

# **Empire State Building Electronic Tenant® Portal**

Created on October 30, 2020

**Construction & Other Policies: Construction Procedures, Design Guidelines & Performance Criteria**

Please contact the [Management Office](#).

## **Construction & Other Policies: Life Safety & Emergency Procedures**

### **Bomb Threat**

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.
- Immediately after the call, notify the Building Management Office (212-736-3100), who will notify the following:
  - Local Police
  - In-house Security
  - Staff
  - Tenants
- The building staff will assist the local authorities in:
  - Evacuation in part or in full
  - 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.

### **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.**

### **Emergency Contacts**

Security Desk/Command Information Center (All-hours Emergency Line)	212-736-0911
Empire State Building	212-736-3100, x3344
Director of Engineering, Tim Dailey	
Empire State Building Management Office	212-736-3100

### **New York City Emergency Service Telephone Listings:**

Fire Department	911 (Emergency)
Police Department	911 (Emergency)
Midtown South	212-239-9811
Ambulance	911
Hospital (NYU Medical Center)	212-263-7300
Poison Control Center	311 or 800-222-1222

### **Fire Safety Team and Procedures**

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.

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

1. from floor where fire is burning
2. from floor areas one (1) story above fire floor
3. 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:

- Dial 911.
- Pull interior fire alarm in corridor by stairway.
- Call the Fire Department 911.
- Call Midtown South 212-239-9811.

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.

#### 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.

#### 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.

#### 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.

### **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.

### **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.

### **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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## Construction & Other Policies: Construction Policies and Procedures

Empire State Building staff of project managers has the experience and knowledge to assist and advise you on any project or renovation, small or large. Please contact the [Building Management Office](mailto:ESBOPS@empirestaterealtytrust.com) at [ESBOPS@empirestaterealtytrust.com](mailto:ESBOPS@empirestaterealtytrust.com) to discuss your company's needs. The Management Office can be contacted for a list of approved contractors and with any questions regarding procedures listed below.

### Procedures

General Conditions

Architectural Notes

Contractor Notes

Mechanical Notes

Electrical Notes

Life Safety Notes

Safety, Security, and Fire Emergency Information and Procedures

**NOTE:** NYC code LL58/88 requires that a permit be obtained for all construction work to be performed. In order to obtain a permit, an inspection of the affected work area must be made by a certified asbestos investigator and a form, ACP-5, must be submitted to the buildings department with a copy to the Building Office.

### Procedures

- A letter of request, along with five (5) full sets of appropriate drawings, which may include architectural, mechanical, or structural plans stamped by a New York licensed architect or engineer must be submitted to the Building Manager prior to the commencement of any work. No work is to be performed without the written approval of the Managing Agent. In granting conditional approval of any alteration or installation, the Empire State Building will make no representation as to the design, quality, or safety of the work to be performed. In the event the operation of the Building or any equipment or any other tenants are in any way adversely affected by reason of such work, the Tenant will be required, solely at its own expense, to remove or correct the cause of such problem immediately.
- Plans shall be filed and approved by all governmental agencies having jurisdiction prior to the commencement of any work and all work shall be done in accordance with such requirements and with the requirements of the Board of Fire Underwriters. All material and workmanship shall meet or exceed Building standards. (See attached memo titled Building Rules and Regulations for Alterations)
- Immediately after completion of work, an original Certificate of Occupancy, when required, shall be delivered to the Building Manager. Within thirty (30) days of completion, one (1) set of "As Built" drawings, one (1) set of "As Built" mylars, and a CAD disk of the constructed space shall be delivered to the Building.
- Tenant or Tenant's General Contractor shall supply a list of all contractors and their subcontractors for Building approval and no work shall be performed until such list is approved. Prior to commencing work, all approved contractors and subcontractors shall provide insurance issued by acceptable companies, naming the approved contractors and subcontractors as insured parties with a combined single limit of \$10,000,000 and workman's compensation insurance as required by statute. Certificates evidencing such insurance shall be supplied to the Building Manager prior to the commencement of any work.

### General Conditions

- To the extent Tenant's plans call for an enclosed sheet rock ceiling, the tenant shall confirm with the Building Manager to determine if any access panels shall be required.
- Tenant is responsible for replacing the common area carpet and base molding if it is altered or damaged in any way during the renovation/ construction.
- All locksets shall be compatible with the Building's master key system.
- Access and airflow to the perimeter HVAC units must remain unimpeded. All furniture, file cabinets, movable partitions, etc., must be placed a minimum of eight inches from the perimeter convactor covers. Interconnected furniture systems at the discretion of the Building Manager may be required to be placed up to eighteen inches away from the perimeter convactor covers.
- No material or equipment shall exceed the floor loading capacity of the Building.
- No Contractor shall perform work which will affect another tenant, nor work in any area outside the tenant's space, without the Managing Agent's approval.
- Tenant and Tenant's Contractor Liability and Hold Harmless- Tenant and Tenant's Contractor shall indemnify and hold harmless the Owner of the premises, from and against all liability claims and demands on account of injury to persons including death or damage to property arising out of the

performance of this contract by the Contractor, employees and agents of the Contractor (except from and against such claims and demands which may arise out of the sole negligence of the Owner). The Contractor shall, at his or its expense, defend any and all actions at law and all other expenses and promptly discharge any judgments arising from them. These conditions shall also apply to any subcontracted operations.

Tenant and Tenant's Contractor agrees that if any mechanic's lien is filed against the Building for work done, services claimed to have been rendered, or materials claimed to have been furnished in connection with or pursuant to the provisions of the Contract, the Contractor shall cause the mechanic's lien to be discharged within ten (10) days after filing, at Contractor's expense by filing the bond required by law.

- **Common Area Building Protection:** The Tenant's Contractor is responsible for the protection of any common area that will be affected during the construction build-out. All protection to be Building Standard. The following is what is expected to be provided by Tenant's Contractor.
  - Full time laborer to maintain all common areas during construction phase.
  - All carpeted areas must be protected with masonite from wall to wall (the width of the corridor). This applies to all corridors that will be traveled in due to construction of tenant space and is not limited to path of travel to toilet rooms, stairwells, and designated freight elevator.
  - All masonite will be mopped three times daily, 7:30 AM, noon, and at the close of the workday. Failure to keep protection clean will result in a stop work order until protection is properly maintained.
  - Corridor Walls - Walls will be protected with corrugated cardboard to 48" AFF. The cardboard must be attached to walls so that it does not fall and will not damage existing finishes.
  - Deliveries - deliveries are required to go through the building's loading dock and freight elevator. If any delivery requires access to a public space, the Contractor shall install masonite in traveled areas until the delivery is completed. After the delivery is made, masonite will be removed and the lobby is to be cleaned. If a second delivery is required for the same day, this process must be repeated. At no time shall protection be allowed to remain in place for the full duration of any workday.
  - Existing Conditions of Base Building- It is the responsibility of the Tenant's contractor to document any damages of existing conditions. If damages are not documented, it will be left to the discretion of the Building Manager to assess damages and back charge the Contractor for repairs as required due to damage during construction.

### **Architectural Notes**

- All engineering drawings must be done on a separate partition plan. Mechanicals, i.e., HVAC, Lighting, Reflected Ceiling, etc., are not to be co-mingled on the same print sheet.
- All drawings shall conform to current ADA requirements and architect shall stamp each drawing to indicate compliance.
- CAD disc from architect and engineer must be presented to owner prior to final payment approval.

### **Contractor Notes**

- It is mutually understood and agreed that the Contractor's and Subcontractor's status shall be that of independent Contractor and not an agent or employee of Empire State Building.
- The tenant will provide copies of all General Contractor bids to the Managing Agent within 24 hours of bid date.
- The Tenant's Contractor must utilize labor that will work in harmony with other labor in the Building. The Owner may require that dismissal of any Contractor's employee who is objectionable.
- If requested, the Tenant's Contractor shall meet with the Building Manager prior to commencing construction and shall submit a construction schedule.
- All Contractor/ service personnel will enter and exit the complex through the freight entrance doors, unless otherwise instructed by Building Management.
- All Contractor/ service personnel will only use those restroom facilities designated by Building Management for use during construction.
- Contractor shall have a foreman or authorized representative on the site whenever work is in progress, and such person shall communicate with Building Management daily. Upon completion of all rough construction and finish construction relating to all trades, an inspection must be scheduled with the Building Manager or representative. Occupancy will not be allowed until work is completed to the satisfaction of Building Management.
- All contractors must comply with the proper union jurisdiction and must provide a current copy of their insurance certificate made out to ESRT Empire State Building, L.L.C. per the sample Certificate of Insurance document.

- All Building standard lighting, doors and jambs, hardware, HVAC equipment, etc., not reused in the course of an alteration shall, at the option of the Managing Agent, be returned to the Building in good condition, except for reasonable wear. If not so requested by Managing Agent, such materials shall be removed at Tenant's expense. Tenant's contractor will confirm with Building Manager prior to disposal of any of these items.
- Under no circumstances will a Contractor be allowed to penetrate the floor or ceiling slab by more than ¾ inch without specific prior written approval of each such penetration by the Managing Agent. This includes any power actuated loads longer than ¾ inch, drilling of any size hole or any other penetration, either up or down, in the concrete slabs. Requests for penetrations will be reviewed and if necessary, areas in the floor will be inspected with magnetic locating equipment. Authorization to penetrate the floor shall be in writing only and from the Managing Agent. Once approval is given, supervision by a Building Agent is required.
- All through floor penetration will be performed by chipping and/or drilling. The hole location may have to be moved pending existing conditions.
- Contractor or tenants shall seek approval from the Building Manager in writing with at least 48 hours, notice of any materials, furnishing, or equipment to be removed from or brought onto the premises. Failure to receive this approval will result in denial of access to the Building.
- Contractor/service personnel will only use the freight elevator for delivery and transportation of materials, equipment, personnel, etc. No deliveries shall be allowed through the lobbies during normal working hours.
- Freight elevator walls, floor, ceiling, frames, etc., as well as the loading dock service corridor and walls and all runways will be adequately protected from damage with masonite or similar materials. Contractor/service personnel will be held responsible for any and all damages/ repairs due to negligence or misuse.
- All materials shall be delivered and/or removed through the loading area, and major deliveries involving heavy use of the elevator or freight entrance shall be scheduled in advance. Upon forty-eight (48) hours written notice, the Building shall provide an elevator operator for after hour deliveries at Tenant's expense. The 3,500 pound hoisting limit of the elevator shall not be exceeded.
- No parking or material storage will be allowed in loading area. Only one (1) construction dumpster will be allowed in the loading area. Contractor/ service personnel will provide and maintain its own trash bins/dumpster for construction related materials and will not utilize the Building trash compactor at any time.
- The operation of the freight entrance and its facilities will not be impeded. Trucks, vans, etc. will be loaded/unloaded in an orderly manner and in a reasonable amount of time as to prevent traffic problems.
- Loading dock facilities will be cleaned by the contractor of trash and debris at the end of each and every workday.
- The hours of all work must be approved by Building Management.
- No work that produces noise at such a level that negatively affects the ability of neighboring tenants to operate will be tolerated. Drilling, hammering, demolition and other high noise producing work will be performed after or before normal building hours.
- No electric room, telephone closet, mechanical equipment room, janitor closet, etc., will be used for storage/staging of material, equipment, etc.
- Upon completion of work, the Contractor will leave all slop sinks and equipment storage areas in a neat and orderly condition, all unnecessary lights will be turned off, and all doors will be locked daily. Contractor/service personnel will also be responsible to clean all incidental trash and debris in the work areas and designated contractor restrooms DAILY!
- All contractors must enter and exit through the service entrance, located at 25 West 33rd Street. Contractors will be issued a daily Contractor Pass from security staff at the service entrance to be worn visibly while working in the building.

### **Mechanical Notes**

- Upon completion of any HVAC work in the Building, a full balancing report must be submitted to the Building Manager.
- "Hook-ups" to any water loops, drains, water or any other Building service will only be allowed after written permission from the Managing Agent.
- All return air grills, ducts, plenums, etc., affected by construction will be covered with media type filter material by Contractor/service personnel and changed as necessary.

### **Electrical Notes**

- All electrical circuits must be properly labeled and all circuit breaker panel boxes phase-balanced.
- All fluorescent ceiling lighting shall be General Electric Lamp 835K. No substitutions unless approved in writing by Building Manager.
- All fluorescent ballasts shall be electronic, energy saving units, and shall be T-8 type. All new lighting



products must comply with Northeast Utilities current eligible product list.

- All exit signs shall be L.E.D. energy saving type and shall be wired into the Building emergency generator circuit.
- "Hook-ups" to any Building service will only be allowed after written permission from the Managing Agent.

### **Life Safety Notes**

- When required, the Building's smoke detection system may be shut down by the Building's mechanical staff upon twenty-four (24) hours written notice to be off-line for construction purposes. A fire watch by the Building's security personnel will be posted at the Tenant's expense.
- Contractor/service personnel will cover all smoke and heat detectors in the work areas prior to commencement of work and remove these covers after completion of work DAILY!
- The installation or modification of all fire alarm detection and annunciation systems shall be performed by or have the installation verified in writing by the Building's fire alarm company.

### **Safety, Security, and Fire Emergency Information and Procedures**

- It is our goal to make Empire State Building 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. To assist you in this endeavor, we ask that you review the section entitled "Your role in Security" in this handbook.
- At all times and in all situations, Tenants should immediately advise the Empire State Building Management Office of any security incident or emergency situation within your offices or within the building.

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# **Construction & Other Policies: Reopening NYS Construction Rules & Regulations**

Click [here](#) to download a complete copy of the Reopening NYS Construction Rules & Regulations.

**Construction & Other Policies: Return to Office**

Click [here](#) to download a complete copy of the Return to Office Guide.

## **Introduction: Welcome**

On behalf of Empire State Realty Trust, we are pleased to welcome you and your employees to our building. At Empire State Realty Trust, 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.

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 on the Concourse level, suite 100, 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.

Diane Fields  
Vice President of Property Management

## **Introduction: About Empire State Realty Trust**

[Empire State Realty Trust](#) is one of the most forward-looking, tenant and broker-friendly ownerships in Manhattan. All of our properties are premier Class A Trophy office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the Empire State Realty Trust 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 Empire State Realty Trust perform for you.

## **Introduction: 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.

## **Introduction: Operating Instructions**

### **Navigation**

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

### **Special Features**

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) that contains a number of downloadable and printable administrative forms. In order to be able 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](#).

### **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 Empire State 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 Empire State Building. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please contact the Building Management Office at (212) 736-3100.

## Introduction: Contact Information

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/Security Operations Center	
Diane L. Fields	212-300-3100
Vice President of Property Management <a href="mailto:dfields@empirestaterealtytrust.com">dfields@empirestaterealtytrust.com</a>	
Anthony Migliore	212-736-3100, x3350
Assistant Director of Operations <a href="mailto:amigliore@empirestaterealtytrust.com">amigliore@empirestaterealtytrust.com</a>	
Donald P. O'Donnell	212-736-3100, x3389
Director of Security <a href="mailto:dodonnell@empirestaterealtytrust.com">dodonnell@empirestaterealtytrust.com</a>	
On-line Work Order System	<a href="http://esbnycleaning.workspeed.com/">http://esbnycleaning.workspeed.com/</a>
Management Office	212-736-3100
Karla Rojas	212-736-3100, x3407
Accounting and Rent Bills <a href="mailto:krojas@empirestaterealtytrust.com">krojas@empirestaterealtytrust.com</a>	
Security/Security Operations Center	212-736-0911
Information Desk	212-736-3100
Messenger Deliveries/Pick-up	212-687-5145
Avant Business Services	



## **Security: 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 require 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 complete the [Incident Checklist](#) provided in this handbook and advise the Empire State Building Management Office at 212-736-3100 of any security incident or emergency situations 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 have 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 Security Operations Center via the all-hours emergency line at 212-736-0911.

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

Requests for duplicate keys must be submitted via the on-line work order system at [esbnycleasing.workspeed.com](http://esbnycleasing.workspeed.com). For reasons of security, all duplicate keys for building locks (bathrooms and bottom lock on office doors) must be made within the building. Please note that building locksmiths do not duplicate keys for additional locks on doors (top locks) or file cabinets, no outside locksmith is allowed to do lock work in the building. There is a fee for key duplication.

**Security: Lost and Found**

Please contact the [Management Office](#) at 212-736-3100 regarding items that have been lost or found in the Empire State Building.

## **Security: Reception Area Security**

### **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. They are 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.

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. They should be escorted to the work area and escorted back to the reception area when they finish any 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.

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.

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 via Workspeed if repair or replacement is necessary.

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

Contact the Security Operations Center 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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## Security: Security Procedures

### 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 on the concourse level. Hours of operation are Monday to Friday 9:00 AM - 1:00 PM and 2:00 PM - 4:30 PM. 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@empirestaterealtytrust.com](mailto:abonilla@empirestaterealtytrust.com).
3. The tenant requesting the identification card will bring the letter along with one (1) form 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. Note that 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.

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.

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 an ID Photo Application.
6. Badge Station staff will enter the appropriate information regarding the tenant into the computer database system.
7. Tenant will be photographed, and the image will be stored in our databases.
8. Badge Station staff will print the tenant ID card and issue it to the tenant.
9. ID Cards are issued as a convenience to our tenants.
10. The ID Cards are the property of the Empire State Building and must be surrendered upon demand of a Building Representative.
11. ID Cards are not valid at the Security Checkpoints. Tenants are reminded to enter through one of the turnstile entry points.
12. 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.
13. 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.
14. 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.
15. 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.

### 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 must bring a letter on company letterhead along with one (1) form 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 tenant's photo on file is 3 years or older OR the tenant's appearance has changed enough to warrant a replacement photo.
3. Tenant will be instructed to complete an ID Photo Application (if needed to update tenant information)
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.

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 serves 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.

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, x3394 (call the Badge Station during normal business hours).

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## Security: Visitor Management System

The Security Department would like to reinforce the importance of pre-registering all guests with the Visitor Management System (VMS).

**To optimize the system and increase ease of access for guests, we would like to remind tenants of four ways to help us help you:**

1. Pre-Registration. Whether it is a single guest, a group of guests for a meeting, or another function, pre-registration is the best way to ensure that guests gain access as quickly and efficiently as possible.
2. Be available. When guests are not pre-registered, a call is made to the office by our staff to obtain approval for a guest's access. The receptionist should confer with the employee the guest is requesting to see before authorizing an unscheduled visit. If our staff cannot reach anyone from your office, this will lead to a longer wait time for unregistered guests.
3. Ask for Assistance. Visitor Reception Desk (VRD) managers and personnel can be additionally helpful if there are any questions or assistance is needed. Please communicate early in the scheduling process when groups are arriving so assistance can be provided. VRD Manager, Charles David can be reached at [Cdavid@empirestaterealtytrust.com](mailto:Cdavid@empirestaterealtytrust.com) (212) 736-3100 Ext. 3462. If necessary, we will arrange a personal visit from one of our VRD managers to conduct training.
4. Provide Feedback. The VRD was created for convenience and security. Suggestions for improvement or administrators having trouble using the system, please let us know. The best way to do this is to send an email to [VisitorDesk@empirestaterealtytrust.com](mailto:VisitorDesk@empirestaterealtytrust.com).

Please pass this along to all your employees and thank you for your cooperation in helping us make this a welcoming experience for tenants and guests.



## **Security: 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, visitor passes, 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.

## **Services: 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 [esbnycleaning.workspeed.com](http://esbnycleaning.workspeed.com), here you can log in with your username and password and submit all requests.

To register for a username and password, please contact Nicole Lynch in the building management office at [nlynch@empirestaterealtytrust.com](mailto:nlynch@empirestaterealtytrust.com).

## **Services: Accounting**

Questions regarding rent bills or payments should be directed to Karla Rojas with accounting, at [krojas@empirestatrealtytrust.com](mailto:krojas@empirestatrealtytrust.com) or 212-736-3100, x3407.

## Services: Bike Room

Our bike room can be accessed via the loading dock on the 33rd Street side of the building. The bike room is accessible during normal business hours from 8:00AM to 6:00PM and is on a first come first serve basis. If interested, please contact Annabelle Bonilla by email at [abonilla@empirestaterealtytrust.com](mailto:abonilla@empirestaterealtytrust.com) to complete a [Bike Room Form](#).

## Services: Building Management

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 on the Concourse level, suite 100. 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, Concourse suite 100  
New York, NY 10118

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

<b>Title</b>	<b>Name</b>	<b>Phone</b>	<b>E-Mail</b>
Vice President of Property Management	Diane L. Fields	212-300-3100	<a href="mailto:dfields@empirestaterealtytrust.com">dfields@empirestaterealtytrust.com</a>
Assistant Director of Operations	Anthony Migliore	Ext. 3350	<a href="mailto:amigliore@empirestaterealtytrust.com">amigliore@empirestaterealtytrust.com</a>
Director of Engineering	Timothy Dailey	Ext. 3344	<a href="mailto:tdailey@empirestaterealtytrust.com">tdailey@empirestaterealtytrust.com</a>
	Aleksandar Stojanov	Ext. 3377	<a href="mailto:astojanov@empirestaterealtytrust.com">astojanov@empirestaterealtytrust.com</a>
Director of Custodial Services	Stojanov		
Senior Vice President, Director of Leasing and Marketing	Ryan Kass	212-850-2756	<a href="mailto:rkass@empirestaterealtytrust.com">rkass@empirestaterealtytrust.com</a>
Director of Security	Donald P. O'Donnell	Ext. 3389	<a href="mailto:dodonnell@empirestaterealtytrust.com">dodonnell@empirestaterealtytrust.com</a>
Assistant Director of Security	Robert Palestra	Ext. 3320	<a href="mailto:rpalestra@empirestaterealtytrust.com">rpalestra@empirestaterealtytrust.com</a>
Security Desk/Security Operations Center		212-736-0911	

**Services: Building Signage**

Approval must be obtained from the Building Office for all door signs.

## **Services: 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 Aleksandar Stojanov 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.

Empire State Building Cleaning Services  
Aleksandar Stojanov  
Director of Custodial Services  
212-736-3100, x3377  
[astojanov@empirestaterealtytrust.com](mailto:astojanov@empirestaterealtytrust.com)

## **Services: 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.



## **Services: Exterminator Services**

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](#).

## **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](http://www.adobe.com).

## Services: 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  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas 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, air conditioning, garbage removal, etc.), special or supplemental cleaning, etc., please place a request through [Workspeed](#) at least two business days in advance of the weekend. Subject to your lease, there may be a charge for services on the weekend.

## **Services: HVAC**

If the temperature in your office needs adjustment, please notify the building management office via [esbnycleaning.workspeed.com](http://esbnycleaning.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.

## Services: Leasing

The leasing company for the Empire State Building is Jones Lang LaSalle. Jones Lang LaSalle is a global leader in real estate services. Listed below is the contact information for the Empire State Building leasing agents:

<b>Name</b>	<b>Phone</b>	<b>E-Mail</b>
Shanae Ursini	212-400-3327	<a href="mailto:sursini@empirestaterealtytrust.com">sursini@empirestaterealtytrust.com</a>
Jonathan Fanuzzi	212-812-6044	<a href="mailto:jonathan.fanuzzi@am.jll.com">jonathan.fanuzzi@am.jll.com</a>
Paul Glickman	212-418-2646	<a href="mailto:paul.glickman@am.jll.com">paul.glickman@am.jll.com</a>

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.

## Services: Lobby Service

The following services are available within the building:

### EMPIRE STATE BUILDING - LOBBY SERVICES

<b>Banks/ATMs</b>	<b>Location</b>
Other ATM	Walgreens
<b>Restaurants</b>	<b>Location</b>
Chopt	33rd Street
Tacombi	33rd Street
STATE Grill and Bar	33rd Street
Juice Press	33rd Street
Sushi-teria	33rd Street
Starbucks	33rd Street
Chipotle	34th Street
Starbucks	34th Street
<b>Retail</b>	<b>Location</b>
AT&T	33rd Street
Walgreens (24-hour)	Fifth Avenue
<b>Services</b>	<b>Location</b>
Federal Express	33rd Street

## Services: Maintenance Requests

Requests for the following services must be submitted via the on-line work order system:

- New locks and additional keys
- 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 at <http://esbnycleaning.workspeed.com/>.

The Empire State Building Management Office Staff is available to assist you with maintenance of your office, such as painting, 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.

## **Services: Men's 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.



## **Services: 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.

**Services: Outgoing Material Pass Program**

All materials leaving the building require an outgoing material pass. The procedure is for a tenant to provide authorization on their letterhead to the Security Department.

**Services: 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.

## **Services: 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 Public Relation Manager 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 Realty Trust; 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 ESRT and can be submitted to Stacey-Ann Hosang, Public Relations Manager at 212-736-3100, or [shosang@empirestaterealtytrust.com](mailto:shosang@empirestaterealtytrust.com).

## **Services: 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 Stacey-Ann Hosang, Public Relations Manager at 212-736-3100, or [shosang@empirestaterealtytrust.com](mailto:shosang@empirestaterealtytrust.com).

## Services: Tenant Tickets

- Tenant tickets are sold at the Observatory Ticket Office located on the second floor Visitors Center. Tenants may access this area by entering the Observatory via the 34th street Observatory entrance. Present your Tenant ID badge to any Observatory employee to be guided to the ticket office.
- Tenants are offered a discounted ticket price starting at \$27.22 for a regular 86th Floor Observatory retail ticket instead of the regular adult rate starting at \$42.00.
- For tenants' convenience, we recommend tenants pre-purchase their tickets at least 72 hours prior to the anticipated visit.
- Tenants may purchase up to (20) tickets per month. If a tenant requires more than 20 tickets within a month, the tenant must contact the ESB Observatory Sales Office at [sales@esbnyc.com](mailto:sales@esbnyc.com).
- Tenant MUST carry their Tenant ID badge **and** accompany his/her guests at all times during the visit (tenant must purchase their own ticket). Tenants with ID will be permitted to bypass the elevators lines and proceed to the front of the lines (only on the way up to the Observatory). Note: all tenants and 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, email us at [sales@esbnyc.com](mailto:sales@esbnyc.com).

### ESB Express Pass:

The Empire State Building offers an express option to all guests. The cost for the Express Pass starts at \$78.00 and allows the guest to bypass all lines to and from the 86th floor observatory.

### 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. Note: The 34th Street Handicap Entrance is only open Monday - Friday until 6 p.m. Please use the Main Entrance for all other times.

### 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](http://www.esbnyc.com).

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

**Note:** During busy peak periods, the Empire State Building reserves the right to restrict access to the Observatory. During lightning storms, icy or other severe weather conditions, the outside deck may be closed. Tickets are not refundable and expire 14 days from the date of purchase. Tickets are for one-time use only.

## Services: The Observatories

In addition to being the World's Most Famous 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. Free high-powered binoculars are available on the promenades for the convenience of visitors. Our souvenir shop, operated by Hudson Group, is 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.

### 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.

### Special Tenant Admission Prices:

- 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 discounted ticket price starting at \$27.22 for a regular 86th Floor Observatory retail ticket instead of the regular adult rate starting at \$42.00.
- For tenants' convenience, we recommend tenants pre-purchase their tickets at least 72 hours prior to the anticipated visit.
- Tenants may purchase up to (20) tickets per month. If a tenant requires more than 20 tickets within a month, the tenant must contact the ESB Observatory Sales Office at [sales@esbonyc.com](mailto:sales@esbonyc.com).

### Notes:

During peak periods, the Empire State Building reserves the right to restrict access to the Observatory. During lightning storms, icy or other severe weather conditions, the outside deck may be closed. Tickets are non-refundable and expire 14 days from the date of purchase. Tickets are for one-time use only.

## **Services: Tower Lightings**

**The Empire State Building celebrates many cultures and causes in the world community with iconic lightings.**

The Empire State Building's official Lighting Partner program was established after the prior managing agent was replaced in August 2006. The Empire State Building's tower lights recognize key milestones, events, charitable organizations, countries and holidays throughout the world, not political or religion-related events. The Empire State Building is privately owned by Empire State Building Company, and policies and practices are subject to change in accord with ownership's preferences.

For more information about how to become a Lighting Partner and to download an application, visit [www.esbnyc.com](http://www.esbnyc.com) or email [lightingpartner@esbnyc.com](mailto:lightingpartner@esbnyc.com).



## **Services: Tenant-only Amenities**

### **Conference Center**

The Conference Center is located on the 67th floor and is open 24 hours a day with advanced reservation. It is comprised of two individual conference rooms and available to tenants to rent individually, or as one large room. There are five (5) different layout options which allow for the required social distancing. Please click [here](#) to view our conference center packet with layout options. For the safety of our tenants and guests the conference center has high performance air filtration (MERV-13), AtmosAlr bipolar ionization air purification system and enhanced cleaning (green whenever possible and proven CDC approved disinfection for COVID-19). The conference center includes high speed WiFi, a full pantry, movable podium and a whiteboard for training sessions. The conference center is available by reservation only. Please contact Nicole Lynch by email at [nlynch@empirestaterealtytrust.com](mailto:nlynch@empirestaterealtytrust.com) or by phone at (212) 400-3379 for more information.

### **Fitness Center**

Our state of the art Fitness Center is located on the Concourse level and is open Monday through Friday from 6:00AM until 10:00PM. Month to month membership is offered to all Empire State Building tenants for a low monthly fee.

Please contact the Fitness Center via email at [ESBFitnessCenter@plusone.com](mailto:ESBFitnessCenter@plusone.com) or by phone at (646) 695-6210 for additional information.

### **STATE Grill and Bar**

STATE Grill and Bar is located on the 33rd Street lobby level and is open for breakfast, lunch and dinner. STATE offers Business Express Lunch, Happy Hour, and a private dining room space. Office catering is also available. For deliveries visit [statedelivers.com](http://statedelivers.com). For reservations or general information please call (212) 216-9693.