

**850 Third Avenue**  
**Electronic Tenant® Portal**  
**Created on August 13, 2022**

## **Amenities: Amenities**

Chase bank and Ann Taylor are retail tenants located on the corners of 51st and 52nd street. The 17th Precinct Police Department and the Fire Department are located on 51st Street. Delgado's Newsstand is located in lobby. The lobby desk is manned by a security officer 24 hours and 7 days a week.

## **Emergency Procedures: Introduction**

The following fire safety and other emergency information is of critical importance. Please read them and plan ahead. If you understand what is happening, what to do, where to go and how to get there, you are less likely to be in danger.

# Emergency Procedures: Bomb Threat

**There are at least three reasons why bomb threats are a serious problem:**

1. Personal injury or building damage might result if an explosive or fire-generating device is set off.
2. At the mention of a bomb, fear and panic might create pedestrian stampedes.
3. Valuable work time is lost during necessary or unnecessary building evacuations. Idle time, lost wages for workers sent home and reduced productivity upon return all produce significant financial losses.

Our goal is to reduce the likelihood that a bomb will be placed in the building. Building Management will endeavor to control unauthorized access to its facilities and reduce the introduction of foreign devices. When successful, these preventive efforts will allow us to make rational decisions regarding the necessity for evacuation. The success of this preventive strategy requires the full cooperation of all Customers. A diligent Building staff coupled with an alert Customer population make for an excellent preventive blend.

## Customer Duties

**Bomb Threat Action Plan** - It is recommended that Customers develop their own Bomb Threat Action Plan working in conjunction with Building Management. Thus coordinated plans will be followed upon receipt of a threat. Persons selected to participate in these plans should be carefully selected. Their potential for performing well under stress should be considered. Secretaries and receptionists generally receive most bomb threats, therefore they should be trained to react calmly and solicit the proper information from the caller.

**What to do if a bomb threat is received** - The following procedures have proven to be valuable when threats are received:

The individual receiving the call must remain calm and get as much information from the caller as possible. A prepared checklist can be helpful to the receptionist. It is important to keep the person talking.

**The following information should be obtained when possible:**

- What is the exact message?
- What time will the bomb explode?
- What kind of bomb is it?
- Why was it placed here?
- When was it placed here?
- Exactly what does it look like?
- Exactly where is the bomb?
- Was the caller a male or a female?
- How old was the caller?
- Did the caller have an accent?
- Were there background noises?
- What is the caller's name?
- What is the caller's address?

Notify a company supervisor in accordance with your Company Action Plan. Do not discuss the threat with other employees.

Immediately notify the Lobby Desk at 212-752-9071 (24 hours) and relay all information received. Building Management and the company supervisor will evaluate the seriousness of the threat based on all available information.

**A decision will be made at this time whether to:**

- notify the Police Department
- notify employees in the building or part of the building
- order an evacuation, its extent and the location(s) to which employees should be evacuated

If evacuation is deemed necessary, employees should be notified in a calm and deliberate manner. Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to cease work, take their personal belongings and proceed to another floor, etc. This is not a drill".

Prior to working with a suspicious device, the Houston Police Department Bomb Squad requires that a Release from Liability Form be signed by a responsible person. This releases the City of Houston from any liability in the case of property damage or personal injury resulting from their activities.

If no bomb is discovered and the Police indicate that no further hazard exists, personnel may re-enter the building or offices at their own discretion and risk. The Building Management Office should be notified of any intention to re-enter. Keep the Building Management Office apprised of any new developments.

**Suggestions for preventing the placement of bombs within Customer spaces:**

Daily inspections for suspicious objects should be conducted in every suite. Neat offices that are free from debris and boxes can alert office workers to the placement of foreign objects within their space.

All employees should be encouraged to be aware of suspicious persons wandering about in offices, corridors and restrooms. Suspicious persons should be reported to your supervisor and to the Building Management Office.

Encourage employees to comply with the building security. When using their assigned card to enter the building, all employees should be alert not to allow entry into the building by unauthorized persons.

**Building Duties**

The Building Management Office will be responsible for lending assistance to the Customer receiving a bomb threat and for notifying all other Customers who may be affected by the threat.

**When a threat is reported to the Building Management Office:**

- The person receiving the call in the Building Management Office will request the following information:
- Customer name and caller's name
- Specifics of the threat
- Name of the company supervisor who has been notified
- Have the police been called
- Is evacuation being considered
- Have any suspicious objects been discovered

- Have employees been notified of the threat

**Building Maintenance personnel will be directed to begin a search of the following areas:**

- Public areas
- Stairways
- Elevators
- Elevator shafts
- Equipment rooms
- Cleaning closets
- Restrooms
- Air handler rooms
- Any other areas as designated

The Building Manager and the company supervisor will immediately evaluate the threat based on all available information.

**NOTE:** Two-way radios must not be used during a bomb search. They could initiate a detonator.

As soon as it is decided to do so, the Building Management Office will call each Customer to put them on notice that a bomb threat has been received.

The notification will be given by telephone to either the usual Customer contact or any responsible member of the Emergency Action Organization.

The notification will consist of a standardized statement designed to accurately communicate the fact that a threat has been received rather than to incite fear and panic.

The fact that the notification occurred at a certain time and was given to a certain representative will be documented and retained by the Building Management Office.

Partial evacuation of the building may be deemed necessary. A partial evacuation should include the threatened floor, the floor above and the floor immediately below. The evacuation should be away from the threatened floor and not through it. Personnel on the floor above the threatened floor should evacuate to higher floors. Personnel on the floor below the threatened floor should evacuate to lower floors. Stairways should be used for evacuation rather than elevators. Only disabled persons should utilize the elevators during bomb threat evacuations.

General evacuation of the Building may be deemed necessary. When general evacuation is initiated, the Customers will be notified by telephone, alarm, messenger, or all three. General evacuations should be conducted in the same manner as fire evacuation procedures.

[Click here to download a Bomb Threat Form](#)

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# Emergency Procedures: Civil Disturbance

Civil Disturbances are not easily categorized. Depending on the organization responsible for the disturbance, it may range from a calm group of picketers to a violent, destructive mob. It is possible that one will escalate to the other.

Eliminating the threat of violence and destruction are the goals of Management. Usually problems associated with civil disturbances can be reduced if the potential activities are detected swiftly and an action plan exists for resolving conflicts.

## Customer Duties

It is recommended that Customers develop their own civil disturbance action plan and review it with Building Management.

Any information received regarding the potential for a disturbance must be communicated quickly to the Building Management Office. Occasionally, political interest groups, disgruntled employees, or striking employees will let it be known that they intend to demonstrate, picket, etc. This information must be taken seriously and communicated to the Building Management Office.

If a disturbance is detected, the following must be reported to the police at 212-826-3241 or 911.

- Location of the disturbance: street, address, floor and suite.
- Your name and company name.
- Size of the group.
- Type of demonstration.

If a disturbance is detected, the Building Management Office must be contacted immediately. (24 hours a day at 212-752-9071)

Instruct employees to avoid communicating with the demonstrators, antagonizing the demonstrators or aggravating the situation in any way.

The necessity to evacuate the Building during a civil disturbance is not probable, but if evacuation is deemed necessary it will be conducted as a General Fire Evacuation. The only exception is that elevators can be used in the absence of a fire emergency.

## Building Duties

Upon receiving information that a civil disturbance may occur, the following actions will be taken by Building Management.

- The Building Manager and Security Supervisor will meet.
- An analysis of the threat will be made to determine the probability of occurrence and potential for violence if it does occur.

**If the probability of violence is great, the following actions will be taken:**

- The Police Department will be requested to be on stand-by.
- Additional uniformed security officers will be scheduled to work during the probable disturbance period.

**In the event of a civil disturbance, the following information will be gathered:**

- Location of the demonstration
- Size of the group
- Type of demonstration
- Have the police been called?
- Does the affected Customer intend to evacuate?
- Have employees been notified?

**In the event of a civil disturbance, the following actions will be taken:**

- The Building Manager and Security Supervisor will be notified.
- All affected Customers will be notified. Time of notification and the responsible Customer representative notified will be documented and retained by the Building Management Office.
- Building Management personnel will observe the scene to assess the severity of the disturbance.
- If evacuation is deemed necessary by a Customer, assistance will be given to the Customer via the Building Staff.

## **Emergency Procedures: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open and they will remain inoperable until the power has been restored.

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

## **Emergency Procedures: Emergency Action Plan**

[Click here to download the Emergency Action Plan](#)

# Emergency Procedures: Emergency Communications

## COMMUNICATION DURING AN EMERGENCY

In an emergency, Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include postings on the Electronic Tenant Handbook site, e-mails, phone calls, announcements via the Public Address (P.A.) system and posting of information on a 1-800 number. Each method is explained in detail below:

### Electronic Tenant Handbook

The Electronic Tenant Handbook site can send e-mail announcements to both work and personal e-mail addresses. If you have a personal e-mail address that you are comfortable sharing, please provide that to Property Management so that we may include that address, as well as your work e-mail address, in the Instant Alert e-mail addresses stored in the Electronic Tenant Handbook. Please note that e-mails from the Electronic Tenant Handbook are sent such that the recipient only sees his/her e-mail address.

### Phone Calls

Property Management will call our primary tenant contacts in an emergency. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation. Please be sure to update your Emergency Contact Form at least once per month to make sure that we have the latest emergency information on file for your company.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails through regular channels and/or the Electronic Tenant Handbook, as these methods of communication distribute information more quickly than phone calls.

### Public Address (P.A.) System

Property Management may use the P.A. system as a means of broadcasting information to the entire building population at one time or to broadcast information to selected floors. We would typically only use this form of communication for situations which require immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

### Your Role in Staying Informed

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

1. **Tune to local news** for updates as this will be one of the information sources on which Property Management will rely. For other sources of information, please see the Sources of Emergency Information document located on the Electronic Tenant Handbook site.
2. **Keep e-mail open** and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, the Electronic Tenant Handbook will dispatch to both work and personal email addresses.

3. Log on to the **Electronic Tenant Handbook** for updated posting of information.

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, please do not wait to hear from Property Management prior to implementation of your internal emergency response plans. We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.

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## **Emergency Procedures: Emergency Contacts**

<b>All Emergencies:</b>	911
<b>Building Management Office:</b>	646-929-9666
<b>Building Security/After Hours Emergencies:</b>	212-752-9071
<b>Fire Department (non Emergency):</b>	212-570-4208
<b>Police Department (non Emergency):</b>	212-826-3241
<b>Hospital:</b>	911

### **Important notes**

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

# Emergency Procedures: Evacuation

## General Conduct

Remain calm and quiet so everyone can hear emergency evacuation instructions.

- Walk quickly; do not run or push.
- Remove shoes that will slow the evacuation, such as shoes with high heels or platforms (thick soles).
- Use handrails on the right of the stairwells to prevent trips and falls during the evacuation.
- Leave the left side of the stairwell open to allow room for firefighters coming up the stairs.
- Do not eat or drink during an evacuation. Spills can occur that can cause slip-and-fall hazards for people evacuating from the floors above. Hot drinks can also injure people if spilled directly on them.
- Assist slower-moving persons.
- All injured evacuees are to be treated at stairwell landings and await rescue from the fire department.
- Make sure all stairwell doors are closed after the last person evacuates the floor. This prevents the spread of fire and smoke.
- All evacuees must follow the direction of the SRS Person in Charge or fire department and either remain in the stairwell, remain on the floor relocated to, or continue moving. If you ultimately evacuate out of the building, walk toward the designated initial assembly area, as directed and then move to your suite's designated meeting location for instruction.

## The Search

- Search for and evacuate occupants from all rooms and public areas on each floor, such as offices, restrooms, kitchens, reception areas, elevator lobbies and conference rooms.
- If time permits, close each door after the room is searched and place a Post-it® note on the lower third of the door saying, "Searched." This alerts the firefighters that the room has already been searched and gives them more time to fight the fire. It is recommended that searchers have the Post-it® notes preprinted on white paper with black bold lettering.

## Special Assistants (help people requiring special assistance)

- Allow all individuals not requiring special assistance to evacuate the floor first, via the stairwell, before you move into the stairwell. Do not slow the evacuation because this may cause panic.
- Leave wheelchairs behind when evacuating into stairwells.
- Move into the stairwell, close the door behind you and remain on the landing. If floors above are evacuating and the floor you are on is not affected by smoke or fire, move back onto the floor until the upper floors have evacuated so you don't slow the evacuation. Building Evacuation 2/1/2009 Emergency Preparedness & Response Manual Page 5 of 5
- If conditions pose a threat and danger exists and the fire department has not arrived, the tenant emergency response team may assist in evacuating the individual to a safe area.
- Report the names and locations of persons waiting for assistance to evacuate.

# **Emergency Procedures: Fire Prevention**

## **Fire Prevention**

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

## **Fire Emergency**

IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

## **Emergency Procedures: Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

## **Emergency Procedures: Homeland Security**

Chetrit Group recommends that each tenant have an emergency action plan in place to help their employees prepare for and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

**Department of Homeland Security**

<http://www.dhs.gov/dhspublic>

**Federal Emergency Management Association**

<http://fema.gov/>

**American Red Cross**

<http://www.redcross.org/>

**Center for Diseases Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

## **Emergency Procedures: Medical Emergency**

**In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:**

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  1. Your name
  2. Your Building's name and address
  3. Your specific floor number and the exact location of the emergency
  4. Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the lobby desk at 212-752-9071. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
  1. Name, address and age of injured/ill person
  2. The nature of the problem, as best you can surmise
  3. All known allergies and current medications taken by the individual
  4. A local doctor

# Emergency Procedures: Pandemic Preparedness

## What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

## Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal and local governments are developing, improving and testing their plans for an influenza pandemic. Businesses, schools, universities and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found here [State and Local Flu Resources](#).

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

- [Pandemicflu.gov](http://Pandemicflu.gov)  
This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
- Centers for Disease Control and Prevention (CDC)  
The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).
- Department of Homeland Security (DHS)  
DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on [Pandemicflu.gov](http://Pandemicflu.gov) as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—[DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).
- BOMA Resources  
BOMA/Greater Toronto Pandemic Flu Report  
The report addresses the threat to commercial buildings from an avian flu pandemic.

**The resources above will provide a lot of information, but we also encourage you to:**

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

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## **Emergency Procedures: Power Failure**

All 850 Third Avenue Office Buildings and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions.

### **Those functions include:**

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.  
Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.

## **Emergency Procedures: 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 present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

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

- 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.

## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. **Call 911**. Provide the building's address, your floor and phone number and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you and always follow all safety procedures when working with toxic materials.

## **Introduction: Welcome**

Welcome to 850 Third Avenue! We have prepared this Electronic Tenant Web Portal to help you during your move-in and throughout your tenancy with us. We hope that this document will answer many of your questions. Most of your service requests will be channeled through our innovative, web-based, [service request platform](#).

The tenant information provided in this Electronic Tenant® Portal is meant to provide you with a better understanding of 850 Third Avenue and facilitate your company's operations. We hope that this will be a valuable resource for you during your tenancy. Please note that the Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Management Office and we will assist you from there.

### **The contact information for the Management Office is:**

**Property Manager**                      **Sarah Lewis**  
Phone: 212.593.5278  
Fax: 212.826.6187  
[Sarah.Lewis@850-thirdave.com](mailto:Sarah.Lewis@850-thirdave.com)

**Address:** 850 Third Avenue, New York, NY 10022

Every attempt has been made to provide current and accurate information in this Portal, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

**Welcome to 850 Third Avenue!**

## **Introduction: About 850 Third Avenue**

850 Third Avenue is a glass and aluminum faced high-rise building constructed in 1960; Architect is Emery Roth & Sons. The property has 21 stories, with a “wedding cake” massing. The NYPD and FDNY are tenants in the building on 51st street. Retail tenants include Chase Bank and Ann Taylor Retail. Delgado’s Newsstand is a deli located in the lobby.

# Introduction: Operating Instructions

## Navigation

You move through The Electronic Tenant® Portal just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

## Special Features

This Electronic Tenant® Portal has special features, such as a [Forms Section](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use and can be obtained by [clicking here](#).

## Updates

The Electronic Tenant® Portal is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property'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 property.

## **Operations: Accounting**

### **Wiring Instructions**

*Name:* 850 THIRD AVENUE HOLDING LLC

*Bank:* JP MORGAN CHASE BANK

*ABA:* 021000021

*Account:* 808885771

**Payment by check or money order should be made directly to the following address:**

850 Third Avenue Holding LLC

P.O. Box 28044

New York, NY 10087-8044

**The address for couriers is:**

Attn: 850 Third Avenue Holding LLC & 28044

4 Chase Metrotech Center

7th Floor East

Brooklyn, NY 11245

# Operations: Building Holidays

## Building Holidays

The following is a list of days that we observe as holidays. Building services such as HVAC and cleaning are not provided on these days, but are available upon request. If you have a workday that is in conflict with the Building holiday schedule, you would need to notify us in advance for special arrangements. The Management Office should also be notified of any holidays your company may have that are in addition to those listed below.

### Holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

# **Operations: Building Hours**

Regular building hours are from 8:00AM to 6:00PM. Access to building is available 24 hours and 7 days a week. Tenants must present either company or building ID. Visitors must check in at the security desk.

## **Operations: Building Management**

The staff of 850 Third Avenue is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located on the 10th floor. Please do not hesitate to contact the Management Office at:

**Phone:** 646.929.9666

**Fax:** 212.826.6187

**Address:** 850 Third Avenue, New York, NY 10022

**The following personnel are available to address your needs:**

<b><i>Property Manager:</i></b>	<b>Sarah Lewis</b> Phone: 212.593. 5278 <a href="mailto:Sarah.lewis@850-thirdave.com">Sarah.lewis@850-thirdave.com</a>
<b><i>Building Administrative Assistant:</i></b>	<b>Christina Burke-Ruiz</b> Phone: 646-929-9663 <a href="mailto:Christinab.ruiz@850-thirdave.com">Christinab.ruiz@850-thirdave.com</a>
<b><i>Chief Engineer:</i></b>	<b>Joel D'Alessio</b> 646.929.9660 <a href="mailto:Joel.dalessio@850-thirdave.com">Joel.dalessio@850-thirdave.com</a>
<b><i>Assistant Chief Engineer:</i></b>	<b>Ed Doering</b> 646.929.9662 <a href="mailto:Ed.doering@850-thirdave.com">Ed.doering@850-thirdave.com</a>
<b><i>Fire Safety Director / EAP / Security Director:</i></b>	<b>Jorge Piniella</b> 212.752.9071 <a href="mailto:Jorge.piniella@850-thirdave.com">Jorge.piniella@850-thirdave.com</a>

## **Operations: Leasing**

**For inquires on vacant or upcoming space, please contact:**

**Howard J. Kessler Jr.**

212.372.2110

[hkessler@ngkf.com](mailto:hkessler@ngkf.com)

**Jamie Jacobs**

212.372.2487

[jjacobs@ngkf.com](mailto:jjacobs@ngkf.com)

## **Policies and Procedures: Contractors**

[Category A Vendor Requirements](#)

[Category B Vendor Requirements](#)

[Category C Vendor Requirements](#)

[Category D Vendor Requirements](#)

[Category E Vendor Requirements](#)

## **Policies and Procedures: General Rules and Regulations**

The following rules and regulations shall apply, where applicable, to the Premises, the Building, the parking facilities (if any), the Property and the appurtenances. In the event of a conflict between the following rules and regulations and the remainder of the terms of the Lease, the remainder of the terms of the Lease shall control. Capitalized terms have the same meaning as defined in the Lease.

1. Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed by Tenant or used by Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas. At no time shall Tenant permit Tenant's employees to loiter in Common Areas or elsewhere about the Building or Property.
2. Plumbing fixtures and appliances shall be used only for the purposes for which designed and no sweepings, rubbish, rags or other unsuitable material shall be thrown or placed in the fixtures or appliances.
3. No signs, advertisements or notices shall be painted or affixed to windows, doors or other parts of the Building, except those of such color, size, style and in such places as are first approved in writing by Landlord. All tenant identification and suite numbers at the entrance to the Premises shall be installed by Landlord, at Tenant's cost and expense, using the standard graphics for the Building. Tenant shall be entitled to its pro rata share of listings on the Building directory and an identifying sign on or adjacent to the entrance to the Premises (subject to Landlord's consent as to the size and location thereof, which consent shall not be unreasonably withheld by Landlord). Except in connection with the hanging of lightweight pictures and wall decorations, no nails, hooks or screws shall be inserted into any part of the Premises or Building except by the Building maintenance personnel without Landlord's prior approval, which approval shall not be unreasonably withheld.
4. Landlord shall provide and maintain in the first floor (main lobby) of the Building an alphabetical directory board or other directory device listing tenants (including Tenant) and no other directory shall be permitted unless previously consented to by Landlord in writing.
5. Tenant shall not place any lock(s) on any door in the Premises or Building without Landlord's prior written consent, which consent shall not be unreasonably withheld and Landlord shall have the right at all times to retain and use keys or other access codes or devices to all locks within and into the Premises. A reasonable number of keys to the locks on the entry doors in the Premises shall be furnished by Landlord to Tenant at Tenant's cost and Tenant shall not make any duplicate keys. All keys shall be returned to Landlord at the expiration or early termination of the Lease.
6. All contractors, contractor's representatives and installation technicians performing work in the Building shall be subject to Landlord's prior approval, which approval shall not be unreasonably withheld and shall be required to comply with Landlord's commercially reasonable standard rules, regulations, policies and procedures, which may be revised from time to time.
7. Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by Tenant of merchandise or materials requiring the use of elevators, stairways, lobby areas or loading dock areas, shall be restricted to hours reasonably designated by Landlord. Tenant shall obtain Landlord's prior approval by providing a detailed listing of the activity, which approval shall not be unreasonably withheld. If approved by Landlord, the activity shall be under the supervision of Landlord and performed in the manner required by Landlord. Tenant shall assume all risk for damage to articles moved and injury to any persons resulting from the activity. If equipment, property, or personnel of Landlord or of any other party is damaged or injured as a result of or in connection with the activity, Tenant shall be solely liable for any resulting damage, loss or injury.
8. Landlord shall have the right to approve the weight, size, or location of heavy equipment or articles in and about the Premises, which approval shall not be unreasonably withheld. Damage to the Building by the installation, maintenance, operation, existence or removal of Tenant's Property shall be repaired at Tenant's sole expense.
9. Corridor doors, when not in use, shall be kept closed.
10. Tenant shall not: (1) make or permit any improper, objectionable or unpleasant noises or odors in the Building, or otherwise interfere in any way with other tenants or persons having business with them; (2) solicit business or distribute or cause to be distributed, in any portion of the Building, handbills, promotional materials or other advertising; or (3) conduct or permit other activities in the Building that might, in Landlord's sole opinion, constitute a nuisance.
11. No animals, except those assisting handicapped persons, shall be brought into the Building or kept in or about the Premises.
12. No inflammable, explosive or dangerous fluids or substances shall be used or kept by Tenant in the Premises, Building or about the Property, except for those substances as are typically found in similar

premises used for general office purposes and are being used by Tenant in a safe manner and in accordance with all applicable Laws. Tenant shall not without Landlord's prior written consent, use, store, install, spill, remove, release or dispose of, within or about the Premises or any other portion of the Property, any asbestos-containing materials or any solid, liquid or gaseous material now or subsequently considered toxic or hazardous under the provisions of 42 U.S.C. Section 9601 et seq. or any other applicable environmental Law which may now or later be in effect. Tenant shall comply with all Laws pertaining to and governing the use of these materials by Tenant and shall remain solely liable for the costs of abatement and removal.

13. Tenant shall not use or occupy the Premises in any manner or for any purpose which might injure the reputation or impair the present or future value of the Premises or the Building. Tenant shall not use, or permit any part of the Premises to be used for lodging sleeping or for any illegal purpose.
14. Tenant shall not take any action which would violate Landlord's labor contracts or which would cause a work stoppage, picketing, labor disruption or dispute or interfere with Landlord's or any other tenant's or occupant's business or with the rights and privileges of any person lawfully in the Building (**"Labor Disruption"**). Tenant shall take the actions necessary to resolve the Labor Disruption and shall have pickets removed and, at the request of Landlord, immediately terminate any work in the Premises that gave rise to the Labor Disruption, until Landlord gives its written consent for the work to resume. Tenant shall have no claim for damages against Landlord or any of the Landlord Related Parties nor shall the Commencement Date of the Term be extended as a result of the above actions.
15. Tenant shall not furnish cooling or heating to the Premises, including, without limitation, the use of electric or gas heating devices, without Landlord's prior written consent. Tenant shall not use more than its proportionate share of telephone lines and other telecommunication facilities available to service the Building.
16. Tenant shall not operate or permit to be operated a coin or token operated vending machine or similar device (including, without limitation, telephones, lockers, toilets, scales, amusement devices and machines for sale of beverages, foods, candy, cigarettes and other goods), except for machines for the exclusive use of Tenant's employees and invitees.
17. Bicycles and other vehicles are not permitted inside the Building or on the walkways outside the Building, except in areas designated by Landlord.
18. Landlord may from time to time adopt commercially reasonable systems and procedures for the security and safety of the Building and Property, its occupants, entry, use and contents. Tenant, its agents, employees, contractors, guests and invitees shall comply with Landlord's systems and procedures.
19. Landlord shall have the right to prohibit the use of the name of the Building or any other publicity by Tenant that in Landlord's sole opinion may impair the reputation of the Building or its desirability. Upon written notice from Landlord, Tenant shall refrain from and discontinue such publicity immediately.
20. Neither Tenant nor its agents, employees, contractors, guests or invitees shall smoke or permit smoking in the Common Areas, unless a portion of the Common Areas have been declared a designated smoking area by Landlord, nor shall the above parties allow smoke from the Premises to emanate into the Common Areas or any other part of the Building. Landlord shall have the right to designate the Building (including the Premises) as a non-smoking building.
21. Landlord shall have the right to designate and approve standard window coverings for the Premises and to establish rules to assure that the Building presents a uniform exterior appearance. Tenant shall ensure, to the extent reasonably practicable, that window coverings are closed on windows in the Premises while they are exposed to the direct rays of the sun.
22. Deliveries to and from the Premises shall be made only at the times in the areas and through the entrances and exits reasonably designated by Landlord. Tenant shall not make deliveries to or from the Premises in a manner that interferes with the use by any other tenant of its premises or of the Common Areas, any pedestrian use, or any use which is inconsistent with good business practice.
23. The work of cleaning personnel shall not be hindered by Tenant after 5:30 P.M. and cleaning work may be done at any time when the offices are vacant. Windows, doors and fixtures may be cleaned at any time. Tenant shall provide adequate waste and rubbish receptacles to prevent unreasonable hardship to the cleaning service.

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## **Policies and Procedures: Insurance Protection**

Please obtain the insurance requirements from the management office.

## **Policies and Procedures: Moving Procedures**

Tenant moves must occur before or after regular building hours (before 8AM or after 6PM) and the freight must be reserved in advance. A current certificate of insurance must be on file in the building Management Office meeting Chetrit Group's requirements before the move will be allowed.

## **Policies and Procedures: Smoking**

850 Third Avenue maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.

## **Security: After Hours Access**

All tenants must show either a building or a company ID and sign in/out at the lobby console.

## **Security: Building Access**

All tenants must show either a building or company ID. Visitors must check in with security staff at the lobby desk.

## **Security: Deliveries**

All deliveries are received through the messenger center located at the 52nd Street entrance.

# **Security: General Office Security**

## **Security Checklist**

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

## **Suspicious Persons**

If you see suspicious or offensive persons in the building, please call the Management Office immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

## **Security: Key and Lock Policy**

All keying/lock changing requests must be handled by Building Management. No lock is permitted in the building that is not accessible by the building master key and exact records are kept recording which individuals within your company are authorized to request keys to your space. All key requests must be placed via [Workspeed](#).

## **Security: Lost and Found**

Please contact the Management Office at 646-929-9666 to claim items that have been lost or found in the building.

## **Security: Property Removal**

All property removed must be accompanied by a property removal pass provided by the building management and signed by and authorized tenant.

## **Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 646-929-9666 and we will send appropriate personnel to escort them off of the premises.

## **Services: Building Signage**

Building signage is maintained by the building Management Office.

## Services: Cleaning

The Building cleaning specifications require that your office space be cleaned nightly Monday through Friday, with the exception of building holidays and that all common areas and restroom facilities throughout the building be maintained to the highest standard of cleanliness. There is no janitorial service on weekends unless special arrangements have been made thru the Management Office.

We would like to take this opportunity to request your assistance in maintaining the neat and clean appearance of the building. We would greatly appreciate it if you and your staff immediately reported any cleaning and maintenance problems such as carpet stains, graffiti and lights out in public areas or elevators to the Management Office.

### Nightly

- **CARPETED FLOORS**

All carpeted floors will be spot vacuumed nightly. Particular attention will be given to vacuuming under desks. Spot clean as necessary.

- **UNCARPETED FLOORS**

All hard-surfaced floors will be spot cleaned where necessary to remove spill and smudges.

- **TRASH REMOVAL, RECYCLING PROGRAM and TRASH LINERS**

All trash from wastebaskets and trash barrels or other trash, which is identified as such, by signs or notices, will be removed from the premises and deposited in the designated areas for trash. The contents of recycling containers will be removed to the designated collection areas as required. Trash liners will be replaced as necessary but in no event less than weekly. Clean and sanitize trash and recycling containers as required. Owner's recycling program shall be adhered to and supported at all times.

### Weekly

- **FURNITURE AND ACCESSORIES**

Wipe file cabinets, telephones, furniture and accessories to remove spills, smudges and streaks. Sanitize all telephone receivers. Polish desk and furniture tops with appropriate polishing materials. Return chairs and waste baskets to their proper positions.

Wipe with dust cloth all sides of furniture and legs on furniture. Wipe all horizontal surfaces, including window sills, which are not dusted during the nightly dusting. Dust all vinyl base.

- **THRESHOLDS**

Clean and polish all metal door thresholds.

- **DOORS, JAMBS AND WALLS**

All doors, jambs, walls and window mullions and glass partitions will be spot-cleaned to remove streaks, smudges, hand marks and spills. Give particular attention to areas such as doors, jambs and windows where it is reasonable to expect hand marks will be present. Dust and remove debris from all metal door thresholds.

### Monthly

- **FURNITURE**

Vacuum all upholstered furniture.

- **CARPETED FLOORS**

All carpeted floor areas that are not accessible, but are easily visible will be vacuumed with portable vacuums. For example, desk wells, areas around planters and spaces between furniture. Thoroughly vacuum under and around all desks and office furniture.

- **UNCARPETED FLOORS**

Sweep, dust mop, wet mop and spray buff all resilient and/or composite floorings with mild detergent solution. Spot clean streaks, smudges and stains as required. Floor should dry free of any streaks or smudges. Dust all vinyl base.

### **Quarterly**

- **HIGH DUSTING**

All horizontal surfaces on furniture, ledges, wainscot, picture frames, wall hangings, etc., that are beyond the reach of normal nightly dusting, will be dusted.

- **UNCARPETED FLOORS**

Shower-scrub or otherwise recondition all resilient or composition flooring to provide a level of appearance equivalent to a completely refinished floor.

### **Semi-Annually**

- **HIGH DUSTING**

All ceiling vents, vents located high on the walls or in ceilings and light fixtures will be dusted. Dust ceiling surfaces other than acoustical ceiling material.

- **HORIZONTAL WINDOW BLINDS**

Wipe down all vertical blinds at exterior windows as recommended by manufacturer.

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## **Services: Elevators**

There are 10 passenger elevators and freight car. The low rise bank has 7 elevators servicing floors 1-11; the high rise bank has 3 elevators servicing floors 12-21. There is one freight car servicing Basement, 1 and 3 thru 21.

## **Services: HVAC**

### **Overtime Air-Conditioning**

All requests for overtime air-conditioning, heating or ventilating must be placed via the tenant request system online, [Workspeed](#). All charges will be in accordance with your Lease Agreement.

## **Services: Mail Service**

Mail is handled by the [US postal service](#); a drop box is located in the lobby near the deli.

## **Services: Maintenance Requests**

All service requests must be placed through the online tenant request system [Workspeed](#).

## **Sustainability: ENERGY STAR**

**850 Third Avenue is an EPA ENERGY STAR certified building!**

[ENERGY STAR](#) building certification is part of the U.S. Environmental Protection Agency's (EPA) broader program for rating the energy efficiency of a wide range of products. 850 Third Avenue began utilizing the benchmarking building energy performance using the ENERGY STAR Portfolio Manager tool in 2008 and benchmarks all eligible buildings.

The ENERGY STAR program rates the energy efficiency of buildings on a 1 to 100 percentile scale. A score of 75 means that a building is more efficient than 75% of comparable buildings.

## **Sustainability: LEED Certification**

**850 Third Avenue is LEED Gold Certified!**

The U.S. Green Building Council's [LEED](#) (Leadership in Energy and Environmental Design) certification program is an internationally-recognized performance rating system for the design, construction and operation of real estate assets. Chetrit Group pursues LEED wherever certification is appropriate for the property type. Chetrit Group operates all properties to the LEED for Existing Buildings standard, including green cleaning practices, integrated pest management, waste and e-waste recycling and energy and water efficiency standards across the entire portfolio. Our Green Building Construction Standards require all construction and tenant improvement projects to meet the LEED interiors criteria for indoor environmental quality, energy and water efficiency, sustainable materials procurement and waste management.