

The Electronic Tenant® Handbook
Empire State Building
350 Fifth Avenue



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On behalf of W&H Properties, we are pleased to welcome you and your employees to our building. At W & H Properties, we pride ourselves on quality service and proactive attention to our buildings and our tenants. We hope to show you that being a tenant in one of our buildings is a pleasurable experience. Our tenants are our number one priority.

This informative tenant manual should answer most questions that you and your colleagues may have about Empire State Building's amenities and services, safety and security regulations and operating procedures. We have provided you with contact names, phone numbers for building personnel, as well as information concerning emergency situations, including community emergency service organizations and phone numbers.

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Please take the time to review the contents of this online tenant handbook in order to become familiar with the building and its procedures. As necessary, we will provide you with additional or updated information reflecting staff or policy changes. If you have additional questions or concerns, please contact the Building Office at 212-736-3100, or stop by our office located in Suite 300, anytime between 8:30 a.m. and 5:30 p.m., Monday through Friday.

We look forward to servicing all your requirements and look forward to enjoying many years of your tenancy.

We perform for you.

James T. Connors
General Manager

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About W&H Properties

W&H Properties is one of the most forward-looking, tenant and broker-friendly ownerships in Manhattan. All of our properties are premier pre-war office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the W&H Portfolio is located in a vital, enduring submarket of New York City with exceptional access to transportation and amenities. Each building is staffed with on-site management chosen to address the needs of tenants and brokers.

Our tenants - be they small, mid-sized, or multi-floor - are entitled to superior work places and the responsive building management necessary to conduct productive, profitable businesses. Our mission is to be a responsive, tenant-focused, quality landlord. Every client relationship is important to us.

Our attention is focused on the needs of tenants and the brokerage community: swift service; turn-key leasing; and superior pre-built, built-to-suit, and raw space ready for build-out.

Your business' success is our business. Let W&H Properties perform for you.

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About Empire State Building

The Empire State Building, the world's most famous and celebrated office building, has upgraded its infrastructure to meet the needs of a new century. Our top-to-bottom enhancement and upgrade program provides a first-rate infrastructure for office tenants, large and small, in a premier business environment.

Located in the heart of the 34th Street corridor, the Empire State Building is only a short walk to Pennsylvania Station, Grand Central Terminal, The Port Authority Bus Terminal and PATH, along with 18 different subway lines, Crosstown and Fifth Avenue buses. Our building and neighborhood offer every amenity including full office services, first-class shopping, dining and lodging.

We have a variety of smaller pre-built offices and build-to-suit full-floor opportunities making the Empire State Building the choice location for any business, large or small.

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Navigation

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Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) that contains a number of downloadable and printable administrative forms. To use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. To obtain the software for free, [click here](#).

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Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about the Building's operations, we have included a monthly **[Building Calendar and Announcement Board](#)**. Here, you will find information regarding scheduled maintenance and events taking place at the Building. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please call the property management office at 212-736-3100.

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The following is a quick reference for contacts within the building. Please refer to the specific chapter within this handbook for detailed information.

Emergency	212-736-0911
Security Desk/Command Information Center (CIC)	
James T. Connors General Manager jconnors@esbnyc.com	212-736-3100, x3349
Tim Clancy Director of Operations tclancy@esbnyc.com	212-736-3100, x3318
Joseph D. Clerici Assistant. Director of Operations jclerici@esbnyc.com	212-736-3100, x3321

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Leasing Stephen Eynon Director of Leasing stephen.eynon@cbre.com	212-736-3100, x3351
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On-line Work Order System	esb.workspeed.com
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Management Office	212-736-3100
Accounting and Rent Bills Alex Chin Director of Finance achin@esbnyc.com	212-736-3100, x3333

Security/Command Information Center (CIC)	212-736-0911
Information Desk	212-736-3100
Messenger Deliveries/Pick-up Avant Business Services	212-687-5145

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Accounting: This section provides information regarding rental remittance.

Building Management: This section provides contact information for building operations personnel.

Holidays: This section provides a list of holidays observed at Empire State Building.

Leasing: This section provides contact information for the leasing agents of Empire State Building.

Requests for Media, Photo Shoots and Film Crews: This section provides information on how to deal with requests for media, photo shoots and film crews.

Requests for Signage, Papering, Kiosks and Costumed Characters: This section provides information on how to deal with requests for signage, papering and costume characters.

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Questions regarding rent bills or payments should be directed to Alex Chin, Director of Finance, at achin@esbnyc.com or 212-736-3100, x3333.

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The staff of the Empire State Building is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Suite 300. Please do not hesitate to contact the management office at:

Phone: 212-736-3100

Fax: 212-967-6167

Address:

Management Office for the Empire State Building
350 Fifth Avenue, Suite 300
New York, NY 10118

The following personnel are available to address your needs by contacting (212) 736-3100:

Title	Name	Phone Number	E-Mail
General Manager	James T. Connors	Ext. 3349	jconnors@esbnyc.com
Director of Operations	Tim Clancy	Ext. 3318	tclancy@esbnyc.com
Assistant Director of Operations	Joseph D. Clerici	Ext. 3321	jclerici@esbnyc.com
Construction Manager	Dennis Patch	Ext. 3319	dpatch@esbnyc.com

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Title	Name	Phone Number	E-Mail
Chief Engineer	Karl Tremmel	Ext. 3344	ktremmel@esbnyc.com
Chief Electrician	Bill Tortorelli	Ext. 3374	wtortorelli@esbnyc.com
Custodial Supervisor	Dale DiDonna	Ext. 3381	jcahill@esbnyc.com
Director of Leasing	Stephen Eynon	Ext. 3351	stephen.eynon@cbre.com
Director of Security	Lawrence Mannion	Ext. 3320	lmannion@esbnyc.com
Director of Finance	Alex Chin	Ext. 3333	achin@esbnyc.com
Director of Brand Development and Public Relations	Melanie Maasch	Ext. 3314	mmaasch@esbnyc.com
Information Desk		212-736-3100	
Security Office/Command Information Center (CIC)		212-736-0911	

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Holidays

The Empire State Building is officially closed on the following holidays. If you require any services on any of these holidays, such as HVAC (heating, ventilation, and air conditioning), cleaning, etc., please contact the Building Management Office at least two business days in advance of the holiday. Subject to your lease, there may be a charge for services on these holidays.

President's Day	Columbus Day
Good Friday	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	New Year's Day

If you require any services on Saturday or Sunday or after business hours on weekdays, such as overtime HVAC (heating, ventilation and air conditioning), special or supplemental cleaning, etc., please contact the Building Management Office at least two business days in advance of the weekend. Subject to your lease, there may be a charge for services on the weekend.

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Leasing

The leasing company for the Empire State Building is CB Richard Ellis, Inc. (CBRE). CBRE is a Fortune 100 company (NYSE:CBG) and global leader in real estate services. Listed below is the contact information for the Empire State Building leasing agent:

Stephen K. Eynon
Director of Leasing, First Vice President
Empire State Building, Suite 300
(212) 400-3351 or (212) 736-3100
stephen.eynon@cbre.com

For additional space needs or to dispose of space through a sublease or assignment of lease, please contact the leasing department after consulting your specific lease agreement for restrictions. Please note that, generally, Tenants are permitted to sublease/assign their Premises subject to a good standing financially and not to existing Tenants within the Empire State Building.

If you cannot locate the appropriate contact within this handbook for specific requests concerning billing, building services, work requests, move-in/move-out procedures, keys, etc., the leasing department is always available to direct you.

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Requests for Media, Photo Shoots and Film Crews

All requests to have media, photo shoots and film crews in Tenant space where the Empire State Building is being represented must be submitted to the Building's Director of Brand Development and Public Relations at least 24 hours in advance prior to the filming and are subject to approval by Building Management. Tenants do not have access to the Empire State Building common areas (i.e. lobby, corridors, elevators, observatories, etc.) for filming, photo shoots and media unless given prior written approval by the Empire State Building Company, L.L.C.; such requests are subject to location agreements and fees.

Important Note: The Empire State Building image is a trademarked design and permission must be granted for use via license agreement and monetary fee. Requests are subject to approval by ESBC and can be submitted to Melanie Maasch, Director of Brand Development and Public Relations at 212-736-3100, x3314, or mmaasch@esbnyc.com.

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Requests for Signage, Papering, Kiosks and Costumed Characters

Due to the high amount of requests the Empire State Building receives from Tenants and external parties, the Building has a strict policy that no signage, papering (i.e. handing out of fliers, pamphlets, brochures, coupons), kiosks, costumed characters/mascots, etc., are allowed in the common areas, including the lobby, corridors, elevator banks, observatories, etc. If any questions, contact Melanie Maasch, Director of Brand Development and Public Relations at 212-736-3100 x3314, or mmaasch@esbnyc.com.

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General Office Security: This section provides important security tips.

Key and Lock Policy: This section provides information regarding the key and lock policy of Empire State Building.

Lost and Found: This section provides information regarding the lost and found policy of the building.

Reception Area Security: This section provides helpful security tips to keeping the reception area safe.

Security Procedures: This section provides tenants with a list of security precautions.

Your Role in Security: This section provides information regarding your role in security.

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General Office Security

At the Empire State Building, it is our goal to make 350 Fifth Avenue a safe and secure building.

Safety and security requires your cooperation. We ask that you work within your firm to create security awareness among the staff and your visitors and to communicate the concept that “an ounce of prevention” is in everyone’s best interest.

At all times and in all situations, Tenants should immediately advise the Empire State Building Management Office at 212-736-3100 of any security incident or emergency situation within your offices or within the building.

The Empire State Building is manned by security personnel 24 hours a day, seven days a week. All security staff has been trained to act in a professional and courteous manner at all times. The Empire State Building has some of the highest standards in the industry for its employees, and we require adherence to these standards from the security company personnel. In the event of an emergency, contact the security staff at the Command Information Center via the all-hours emergency line at 212-736-0911.

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Key and Lock Policy

Requests for duplicate keys must be submitted via the on-line work order system at esb.workspeed.com. For reasons of security, all duplicate keys must be made within the building. Please note that no outside locksmith is allowed to do lock work in the building. There is a fee for key duplication.

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Lost and Found

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Reception Area

The key to reducing most, if not all, security problems in a tenant's office space, is the receptionist in the reception area. He/She is one of the most valuable employees in any firm. A receptionist can make it difficult, if not impossible, for an unwelcome visitor to enter their firm's office space. This is accomplished in the following ways:

All Visitors Should Be Requested To:

1. State their names
2. State their business
3. Show identification (upon request)
4. State whom they wish to see
5. Wait and be seated

The receptionist should then call the person concerned and have him/her meet the visitor in the reception area and escort him or her to his/her office. Upon completion of business conducted, the visitor should be escorted back to the reception area and shown to the door. If the guidelines are followed, there should be no unwelcome visitors roaming around your office space.

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It is every tenant's responsibility to request a source of identification from a repairman*, telephone employee, computer worker, etc. This should be obtained before an individual is allowed access into your office space. He/she should be escorted to the work area and escorted back to the reception area when he/she finishes work. Any unknown person observed in an inside office area should be challenged at all times.

Wallets and valuables should be locked in a desk or drawer in the office and kept out of view from anyone passing by.

SECURITY IN A TENANT'S OFFICE DURING BUSINESS HOURS IS THE RESPONSIBILITY OF THAT TENANT. IF BUILDING SECURITY CAN BE OF ANY ASSISTANCE TO YOU, FEEL FREE TO CALL (212) 736-0911.

*Empire State Building maintenance employees are required at all times to have their photo I.D. displayed.

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Only the building's exclusive messenger service, Avant Business Services is allowed to make deliveries to tenants within the building. All outside messengers are required to deliver and pick-up packages at the Empire State Building's Messenger Center, located on the concourse level. Messengers from Avant Business Services should be asked to remain in the reception area and the party concerned should meet the messenger there.

Never leave your reception area unattended. Do not allow visitors or couriers to pass beyond the reception area unless the receptionist who is aware of the nature of their business knows them.

Beware of the repairman attempting to pick up a machine for repair. Question the person, obtain identification and check with his office for verification.

Never leave purses, wallets, or other valuable items on or under desk. Keep these items out of sight.

Do not keep cash or stamps in an unlocked drawer. Valuables should be kept in a safe, if available.

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Do not carry large sums of money. Do not leave your wallet in a jacket hung over your chairs or behind your door.

Never allow visitor traffic in storage areas. Do not make storage rooms easily accessible from the main business area.

Be alert to persons who enter an office under the pretext of seeking employment. Keep applicants in your sight at all times. Distribute applications while you phone your firm's personnel manager.

Immediately report all suspicious persons, peddlers, or others purporting to be canvassing to the Management Office or the security desk. Do not attempt to apprehend or detain these persons.

Do not allow a person unknown to you to follow you into the building when entry is required by an access card.

Inspect locking hardware on your office suite doors. Notify the Building Management Office if repair or replacement is necessary.

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Do not keep valuable or moveable belongings near doors. Record serial numbers of office equipment.

Contact the Management Office if security system access cards, or office keys cannot be accounted for or are missing.

Report all lost security cards to the Management Office immediately so that they cannot be used by unauthorized persons.

Always lock your door from inside when working late or early.

Be certain that your employees who require after-hours access to the building are given access cards.

Alert security immediately following any employee termination so that the security card issued to the former employee can be immediately voided which will restrict access to the building.

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Tenant Identification Card Protocol

In order to provide a safe and secure working environment while not impacting on the day-to-day operation of the tenants, the Empire State Building provides tenant identification cards to authorized persons permitting them to gain entry via the lobby turnstiles.

The Security Department is tasked with issuing tenant identification cards and maintaining the associated database. The following protocol outlines the procedures for the issuance of and use of the Building Identification cards.

Tenant Requesting a New Identification Card

1. Tenant will ask their employer for a letter on company letterhead requesting that the Empire State Building issue a Building Identification card for the employee's use.
2. The Badge Station is located in Suite 330 on the third floor. Hours of operation are 1:00pm to 4:30pm Monday to Friday. The Badge Station is closed on all major holidays. Tenants who need additional information regarding tenant identification cards may call (212) 736-3100 extension 3332 or email abonilla@esbnyc.com

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3. The tenant requesting the identification card will bring the letter along with at least two (2) forms of identification as described below.
 - Every tenant must supply a valid (not expired) photo identification issued by the United States Government, a US State or a local government/political subdivision of a US state. Examples of acceptable forms of identification are US Passports, state driver's license, state issued non-drivers photo identification, state or local government social benefits card. Identification MUST contain the tenant's name and date of birth. This is not a complete list, other forms of identification may be accepted at the discretion of the Director of Security.
 - Second form of acceptable identification would be a birth certificate issued by a hospital, local birth registry or department of health located in the United States of America. The birth certificate must be an original with an embossed seal. Photocopies of a birth certificate marked "True Copy" and signed by a notary public are NOT to be accepted.
 - A third form of acceptable identification would be a piece of mail that contains the tenant's name and home address. An example of this type of identification would be a utility bill (gas, landline telephone, electric or property tax).

Note: All identification is subject to review by the Security Department. Any and all identification may be rejected after review by the Director of Security or his designee.

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4. The security staff assigned to the Badge Station will review all documents submitted. Any document that appears to have been altered or changed will not be accepted. If after review, sufficient proof of identity has been established a tenant identification card may be issued.
5. Tenant will be instructed to complete the following forms:
 - o Promissory note
 - o Tenant Data Sheet
6. Badge Station staff will enter the appropriate information regarding the tenant into the computer database system.
7. Tenant will be photographed and image stored in the database system.
8. Badge Station staff will print the tenant ID card and issue it to the tenant.
9. Tenant will be issued a reminder of the rules and regulations regarding the use of the identification card. The rules are as follows:
10. ID Cards are issued as a convenience to our tenants.
11. The ID Cards are the property of the Empire State Building and must be surrendered upon demand of a Building Representative.

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12. ID Cards are not valid at the Security Checkpoints. Tenants are reminded to enter through one of the turnstile entry points.
13. The ID card is valid only for the person to whom it has been issued. Do not lend or borrow another employee's ID Card. Anyone found using another person's ID will not be granted entry to the Building.
14. Do not "card" another person into the Building using your ID Card. All persons, tenants and visitors who do not have a Building issued ID card must enter via one of the Security Checkpoints.
15. When entering via one of the turnstiles employees must remove the ID card from their wallet or purse and be prepared to present the card to a security officer for verification. Security officers will randomly verify ID cards by comparing the photograph on the ID card against the person who is presenting the card.
16. Violation of these rules may result in the confiscation of the card and suspension of the user's privileges for a period to be determined by the Director of Security.

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Replacement Identification Cards

The Empire State Building will replace lost, stolen or broken identification cards upon request of the tenant's employer. All requests must be in writing and on company letterhead addressed to the Director of Security, Empire State Building. The letter must include the reason for the request (lost, stolen or broken). Lost Identification cards will be replaced for a fee of \$15.00 which will be billed to the tenants rent. Tenants claiming the ID card lost was a result of a theft may be asked to provide documentation of the crime.

1. The tenant requesting the identification card will bring the letter along with at least two (2) forms of identification as described above.
Note: All identification is subject to review by the Security Department. Any and all identification may be rejected after review by the Director of Security or his designee.
2. The Badge Station staff will determine if the tenant will be required to sit for a new photograph. A new photo is necessary if the tenants photo on file is 3 years or older OR the tenant's appearance has changed enough to warrant a replacement photo.

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Replacement Identification Cards (continued)

3. Tenant will be instructed to complete the following forms:
 - o Promissory note
 - o Tenant Data Sheet
4. Badge Station staff will update the appropriate information regarding the tenant into the computer database system.
5. Badge Station staff will print the replacement tenant ID card and issue it to the tenant.

Annual Review of Identification Card Records

The Empire State Building Security Department is tasked to provide authorized tenants with a Building Identification Card. As part of the process and to maintain a valid database, the department performs an annual review of each tenant company and their employees who have been issued Building Identification Cards.

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Annual Review of Identification Card Records (continued)

During the annual review the tenant company will be issued a list with the name of each employee who has an active Building Tenant Identification Card. The tenant employer is asked to review each name and verify their employment status. If a name appears on the list that is no longer in the employ of the company it is to be indicated on the report by drawing a single line through the name of the former employee. The Building ID card for the former employee will then be deactivated. Tenants are asked that when anyone leaves the company's employ that the Building ID Card be returned to the Security Department as soon as possible.

The Tenant ID Card System is also used for two other very important life safety issues. The first is tracking any person who suffers from some sort of disability, either temporary or permanent. In the event of an emergency where an evacuation is necessary this information is passed along to the New York City Fire Department. The fire officer in-charge will assign a firefighter to aid in the evacuation of the disabled person. The second issue involves any employee who servers as a Floor Fire Warden or Deputy Fire Warden. The City of New York requires building managers to maintain attendance records of Fire Wardens or their deputies. Tenant employers are to indicate on the list any employee who would fall into either of these categories.

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Annual Review of Identification Card Records (continued)

Employers are reminded that they do not have to wait for the annual review to make changes in any of the above categories. Employers should immediately notify the Security Department of any employee who has left their employ, now suffers from a disability that may prevent their safe evacuation in case of an emergency or any change in status of Floor Fire Wardens or one of the deputies.

Contacting the Security Department

- In an Emergency – 212-736-0911, 24 hours a day – 7 days a week
- Routine Business – 212-736-3100
- Badge Station – 212-736-3100, x3332

Report employee termination or to cancel lost or stolen ID cards off-hours 212-736-3100, x3416 (call the Badge Station during normal business hours)

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Your Role in Security

Many thefts and crimes against people occur during regular business hours and are usually perpetrated under the pretext of legitimate business. Offenses committed during after-hour periods often indicate laxity in control of passkeys, security cards, and alarm systems.

Investigations reveal that a large number of crimes would not have been committed had office personnel been alert to strangers or had they taken a few simple precautions.

Remember that security depends on the cooperation and concern of each individual. Protect yourself and your assets.

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Bomb Threat: This section provides tenants with procedures for handling a bomb threat.

Elevator Malfunction: This section provides instructions on what to do should an elevator malfunction.

Emergency Contacts: This section provides information on who to call in case of an emergency at Empire State Building.

Fires Safety Team & Procedures: This section provides information regarding the Fire Safety Team and procedures.

Flooding: This section provides important instruction on how to handle flooding at Empire State Building.

Medical Emergency: This section provides instructions on what actions to take if there is a medical emergency.

Power Failure: This section provides information on what will happen should a power failure occur at Empire State Building.

Severe Weather: This section provides information on what to do in a number of severe weather scenarios.

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Toxic Hazards: This section provides helpful safety tips for tenants working with toxic substances.

Closed Circuit Television: This section provides information regarding the closed circuit television services.

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The purpose of bomb threat procedure is to have an orderly, safe and rapid procedure for conducting searches, providing prompt, necessary communications, and rendering assistance in the event that an evacuation is called for by the local authorities.

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

- If a threat is received by phone, immediately call 911.
- Try to attract someone's attention in the office discreetly and quietly while listening to the caller.
- Try to keep the caller talking as long as possible. Ask the person to repeat parts of the message. Remain calm.
- Write down the message and obtain as much relevant information as possible.

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- Immediately after the call, notify the Building Management Office (212-736-3100), who will notify the following:
 1. Local Police
 2. In-house Security
 3. Staff
 4. Tenants
- The building staff will assist the local authorities in:
 1. Evacuation in part or in full
 2. Search for the device
- Building Staff will maintain a close relationship at all times with the local authorities to ensure maximum protection of the occupants, the building, and themselves.
- When the alert is over, the Building Office shall notify all Tenants.

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Elevator Malfunction

In the event that an elevator stops with passengers in it, remember to remain calm. Pressing any emergency button within the cab will alert Building Management that the cab is malfunctioning, what cab number it is, and what floor it is stuck on. The Guard will continue two-way communication with passengers until help arrives.

In the event of a power outage, the battery back-up lighting will continue to operate.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

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Emergency Contacts

Security Desk/Command Information Center (All-hours Emergency Line)	212-736-0911
Empire State Building Chief Engineer Karl Tremmel	212-736-3100, x3344
Empire State Building Management Office	212-736-3100

New York City Emergency Service Telephone Listings:

Fire Department	212-628-2900
Police Department	
Midtown South	212-477-7431
Midtown North	212-760-8300
Ambulance	911
Hospital (NYU Medical Center)	212-263-7300
Poison Control Center	800-343-2722

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The emergency team consists of the Fire Safety Director, Deputy Fire Safety Director, building and security staff, Fire Wardens and the Deputy Wardens (appointed by each Tenant from among their respective employees). The primary function of the Fire Wardens and Deputy Wardens is to ensure the safe and orderly evacuation of the occupants of the building in the event required by an emergency. This is accomplished by communication and the joint efforts of all members of the Emergency Team.

Fire drills are held once every six (6) months and all tenants are expected to cooperate, and learn the procedures to be followed in the event of an emergency. Tenants and their employees should familiarize themselves with the all exits and fire alarm devices on their floor and should understand the fire safety plan, found below. Stairwell familiarization drills will be conducted twice per year.

Any questions should be directed to the Building Office at 212-736-3100.

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Due to the resistive quality of this high-rise office building, immediate evacuation of the building is only necessary:

- from floor where fire is burning
- from floor areas one (1) story above fire floor
- when ordered to leave by Fire Safety Director, Police, or Fire Department Personnel

Actions to Be Taken by Anyone Discovering a Fire

Any person in the building, whenever there is evidence of fire, heat or smoke, shall initiate the transmission of an alarm. No approval of a superior is necessary.

Alarm to Be Transmitted as Follows:

1. Dial 911.
2. Pull interior fire alarm in corridor by stairway "X" or stairway "Y."
3. Call the Fire Department 212-628-2900.
4. Call Midtown South 212-477-7431 or Midtown North 212-760-8300.

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Immediately after transmitting alarm, notify the Building Management Office and Fire Warden on your floor. BUILDING MANAGEMENT TELEPHONE NUMBER: 212-736-3100.

Fire Wardens' and Deputy Wardens' Duties

- The Tenant or Tenants on each floor shall, upon request of Building Management, designate responsible and dependable employees for the positions of Fire Warden and Deputy Fire Wardens.
- Each floor of a building shall be under the direction of a designated Fire Warden for the evacuation of occupants in the event of fire. The Warden will be assisted in his duties by Deputy Fire Wardens.
- Each Fire Warden and Deputy Fire Warden shall be familiar with the Fire Safety Plan, the location of exits and the location and operation of any available fire alarm system.
- In the event of fire, or fire alarm, the Fire Warden shall establish communication with the, Fire Safety Director, and assist in the evacuation of the floor in accordance with the directions received from Fire Safety Director.
- Have available an updated listing of all personnel with disabilities who cannot use the stairs unaided.
- Assure that all persons on the floor are notified of the fire emergency and assist in the evacuation of all personnel. A search must be conducted in the lavatories to assure all are unoccupied. The Warden should assign other personnel to check the lavatories.

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Flooding

If a flood or leak should occur, Building Management should be notified immediately. While waiting for emergency personnel to respond, Tenants should safeguard and remove any valuable papers or documents from the affected area. Stay away from electrical equipment and outlets in a flooded area. Do NOT attempt to unplug or operate electrical equipment near water-damaged areas. The building engineering department will disconnect electricity serving a water-damaged area and will alert you when it is safe to resume operation of electrical equipment.

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Medical Emergency

If an accident occurs within your office suite, please notify the Management Office or call the Security Desk immediately. An employee of the Empire State Building will be dispatched to the scene of the accident and will perform the following:

- Notify the police and/or ambulance if required and if not done so already.
- Provide assistance to the injured party until emergency crew arrives.
- Complete an incident report.

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Power Failure

In case of a power outage, the Empire State Building is equipped with emergency lighting throughout the building and in the stairways.

If any Tenant should experience a loss of electrical power, they should notify the Management Office immediately. Emergency personnel will be dispatched immediately to determine if the power loss is localized or building-wide. If the problem is localized, personnel will check circuitry for corrective action.

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Severe Weather

In the event of severe weather, including high winds, the following will be performed:

- All Tenants will be notified
- Building personnel will secure all equipment and material on the roof, building exterior and sidewalk, which could move and cause damage to the building occupants and the public.
- Depending upon the severity of the storm, it may require a shutdown to some or all HVAC equipment for safety. Tenants will be notified accordingly.
- All glass swing doors in the lobbies will be locked.
- Tenants will be requested to close their blinds or shades to limit their exposure to glass breakage, should it occur. Where possible, Tenants should temporarily relocate their workstations away from the windows.
- If any window should break, Tenants should close off area involved and notify the Management Office immediately.
- Tenants will be kept informed of weather status.

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Toxic Hazards

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

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Closed Circuit Television

The CCTV system is in place to assist the security staff in performing their jobs by extending the range of their visibility. The system consists of cameras at strategic points in the building with associated monitors at the security desk. The security staff members are trained in monitoring these cameras and in how to respond to any emergency.

The cameras are all digitally recorded.

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The On-Line Work Order System: This section provides helpful information regarding the on-line work order system.

Building Signage and Directory: This section provides information regarding building signage and directory strips.

Cleaning: This section provides information on the janitorial services provided by Empire State Building.

Exterminator Services: This section provides information regarding exterminator services at Empire State Building.

Forms: This section provides tenants with downloadable and printable administrative forms.

HVAC: This section provides information about the HVAC systems in Empire State Building.

Lobby Service: This section provides information regarding lobby service at Empire State Building.

Maintenance Requests: This section provides information on requesting services at Empire State Building.

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Outgoing Material Pass Program: This section outlines the Outgoing Material Pass Program in place at Empire State Building.

Recycling: This section outlines the recycling program in place at Empire State Building.

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The On-Line Work Order System

Except in the case of an emergency, the easiest and fastest way to request services from building management is to submit a Work Order Request through our online system. To use the system, visit esb.workspeed.com, here you can log in with your user name and password and submit all requests.

To register for a user name and password, please contact Patricia Silva in the building office at psilva@esbnyc.com.

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Building Signage and Directory

Building Directory

The building directory is located in the Main Lobby. Each tenant will be provided space for the name of the company. Requests for additions and deletions to the directories should be submitted via the on-line work order system. Not all desired listings can be accommodated, so please limit your listings to company or sole-proprietor name only. Due to space limitations, we reserve the right to restrict listings. Processing time is generally 4 to 6 weeks from receipt of the request letter.

Door Signs

Approval must be obtained from the Building Office for all door signs. Order form can be obtained via the on-line work order system.

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Cleaning

First Quality Maintenance is the exclusive cleaning service provider for the Empire State Building. A dominant player in the New York market, FQM offers a wide variety of conventional, advanced, and special cleaning services that exceed the industry standard. Please contact Dale DiDonna in the building office to speak to an FQM representative who can develop a maintenance program to address your organization's needs in a way that fits your budget.

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Empire State Building Cleaning Services
Dale DiDonna
Cleaning Supervisor
212-736-3100, x3377
ddidonna@esbnyc.com

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Our exterminator is in the building on Wednesdays. If you would like to request additional service, please submit your request via the [on-line work order system](#).

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Building Services Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

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HVAC

If the temperature in your office needs adjustment, please notify the building management office via esb.workspeed.com. Your request will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 8:00 a.m. to 6:00 p.m., Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

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The following services are available within the building:

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Banks/ATMs	Location
<u>Bank of America</u>	West 34th Street
<u>Bank of New York</u>	Second Floor, Fifth Avenue Lobby
Other ATMs	In the Lobby Newsstand and Walgreens
Restaurants	Location
<u>Chipotle</u>	34th Street
<u>Europa Cafe</u>	33rd Street
<u>Heartland Brewery</u>	34th Street / Fifth Avenue
Rosa's Pizza	33rd Street Lobby
<u>Starbucks</u>	34th Street

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Retail	Location
Finesse Jewelers	33rd Street
Men's Wearhouse	34th Street
Perfumania	34th Street
Strawberry (children's & ladies fashions)	34th Street
Walgreen's (24-hour)	Fifth Avenue
Services	Location
Choice Forex, Inc., Currency Exchange	33rd Street
Federal Express	33rd Street
Kinko's	33rd Street
Lobby Newsstand	33rd Street
Louis' Shoe Repair	33rd Street
US Postal Service	33rd Street

Messenger Center

Avant Business Services is retained by the Empire State Building to pick up and deliver all messenger deliveries. Avant Business Services can be reached at 212-687-5145. All bulk deliveries to be routed through the service entrance located on 33rd Street between Fifth and Sixth Avenues.

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Maintenance Requests

Requests for the following services must be submitted via the [on-line work order system](#):

- Directory Board Listings
- New locks and additional keys
- Lincoln Building I.D. Cards
- Building passes to remove objects from the building
- Freight elevator reservations for after hours and weekends

Burned out light bulbs, problems with plumbing, heating, etc., should be reported to the Building Management Office via the on-line work order system, which can be accessed through the Tenant Services section at [esb.workspeed.com](#).

The Empire State Building Management Office Staff is available to assist you with maintenance of your office, such as painting, carpeting, hanging pictures, moving furniture or file cabinets, minor repairs, etc. If you require any such services, please submit your request via the on-line work order system. There may be a fee.

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Outgoing Material Pass Program

All materials leaving the building require an outgoing material pass. Request for passes must be done via the [on-line work order system](#).

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Recycling

The Empire State Building participates in all voluntary and mandated recycling programs. All white paper from your offices is collected by the Empire State Building Cleaning staff. Recycling is accomplished off-site.

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Tenant-Only Amenities

Chapter Overview

Concierge/Security Desk: This section provides information regarding the concierge/security desk located at Empire State Building.

Mens and Ladies Lavatories: This section provides information regarding the restrooms located at Empire State Building.

Tower Lightings: This section provides information regarding the tower lightings.

The Observatories: This section provides information regarding the observatories located at Empire State Building.

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Concierge/Security Desk

The Information Desk/Security Desk is manned 24 hours a day, 7 days a week. Should you have questions regarding security, please contact the Building Management Office at 212-736-3100.

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Mens and Ladies Lavatories

Each floor is equipped with one Men's and one Ladies' lavatory for Tenants use. Doors on the lavatories are locked with a key for security purposes.

PLEASE BE DISCREET when giving out the keys.

Periodically, these keys will be changed. Each tenant will be notified in writing prior to changing.

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Tower Lightings

In 1932, the tower lights at the Empire State Building shone brightly for the first time telling the citizens of New York City that Franklin Delano Roosevelt had become president of the United States. Ever since that day, the Empire State Building tower lights have become legendary, as they celebrate remarkable events and causes, timeless traditions and significant anniversaries.

To request a tower lighting, visit the Lighting Partner Program section at www.esbnyc.com or contact Nicole Grzywacz, ESB Public Relations, at ngrzywacz@esbnyc.com or 212-736-3100, x3339, for information.

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The Observatories

In addition to being the world's most famous office building, Empire State Building is also home to two observation decks.

86th Floor Observatory:

The 86th Floor Observatory, 1,050 feet (320 meters), reached by high speed, automatic elevators, has both a glass-enclosed area, which is heated in winter and cooled in summer, and spacious outdoor promenades on all four sides of the Building. High-powered binoculars are available on the promenades for the convenience of visitors at a minimal cost. Souvenir counters operated by HMSHost are also located on the 80th floor. The 86th Floor Observatory is handicap accessible.

102nd Floor Observatory:

The 102nd Floor Observatory is a glass-enclosed viewing room—and the highest point of the Building available to visitors.

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Observatory Hours:

Open daily 365 days a year, 8:00 a.m. to 2:00 a.m., 7 days a week. Last elevators go up at 1:15 a.m.

General Admission Prices:

Express Pass	\$41.52 (+\$3.48 tax)
Audio Tour	\$6.46 (+\$.54 tax)
Seniors (62+)	\$15.76 (+\$1.24 tax)
Adults (18-61)	\$17.61 (+\$1.39 tax)
Youth (12-17)	\$15.76 (+\$1.24 tax)
Children (6-11)	\$12.07 (+\$.93 tax)
Toddlers (5 or younger)	Free
Military with ID	\$15.76 (+\$1.24 tax)
Military in Uniform	Free
102nd Floor	\$13.84 (+1.16 tax)

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Special Tenant Admission Prices:

Tenant Tickets

- Tenant tickets are sold at the Observatory Ticket Office located on the second floor Visitors Center. Tenants may access this area by using the escalator on the North side of the Fifth Avenue Lobby. Present your Tenant ID badge to any Observatory employee to be guided to the ticket office.
- Tenants are offered a 50% discount off the regular 86th Floor Observatory retail ticket price of \$19.00. Cash and major credit cards are accepted. The tickets are clearly labeled "Tenant Tickets."
- Tenants may purchase up to (20) tickets per month. If a tenant requires more than 20 tickets within a month, the tenant should contact the ESB Observatory Sales Office at 212-736-3100, x3340 or x3375, for assistance.
- If the tenant, carrying his/her Tenant ID badge, accompanies his/her guests, they will be permitted to bypass the elevators lines and proceed to the front of the lines (only on the way up to the Observatory). If the tenants' guests arrive without escort, it will be necessary for them to wait in the lines. **Note: All tenants' guests must wait in the Security Line; there is no express access to bypass this line.**
- Tenant tickets are only available for the 86th Floor Observatory.
- For further questions, call 212-736-3100.
- Information on group rates can be obtained by faxing a request to the Group Sales Office at

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Special Tenant Admission Prices (continued):

ESB Express Pass:

The lines at the Empire State Building Observatory are as legendary as the building itself. The line actually consists of three different lines. First, is the security line that everyone must go through and then the ticket line. The third line is for the elevators that take you to the Observatory. Visitors with pre-purchased Express Pass tickets can skip the regular ticket line which can save a considerable amount of time during our busiest times.

Building Entry Points:

Fifth Avenue Entrance – Observatory visitor and tourist entrance.

33rd and 34th Street Entrances – Tenant and tenant visitor entrance.

Handicap Entrance - 34th Street, the entrance next to Bank of America. Note: The 34th Street Handicap Entrance is only open Monday - Friday until 6 p.m. Please use the Main Entrance for all other times.

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Security Checks:

Everyone must go through the security check when entering the building. The security check is similar to what is present at most airports and consists of a walk-through scanner and baggage check system. No glass or bottles are permitted to be taken to the Observatory. Cameras and camcorders are allowed, but no tripods. ONLY carry-on size and style bags, suitcases, backpacks, duffle bags, luggage, etc., are permitted. There is no coat check, package, baggage check or holding area available.

For more information about the Observatory policies, visit www.esbnyc.com.

For emergencies, please contact the nearest building security or staff member for assistance.

Note: During busy periods, the Empire State Building reserves the right to close the Observatory. During lightning storms, icy or other severe weather conditions, the outside deck may be closed. Tickets are not refundable and do not have an expiration date. Tickets are one-time use only.

To find out how long the Observatory wait is, visibility, etc., call 212-736-3100.

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The Neighborhood

Chapter Overview

Banks & ATM's: This section provides contact and location information for banks and ATMs in the neighborhood.

Business Services: This section provides detailed information about mail centers, printers, dry cleaners and other useful services in the neighborhood surrounding Empire State Building.

Entertainment: This section provides information on the neighborhood's best bars, clubs, cultural centers and other entertainment options.

Hotels: This section provides the contact and location information for the hotels in the neighborhood surrounding Empire State Building.

Maps: This section provides local maps as well as driving directions to and from major transportation hubs.

Restaurants: This section provides tenants with contact and location information for the restaurants located in Empire State Building's neighborhood.

Transportation: This section provides tenants with information regarding the public transportation options.

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Transportation

The Empire State Building is located in the very heart of Manhattan's public transportation system. The building is easily accessible by subway, bus, and rail. The New York City public transportation system is one of the largest and most complex in the world. Although we have included some useful information on the following page, we realize that users may need more detailed information. [Click here to reach the Metropolitan Transportation Authority home page.](#)

Subway: The two closest subway stations to the Empire State Building are 34th Street - Herald Square and the 33rd Street at Park Avenue. The 34th Street - Herald Square Station is serviced by the B,D,F,N,Q,R,V and W lines, while 33rd Street Station is serviced by the 6 line.

Rail Service: Penn Station, located at 7th Avenue and West 32nd Street, is a major hub for rail service and connector service via bus or subway to the Long Island Rail Road. and Long Island Bus Service is also easily accessible through Penn Station. The following leave from Penn Station: A, D, E,1,2,3,9. For detailed schedule and route information [click here to go to the Metro-North Railroad home page.](#)

Bus Service: Penn Station is serviced by the following major local bus lines in Manhattan: M10, M20, M4, M34. For detailed information regarding schedules, fare information and routes [click here to go MTA's bus service home page.](#)

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