tenants through the building’s PA system, LiveSafe app, by Send Word Now or by telephone.

## **Fire Safety Plan**

The fire safety plan relies on technology, including fire alarm and communications systems, smoke detectors, sprinklers, pressurization systems, door closers, and other safety mechanisms, and on Brookfield’s highly trained staff and tenants, designated to assist with evacuation/relocation.

## **If You Discover A Fire**

Pull the nearest manual fire alarm closest to your space. The alarm automatically notifies the FDNY.

Call 911, then the Fire Safety Director/Security Console (212-417-7116) and report your location and the severity of the fire.

Evacuate the premises if you are instructed to. **DO NOT USE THE ELEVATORS.**

Stay calm and do not panic. Close doors to confine the fire, but do not lock them. Stay low in smoky conditions and feel doors for heat before opening them.

## **If You Hear A Fire Alarm**

Do not automatically evacuate. Proceed to the front exit of your space and enter the common area corridor to find out where the alarm is coming from.

Listen for instructions over the public address system. If instructions are not forthcoming, telephone the Property Management Office (212-483-0771) or the Security Desk (646-774-3484).

If instructed to evacuate, proceed to the nearest exit by following the evacuation route identified on your EAP map.

If instructed to evacuate, leave the building, proceed to your outside assembly area to account for all of your employees. Do not re-enter until directed by authorities.

## **General Evacuation Procedure**

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and call the Security Desk and Management Office to report the emergency, this will set in motion several events simultaneously:

- Immediate dispatch of qualified assistance for fire, medical or other emergencies
- Call to municipal assistance organizations, i.e., fire, police, EMS

In the event it is necessary to evacuate part or all of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by property staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Police or Fire Department representatives. Stairwell entrances are located on the north and south side of the Building's core in close proximity to the lavatories.

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Floor Marshal and be on file with the Management Office.

## **Heightened Alert**

Local, national, or international events may dictate that additional measures should be put in place to ensure the safety of the building and its occupants. For example, extra security precautions may be necessary during trials of individual's accused of serious crime or following incidents or threats of world terrorism. Brookfield's goal is to institute appropriate security measures without undue inconvenience to building users. Such measures may include the following:

- Extra or more frequent patrols by security officers, including areas outside the building, with special attention paid to apparently suspicious vehicles, suspicious persons loitering in the area, and unattended vehicles or packages.
- More frequent inspection of restroom facilities, stairwells, and trash receptacles
- Higher security visibility
- Greater attention paid to all persons or vehicles seeking to enter the building at loading docks and freight areas (loading docks and freight elevators may be closed)
- Restrictions on building access

Please feel free to contact the Property Manager at any time about these or other security issues.

## **Life and Safety Systems Testing and Fire Drills**

Fire and life safety preparedness includes regular testing of the fire alarm, fire suppression, and communications systems and regular fire drills.

### **Systems Testing**

The fire alarm and communications systems are tested regularly throughout the year. A full-building announcement is made prior to the beginning of the day's testing, and an announcement is made on each floor when testing is about to begin on that floor. Another full-building announcement is made when system testing is finished for the day.

### **Fire Drills**

Fire drills are held twice a year. A letter giving the date and time of the planned fire drill is sent to tenants in advance. Tenants are requested to supply or update an existing list that shows the fire wardens, assistant floor wardens, and searchers, and a current list of employees who would require assistance in case of relocation/evacuation.

During a fire drill – and in an actual fire emergency – employees should move calmly and quickly to the nearest fire exit and proceed to their relocation floor. Fire drills are conducted as follows:

- Fire Life Safety consultant's / Brookfield personnel will be dispatched to the area(s) where the fire drill is being performed.
- The drill will commence with the activation of the fire alarm evacuation tone.
- The manager or the representative of the affected area(s) will observe the conduct of their employees and guests, ensuring that all areas of the floor are participating.
- Designated personnel (fire wardens) are to assist in the evacuation of their assigned areas; closing doors behind them after checking restrooms, mail rooms, conference rooms, etc., as required.
- After the drill has been successfully completed, an "all clear" announcement is made, and tenants may resume normal work activities.

## **Major Water Leaks**

Persons discovering water leaks should immediately report them to the Management Office. Be certain to give your name, firm name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, close all open drawers in the vicinity, move papers or work in progress, place wastebaskets or buckets under leak(s) and move furniture.

## **Medical Emergency**

In the event of a medical emergency or accident involving personal injury, call 911, and then call the Management Office/Security (212-417-2445). Give the Receptionist/Security Officer the Tenant name, floor, location on the floor and the type of accident or medical emergency.

Security will respond immediately to your premises and will again summon the appropriate municipalities, EMTs, fire, rescue, or police.

While waiting for Security:

- DO NOT move the injured person. Keep them warm and calm
- Advise your company safety coordinator
- Have someone from your office meet the emergency team at the freight elevator on your floor

## **Non-Fire Related Emergencies:**

Brookfield Properties is dedicated to ensuring the safety of all tenants and occupants of One New York Plaza. In order to better serve our tenants, Brookfield Properties has developed an Emergency Action Plan (EAP) that addresses non-fire related emergencies as well. As part of this program, emergency response protocols have been developed and designed to address a broad spectrum of possible emergencies.

The following are some terms and definitions contained in the EAP that all occupants should become familiar with:

**Emergency Action Plan (EAP)** – A written plan which sets forth the circumstances and procedures for sheltering in place, in-building relocation, partial evacuation or evacuation of occupants in response to an emergency.

**Assembly Area** – A designated area outside of a building to which building occupants are directed to report upon implementation of a partial evacuation or evacuation in accordance with an Emergency Action Plan.

**Persons Requiring Assistance** – The Emergency Action Plan establishes procedures for identifying in advance occupants who require assistance due to a disability or other special needs.

**EAP Brigade** – The individuals identified in an Emergency Action Plan as responsible for the implementation of such plan, including but not limited to the Fire Safety Director, Security or Property Management.

**Fire Safety Director** – The individual who is certified by the FDNY. This individual is responsible to notify emergency personnel and to advise all of the fire or non-fire emergency incident.

There are four basic responses to the implementation of the Emergency Action Plan. The following is an explanation of those responses once implementation is ordered by the EAP Brigade or Fire Safety Director.

1. **Shelter-In-Place** – A precautionary measure of directing occupants to remain inside the building in their work locations in response to an emergency.
2. **In-Building Relocation** – The controlled movement of occupants from an endangered area to a safer interior location in response to an emergency.
3. **Partial Evacuation** – The emptying of the building of some but not all of the building occupants.
4. **Evacuation** – The emptying of a building of all occupants in response to an emergency.

## **Power Failure**

In the event of a power outage, remain CALM and call the Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

## **Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Property Management, but rather by each tenant company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

## **Threatening Person**

Report any situation involving a threatening person to the Police Department by calling 911 and then notify property management.

Provide as much information as possible including a physical description of the person(s) and their location, whether or not they are armed, the number of hostages and their location (if any).

Report the presence of suspicious individuals in or about the property to building management. A physical description of the person and the location they were last seen will also be important information to communicate.

## **Unsafe Conditions**

If an unsafe condition – a slippery floor, debris left in a common area, broken glass, etc. – is noticed, please notify a security officer or the Management Office immediately. Brookfield staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

# **BUILDING SERVICES**

## **Building Signage**

Consult your Tenant Design Criteria or Lease.

## **Deliveries/Loading Dock/Freight Elevators**

The loading dock is located off Whitehall Street. This area may be used for deliveries and pick-ups only. Security Personnel is onsite 24/7 to assist with deliveries.

All deliveries are to be made via the loading dock and the freight elevator. Freight elevator service is arranged by contacting the Management Office to schedule tenant deliveries.

One New York Plaza loading dock and freight elevators are available 24hrs per day, 7 Days per week upon request; vehicles are reserved to a maximum of one hour.

All tenant vendors and/or contractors delivering to and performing work within the leased premises are required to submit and keep current a Landlord approved certificate of insurance. No vehicles will be permitted to the respective loading dock without a valid driver's license, vehicle registration and vehicle insurance.

## **Loading Dock**

The loading dock is located at Whitehall Street (same entrance as the red City Parking entrance). A security attendant is on duty 24 hours to assist with deliveries and pickups. All persons entering the loading dock must show proper identification. Every vendor, contractor, or messenger will be issued a badge sticker prior to gaining access. The badge will include the date and tenant to where the delivery or pick up is being made. Badge stickers must be displayed at all times. Security personnel will verify each floor that the delivery or pick up is being made. Mirror checks will be conducted on all entering vehicles.

Personal vehicles are not to park in the loading dock area. Anyone entering on foot will be stopped and asked for ID; proper paperwork will be checked and verified.

**Height:** 12 feet

**Truck Size:** 26 feet length

## **Freight Elevators**

Please coordinate all deliveries in advance with the Property Management Office, via the Angus System. Reservations will not be accepted from the tenant's vendor.

**Number of Elevators:** 3

**Elevator Capacity:** 4,000 Lbs.

### **Elevator Size Interior Dimensions:**

Height: 144 Inches

Width: 69 Inches

Depth: 89 Inches

### **Elevator Door Dimensions:**

Height: 101 inches

Width: 48 Inches

## **Engineering Services**

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

## **After Hours HVAC**

Most leases provide for set HVAC hours, excluding holidays. Certain leases provide that HVAC be routinely provided during non-business hours, but for most tenants, after-hours HVAC is provided on the basis of a written request from the tenant. In general, tenants are billed for after-hours HVAC on an hourly basis with a minimum number of hours required. The rate at which tenants are charged is sometimes stipulated in the lease; if not, the tenant is charged at the building standard rate. After-hours HVAC is usually billed on a monthly basis.

## **Keys, Locks & Access Cards**

Upon moving into the building, tenants receive keys or access cards for their entrance doors. Additional keys/cards and locks can be purchased by calling the Management Office and submitting an Angus request. All locks and keys must be building standard.

## **Parking Garage**

Parking is available to the general public and is open 24 hours a day, 7 days a week. Entrance to the garage is located on Whitehall Street and is clearly marked by the red City Parking signs. Daily and monthly parking rates are posted at the garage office/cashier booth. These rates are subject to change from time to time.

All personal vehicles entering the building will be mirror inspected, and trunks opened and checked. Anyone entering on foot will be stopped and asked for ID; proper paperwork will be checked and verified. Personal vehicles are prohibited from parking in the Loading Dock area and must proceed to the public parking below.

The parking garage is managed and maintained by City Parking in partnership with the Ownership of the building. They can be reached by phone at (646) 442-9261, by SMS text at (415) 965-6607, or via their website <https://cityparking.nyc>.

## **Rubbish Removal / Recycling**

All rubbish will be removed from your leased premises on a daily basis by the Janitorial Contractor. As stated in the General Rules and Regulations section of this document, Tenant shall not place, empty, or throw any rubbish, litter, trash, or material of any nature into public areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

Tenants are required to separate trash within leased premises as follows:

### **Single Stream Recycling - The following items should be placed in clear bags:**

- Cardboard
- Empty aluminum, glass, and plastic containers
- Plastic bags and shrink wrap
- Paper (office, newspaper, magazines, etc.)

### **These items cannot be recycled and should be considered trash:**

- Food waste
- Paper, plastic, or cardboard soiled by food waste
- Ceramics
- Dishes

- Styrofoam
- Window glass
- Used tissues
- Dirty paper towels
- Wires
- Appliances
- Pantry waste

Tenants will be billed on a monthly basis for their use of compactors from Keter Environmental Services.

A new Business Recycling Rule introduced by the New York City Department of Sanitation is effective August 1, 2016. The Business Recycling Rule requires all businesses in New York City to recycle and ensure recyclable materials are properly handled by their private carters.

In order to comply, businesses must:

- 1) "Contract with a licensed private carter and develop a plan for how waste will be collected and set out for your building. If your building management handles waste, work with them to be sure your business complies with their plan and the City's recycling rules."
  - a. "Property owners and building management must notify tenants, at least annually, about the recycling and waste management policies of the building. Policies must be compliant with NYC rules and a copy of this notification must be available upon request by DSNY."
- 2) "Set up customer and staff disposal areas".
  - a. "All containers must be label stating what material type the container is being used to collect."
  - b. "All recycling material must be kept separate from garbage at all times".
  - c. "Post and maintain signs in maintenance areas or waste storage areas describing how recyclables and garbage should be separated."
  - d. "Post and maintain signs in public areas and staff areas describing how recyclables and garbage should be separated."

Please click on the following link to view the [Official Notice](#) issued by DSNY.

Brookfield buildings follow a Single Stream Recycling System. Waste and recycling materials are separated at the source by the tenant and brought to the loading dock by janitorial staff. Proper separation is an important first step in diverting recyclables from the landfill.

## Bin Signs/Labels

As a requirement of the new regulation, all bins should be clearly labeled to show what materials the container is being used to collect. Signs must be posted in common areas at eye level as well as on the lids and on the side of the bins. Signs should be simple and easy to understand. It should include images of common items found in the waste stream. Signs should also have large text but keep text to a minimum. The signs must follow the same color scheme as the bins to help the employees adapt to the recycle program.

We recommend using the signage below but feel free to create custom signs that fit the design of the operation.



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**Tip: It is now illegal to mix trash and recyclables!**

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## RECYCLING GUIDE

Please place discarded items in the proper bins located in public areas. All recyclables (plastic, metal, and glass) should be placed in the **BLUE** recycling bin with a circle opening. Please empty the content of the recyclable items before discarding it in the recycling bins. All paper and cardboard should be placed in the **BLUE** recycling bin with a diagonal line opening. All non-recyclable waste should be discarded into the **BLACK or GREY** trash bins.

### **RECYCLABLE: PLASTICS, METAL, GLASS, PAPER, CARDBOARD**

The following items are eligible for recycling:

- Plastic:** Emptied beverage bottles (soda, juice, and water), emptied food containers, milk jugs, yogurt cups, cleaning product containers, plastic cups and utensils, food and beverage cartons (milk, juice, and soup), and any clean plastic material that is marked as recyclable.
- Metal:** Soda cans, soup cans, empty aerosol cans, aluminum foil wrap, aluminum trays, metal caps, metal lids, and wire hangers.
- Glass:** Empty beverage bottles, sauce, and other food jars.
- Paper:** Newspapers, magazines, catalogs, white and colored computer/printing papers, envelopes, paper bags, wrapping paper, soft-cover books, telephone books, clean napkins, and emptied paper cups. Paper with staples and envelopes with windows are acceptable as well.
- Cardboard:** Corrugated cardboard, clean pizza boxes, shoe boxes, cereal boxes, and frozen food boxes.

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**Tip: A good way to determine whether if it is recyclable paper is simply by ripping.  
If it rips with ease, it is recyclable.**

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### **NON-RECYCLABLE**

The following items cannot be recycled and should be considered regular trash:

Food, food soiled items (napkins, plates, foil, sandwich bags), dirty/greasy cardboard, candy bar wrapper, plastic food wrap, candy wrap, chip bags, paint cans, Styrofoam products (cups, plates, food containers, and packing material).

If you have any questions or concerns regarding recycling and waste, please feel free to contact:

**Brandon Cosby**

Regional Manager, Northeast Keter Environmental Services  
646-461-8488 Office / 317-403-1174 Cell  
bscosby@keteres.com

### **Cooking Oil Reclamation**

Tenants are responsible to ensure all used cooking oil is properly reclaimed. DO NOT dispose in drains or with your daily rubbish.

### **Compost/Organic Waste**

Reach out to us for more information about Composting/Organic Waste at ONYP.

## **POLICIES & PROCEDURES**

### **Construction/Remodeling**

Please reference the tenant construction and alteration manual in the Tenant Portal.

### **Moving Procedures**

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move into or out of the Building, to coordinate the move and reserve the freight elevator.

All move-ins/outs must take place after normal business hours and are scheduled on a first come, first served basis. Additional Charges for elevator operators and security guards to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance for all vendors/contractors involved.
- Tenant business telephone and e-mail addresses
- At least two (2) after-hours emergency contacts – cell phones

The following rules pertain to moving furniture, equipment and supplies in and out:

- The loading dock is the only building entrance permitted to be used for moves.
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.
- Clean Masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The Masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of Masonite must be taped to prohibit sliding.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant.
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office.
- Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Management Supervision is required during the move. Tenant will only be charged for those hours that extend the normal shift of staff and porter.
- Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you with your next monthly rent.
- Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building.
- The Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or of hallways. Moving vehicles should not be parked in marked "Fire Lanes".

## General Rules and Regulations

One New York Plaza is a premier business address in Downtown Manhattan; as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in orderly clean and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees, and invitees.

- **After Hours Entry:** Owner reserves the right after normal building hours to require that persons entering the Building identify themselves and establish their right to enter or to leave the Building.
- **Animals & Bicycles:** Tenant shall not bring into the Building, or keep in or around the premises any insect or animal, or bicycles without the prior written consent of Owner (wheelchairs, Seeing Eye dogs, and baby carriages excepted). Bicycle racks are provided on Service Level of the garage.
- **Antennas & Wires:** Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building, without Owner's prior approval in writing. Tenant may operate personal radios and/or televisions inside the premises leased or occupied by it, provided noise from such equipment is not audible outside the premises.
- **Blind Closing:** Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.
- **Building Image:** Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing, which consent may be unreasonably withheld.
- **Entrance Obstruction:** Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building. Tenant shall not place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.
- **Finish Materials:** All carpets, fabrics and furniture purchased for premises leased or occupied by Tenant shall conform to local and state fire codes.
- **Flammable Fluids:** Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.
- **Glass Panel Doors:** Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices

in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

- **Hand Trucks:** Any hand trucks used in any space or public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and safeguards.
- **Large Item Disposal:** Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant, for disposal. If Tenant wishes to dispose of such items, you may do so by calling the Management Office to arrange for an open top container and for porter service.
- **Locks:** No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to all leased or occupied premises. All keys shall be returned to Owner promptly upon termination of each lease.
- **Material Movement:** The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.
- **Owner's Reservation of Rights:** Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules of regulations at any time prescribed for the Building.
- **Plumbing Systems:** The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.
- **Premises Infestation:** If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Landlord at Tenants sole cost and expense, shall cause such premises to be exterminated.
- **Quiet Enjoyment:** Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.
- **Sales or Auctions:** No space in the Building shall be used for manufacturing or auctions.
- **Signal Communication:** If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval and under the direction of Owner.

- **Signs & Advertising:** No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.
- **Smoke Free:** This property is a smoke free building; smoking is prohibited in the lobby and other common areas, all elevators, rest rooms, the elevator lobby on each floor (even if such floor is occupied by only one Tenant) and the parking garage.
- **Soliciting & Peddling:** Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Management Office.
- **Weapons:** Owner has the right, but not the obligation, to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

### **Smoking Policy**

Smoking is prohibited in all common areas of the building including, but not limited to, entrances and lobbies, elevator lobbies, lavatories (handicap included), loading dock, elevators, freight elevators, stairways, and garage.

## Insurance Requirements

Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The insurer must be admitted and licensed in New York and the Certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service.

All certificates shall name the Tenant as the certificate holder as follows:

One NY Plaza Co. LLC  
c/o Brookfield Properties  
One New York Plaza  
New York, NY 10004

And as an additional insured party as follows:

*BOP ONYP JV Investor LLC, BOP ONYP Holdings LLC, One NY Plaza Co. LLC, Brookfield Properties (USA II) LLC, and their affiliates and all of their respective employees, officers, directors, partners, members, agents, board of managers, and any successors and assigns of such entities; any present or future mortgagee which encumbers an interest in the land or improvements commonly known as One New York Plaza, New York, New York and its successors and assigns; and such other and further entities and/or individuals as may be identified by the Owner in writing*

Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the following insurance coverage with companies acceptable to landlord in the following minimum limits:

	<u>Limit of Liability</u>
Worker's Compensation / Statutory Benefits	Statutory
Employer's Liability	\$1,000,000
Comprehensive General Liability- <b>Deliveries</b>	\$1,000,000 combined single limit (minimum)

Comprehensive General Liability –**Service Vendors** Varies based on services provided, see below

Electrician:	\$ 5,000,000
Exhaust Hood Cleaning:	\$ 5,000,000
Fiber Optics & Data Cabling:	\$ 5,000,000
Fire Sprinkler System:	\$ 5,000,000
Flooring Repair & Maint:	\$ 2,000,000
General Construction:	\$ 10,000,000
HVAC Maint. & Repair:	\$ 5,000,000
Janitorial Services:	\$ 5,000,000
Movers:	\$ 2,000,000
Painting:	\$ 2,000,000
Plumbing:	\$ 2,000,000
Rubbish Removal:	\$ 5,000,000
Sign Installation:	\$ 5,000,000
Comprehensive Automobile Liability	\$1,000,000 per occurrence
Bodily Injury and Property Damage (Including coverage for Hired and Non –Owned Automobiles)	

**Notes:** Completed certificates must be received before work can commence.