

**Metro Center  
Electronic Tenant® Portal**

**Created on September 26, 2023**

# Construction & Other Policies: General Rules and Regulations

[Click here to download a complete copy of the Building Rules and Regulations](#)

## Construction & Other Policies: Moving Procedures

The following moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have.

- Notify the Tenant Services Coordinator at 914-698-5848 or 203-353-4028 as soon and as much in advance as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the, Tenant Services Coordinator. All moves will be scheduled on a first come first served basis.
- Remember large office moves (4 or more pieces of furniture) may only occur on the weekends or after 6:00 p.m., Monday thru Friday. Small deliveries, (other than furniture) must be prearranged with the Tenant Services Coordinator. These small deliveries are usually permitted from 9:00 a.m. to 11:30 a.m.; 2:00 p.m. to 4:00 p.m., and after 6:00 p.m., Monday thru Friday and on weekends.
- All large deliveries and moves must be supervised by the building engineer. Tenants are responsible for any overtime charges that may incur. Please schedule these deliveries/moves ahead of time with the Tenant Services Coordinator.
- All deliveries and moves must be handled through the loading dock and the service elevator. We strongly encourage you to reserve these areas for all large moves and deliveries. Any exceptions to this entry point must be authorized in advance by the Tenant Services Coordinator. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a CERTIFICATE OF INSURANCE with the following requirements shown below:
  - Contractors Certificate of Insurance Requirements
  - The insurance required of the contractor and all subcontractors shall be supplied by companies licensed to do business in the state of New York and acceptable to the owner. It shall be written for not less than the limits of liability specified below, or that is required by law, whichever is greater.
  - [Contractor/Vendor] shall obtain, at its own expense, a comprehensive general liability insurance policy, which shall name the Owner, Fee Owner (if applicable), Managing Agent, its officers, directors and employees as additional insureds, with limits of liability of at least \$1,000,000, (insurance limits should be confirmed according to company policy and the scope of work being performed) combined for bodily injury and property damage. All such insurance shall be primary of any other valid and collectible insurance of Owner/Managing Agent. The insurance shall provide for all claims for personal injury, wrongful death property damage arising out of the performance of this agreement.
  - Workers Compensation as required by statute and employer's liability in the amount of the legal limit per person, per incident. Commercial General Liability Insurance via combined single limit (CSL) coverage shall be maintained for not less than \$ 1,000,000 per occurrence for Bodily Injury and Property Damage, with a policy aggregate of not less than \$ 3,000,000 for Bodily Injury and Property Damage, with umbrella liability insurance coverage of \$ 3,000,000 per occurrence. Automobile Liability Insurance providing coverage for all owned, leased, hired or non-owned vehicles in which the minimum limit of liability for injuries, including accidental death and property damage, shall be \$ 1,000,000 for any one occurrence with excess liability insurance coverage of not less than \$ 3,000,000 per occurrence. Completed Operations Liability coverage for a period of two years following substantial completion if the work, with a policy aggregate of \$ 3,000,000.
  - Builder's Risk Insurance, to the extent not including under the General Liability Insurance required to be provided by the contractor.
  - Certificate of Insurance renewal shall be delivered to the Owner at least fifteen days prior to the expiration of any insurance policy.
  - All insurance required to be provided by the Contractor shall be primary and non-contributing and any coverage possessed by the Owner shall be excess over the Contractor's coverage and deductibles.

**The Certificate of Insurance shall have the following information:**

### **CERTIFICATE HOLDER**

Empire State Realty Trust  
One Station Place  
Stamford, CT 06902

**ADDITIONAL INSURED**

Empire State Realty Trust, Inc.  
Empire State Realty OP, L.P.  
ESRT Management, L.L.C.

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# **Construction & Other Policies: Smoking**

Empire State Realty Trust would like to remind all of our Metro Center Tenants and their visitors that our building has a strict "NO SMOKING" policy in effect for all common areas, including the parking garage.

# Construction & Other Policies: Life Safety & Emergency Procedures

## Accidents

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

- Notify the police and/or ambulance if required.
- Provide assistance to the injured party until emergency crew arrives.

## Bomb Threat

The purpose of bomb threat procedure is to have orderly, safe and rapid procedure to conducting searches, providing prompt, necessary communications and rendering assistance in the event 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, 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 Property Manager or Tenant Services Coordinator at the Management Office, (203-353-5200) 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. An explanation to the Tenant's representative will be as complete as possible.

## Civil Disturbance

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

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

## 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 FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## Emergency Contacts

Metro Center Concierge/Security Desk  
(Manned 7 days a week, 24 hours a day)

203-353-5226

Empire State Realty Trust Building Engineer  
Ricky Caliboso 203-353-5209

Empire State Realty Trust Management Office 203-964-1111

**City of Stamford Emergency Service Telephone Listings:**

Fire Department 911 or 203-977-5555

Police Department 911 or 203-977-4444

Ambulance 911

Stamford Hospital 203-325-7000

Stamford Immediate Medical Center 203-353-2000

Poison Control Center 800-343-2722

Metro North Police  
(Located at the Stamford Transportation  
Center) 203-363-5722 or 5723

Federal Bureau of Investigation, New Haven  
CT 203-777-6311

## **Evacuation**

Metro Center is equipped with two fire stairwells which service the entire building from the roof to the lower level. They are located in the core area on the North and South sides of the building. Please familiarize yourself with the location of these stairwells as indicated in the attached drawing.

In the event of an emergency and evacuation is required through these stairwells, occupants shall walk down the stairway and exit the building.

## **Fire and Life Safety**

The safety of the occupants at Metro Center is the number one priority of ownership and management. The building is equipped with the following systems to insure the safety of its occupants:

Metro Center has a state-of-the-art Edwards Fire Detection System comprising of the following components:

- Smoke Detectors on every elevator lobby
- Duct detectors in return air plenums
- Fire Fighter telephone on every floor
- Manual pull stations on every floor
- Horns/speakers and strobe lights on every floor
- Water flow and tamper switch on sprinkler systems
- Elevator recall
- Fan shutdown
- Central station notifications

## **Standpipe Sprinkler System**

Metro Center has a combination standpipe/sprinkler system. It consists of full sprinklerization of each and every floor in combination with a standpipe system in both the North and South stairways. With this standpipe system, there is a fire hose connection located on every floor for fire emergencies.

This system is equipped with supervisory alarms consisting of both water flow switches and tamper switches. These alarms are connected to the building's central fire alarm system and, if activated, sound an alarm at the command center.

## **Emergency Generator**

The building is equipped with a Cummins GTA-1150-PG emergency generator which is powered by 4 cycle diesel engine. In the case of loss of power to the building, this generator set is complete for automatic start-stop operation and will provide auxiliary power to the following:

- building emergency lighting
- building fire alarm system
- stairway lighting

## **Emergency Lighting**

Strategically positioned on each floor in the building are emergency lights that allow Tenants to function during a power failure.

## **Fire Pump**

In the event of a fire, Metro Center is equipped with a fire pump. The fire pump provides support to the Fire Department pumps by pumping water into the fire standpipe system to fight a fire.

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

The emergency team consists of the Property Manager, Tenant Services Coordinator (Management Office), 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 Fire 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 Wardens and Deputy Fire Warden's 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 Property Manager or Tenant Services Coordinator and assist in the evacuation of the floor in accordance with directions received from Property Manager or Tenant Services Coordinator and security personnel.
- Have available an updated listing of all personnel with physical disabilities who cannot use the stairs unaided.
- Insure 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, and if possible, unplug electrical equipment in the affected area.

Emergency personnel will, upon arrival, isolate the source of water and proceed with the clean-up operation.

## **Homeland Security**

Metro Center 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/>



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

## 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:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - 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 Management Office at 203-353-4028. 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:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual
  - A local doctor

The Management, Engineering and Security staff will do all they can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.

## 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 at [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.html).

- 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.

## **Power Failure**

In case of a power outage, Metro Center is equipped with an emergency generator that will provide power to emergency lighting throughout the building and in the stairways. Additionally, the generator will power the building Fire System.

If any Tenant should experience a loss of electrical power, it 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 and take corrective action.

## **Hurricane/Tornado Procedure**

Building management constantly monitors weather conditions on a daily basis. If a hurricane or tornado alert is in effect, 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 on 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 Lobby will be locked.
- All 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, 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.

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# Construction & Other Policies: Return to Office

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

## **Introduction: Welcome**

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Metro Center and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, and we will assist you from there.

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

**Welcome to Metro Center, a premier Empire State Realty Trust Property.**

# **Introduction: About Metro Center & Empire State Realty Trust**

**BOMA "Office Building of the Year."**

**County:** Fairfield  
**Market:** Stamford  
**Site:** (2.80 acres)

**Blt:** 1987  
**Ht:** 8 flrs  
**GBA:** 280,074 sf

**Building Services:** Building hours 7 days, 24 hrs.

**OWNER**  
Empire State Realty OP, L.P.

**MANAGING AGENT**  
Empire State Realty Trust, Inc

**FLOOR SIZES**

(G) 26,000 sf  
(3-8) 42,000 sf

**Comment:** Located at the Stamford Transportation Center. Eight-story atrium lobby. Immediate North/South access off I-95 at Exit 7.

**Building Amenities:**

- Fitness Center with locker rooms
- Executive Conference Center with WIFI
- Metro Grille and Dining Area
- On-site security 24/7
- Wireless fiber optic Internet access
- On-site Management
- ATM
- Secured structured parking garage within the building
- Shuttle to Stamford Town Center Mall

# 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. If you are having trouble accessing the Electronic Tenant® Portal or need assistance, please e-mail or call the Management Office

## **Introduction: Contact Information**

The staff of Metro Center is dedicated to making your work environment as safe and pleasant as possible. Please do not hesitate to contact the management office at:

**Phone:** 203-353-5200

**Fax:** 203-353-4010

**Address:**

300 First Stamford Place, Suite 220  
Stamford, CT 06902

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

**Portfolio Manager**

Jeffrey A. Duarte

203-353-5216

[jduarte@esrtreit.com](mailto:jduarte@esrtreit.com)

**Building Engineer**

Ricky Caliboso

203-353-5209

[rcaliboso@esrtreit.com](mailto:rcaliboso@esrtreit.com)

**Tenant Services Coordinator**

Lydia Henson

203-353-4028

[lhenson@esrtreit.com](mailto:lhenson@esrtreit.com)



# Introduction: Mobile Property

## Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking Metro Center's Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

### Step 1: Access the Mobile Site:

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<http://onestationplace.info>

### Step 2: Add the App to your Mobile Device's home screen:

#### *iPhone / iPad:*

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

#### *BlackBerry:*

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

#### *Android:*

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

## **Security: Overview**

At [Empire State Realty Trust](#) it is our goal to make Metro Center a safe and secure building while continuing to provide you, our Tenants, with free and easy passage.

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

At all times and in all situations, Tenants should immediately advise the Empire State Realty Trust Management Office of any security incident or emergency situation within your offices or within the building.

## **Security: After Hours Access**

Metro Center has a contract with Ccure System to monitor and maintain the access control system for the building. Each Tenant employee is issued a Ccure access card for after-hours access to the building and the parking garage. Please call the Tenant Services Coordinator (203) 353-4028 for an application.

# **Security: Building Access**

## **Ccure Access Control**

A Ccure Access Control System deters unauthorized entry while allowing Tenants and their visitors easy access to the building when it is locked. Tenant employees are issued Ccure access cards for use in card readers installed at the building's Station Place entrance and the parking garage entrance doors. An intercom to the security desk is located at each building entrance and can be used for quick admittance of visitors by security staff.

## **Schedule**

The building is open Monday through Friday, 7:00 am to 6:00 pm. The building is locked at all other times.

## **Entry**

Place access card next to the card reader and remove it immediately and the door will unlock.

## **Exit**

Controlled doors will unlock automatically.

Each employee is required to use a security card to gain access to the building and parking garage. Included in this package are the access card application forms. Please have each employee complete and sign the form. These forms together with a list of all your employees at this location should be delivered to the Tenant Services Coordinator (203-353-4028), who will issue the security cards and car stickers. To ensure your security as well as that of other tenants, we ask that security access cards be returned to the management office for individuals no longer in your employ. In addition, we ask that each month you provide the Tenant Services Coordinator with an updated employee list.

## Security: Deliveries

The following moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have.

- Notify the Tenant Services Coordinator at 914-698-5848 or 203-353-4028 as soon and as much in advance as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the, Tenant Services Coordinator. All moves will be scheduled on a first come first served basis.
- Remember large office moves (4 or more pieces of furniture) may only occur on the weekends or after 6:00 p.m., Monday thru Friday. Small deliveries, (other than furniture) must be prearranged with the Tenant Services Coordinator. These small deliveries are usually permitted from 9:00 a.m. to 11:30 a.m.; 2:00 p.m. to 4:00 p.m., and after 6:00 p.m., Monday thru Friday and on weekends.
- All large deliveries and moves must be supervised by the building engineer. Tenants are responsible for any overtime charges that may incur. Please schedule these deliveries/moves ahead of time with the Tenant Services Coordinator.
- All deliveries and moves must be handled through the loading dock and the service elevator. We strongly encourage you to reserve these areas for all large moves and deliveries. Any exceptions to this entry point must be authorized in advance by the Tenant Services Coordinator. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide a CERTIFICATE OF INSURANCE with the following requirements shown below:
  - Contractors Certificate of Insurance Requirements
  - The insurance required of the contractor and all subcontractors shall be supplied by companies licensed to do business in the state of New York and acceptable to the owner. It shall be written for not less than the limits of liability specified below, or that is required by law, whichever is greater.
  - [Contractor/Vendor] shall obtain, at its own expense, a comprehensive general liability insurance policy, which shall name the Owner, Fee Owner (if applicable), Managing Agent, its officers, directors and employees as additional insureds, with limits of liability of at least \$1,000,000, (insurance limits should be confirmed according to company policy and the scope of work being performed) combined for bodily injury and property damage. All such insurance shall be primary of any other valid and collectible insurance of Owner/Managing Agent. The insurance shall provide for all claims for personal injury, wrongful death property damage arising out of the performance of this agreement.
  - Workers Compensation as required by statute and employer's liability in the amount of the legal limit per person, per incident. Commercial General Liability Insurance via combined single limit (CSL) coverage shall be maintained for not less than \$ 1,000,000 per occurrence for Bodily Injury and Property Damage, with a policy aggregate of not less than \$ 3,000,000 for Bodily Injury and Property Damage, with umbrella liability insurance coverage of \$ 3,000,000 per occurrence. Automobile Liability Insurance providing coverage for all owned, leased, hired or non-owned vehicles in which the minimum limit of liability for injuries, including accidental death and property damage, shall be \$ 1,000,000 for any one occurrence with excess liability insurance coverage of not less than \$ 3,000,000 per occurrence. Completed Operations Liability coverage for a period of two years following substantial completion if the work, with a policy aggregate of \$ 3,000,000.
  - Builder's Risk Insurance, to the extent not including under the General Liability Insurance required to be provided by the contractor.
  - Certificate of Insurance renewal shall be delivered to the Owner at least fifteen days prior to the expiration of any insurance policy.
  - All insurance required to be provided by the Contractor shall be primary and non-contributing and any coverage possessed by the Owner shall be excess over the Contractor's coverage and deductibles.

**The Certificate of Insurance shall have the following information:**

### **CERTIFICATE HOLDER**

Empire State Realty Trust  
One Station Place  
Stamford, CT 06902

**ADDITIONAL INSURED**

Empire State Realty Trust, Inc.  
Empire State Realty OP, L.P.  
ESRT Management, L.L.C.

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## Security: General Office Security

Many thefts and crimes against people occur during regular business hours and are usually perpetrated under the pretext of legitimate business. Offenses committed when the buildings are closed to the public often indicate laxity in control of pass keys, security cards and alarm systems.

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

At all times and in all situations, Tenants should immediately complete the [Incident Checklist](#) provided in this handbook and advise the [Management Office](#) at 203-353-5200 of any security incident or emergency.

1. Remember that security depends on the cooperation and concern of each individual. Protect yourself and your assets.
2. Never leave your reception area unattended. Do not allow visitors or couriers to pass beyond the reception area unless they are known to the receptionist who is aware of the nature of their business.
3. Beware of the repairman attempting to pick up a machine for repair. Question the person, obtain identification and check with his office for verification.
4. Never leave purses, wallets or other valuable items on or under desk. Keep these items out of sight.
5. Do not keep cash or stamps in an unlocked drawer. Valuables should be kept in a safe, if available.
6. Do not carry large sums of money. Do not leave your wallet in a jacket hung over your chairs or behind your door.
7. Never allow visitor traffic in storage areas. Do not make storage rooms easily accessible from the main business area.
8. 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.
9. 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.
10. Have your car keys in your hand when leaving the building and entering the garage so you may enter your vehicle quickly. Be sure to lock your doors once inside.
11. Do not allow a person unknown to you to follow you into the building when entry is required by the Ccure access card.
12. Do not enter an elevator if it is occupied by a suspicious looking person. Simply walk away.
13. Inspect the locking hardware on your office suite doors. Notify the Management Office if repair or replacement is necessary.
14. Do not keep valuable or moveable belongings near doors. Record serial numbers of office equipment.
15. Contact the Management Office if security system access cards or office keys cannot be accounted for or are missing.
16. Report all lost security cards to the Management Office immediately so that they cannot be used by unauthorized persons.
17. Always lock your door from inside when working late or early.
18. Be certain that your employees who require after-hours access to the building are given Ccure access cards.

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

All locksets shall be compatible with the Building's Master Key System.



## **Security: Lost and Found**

Please contact the Management Office at 203-353-5200 to claim items that have been lost or found in the building.

## **Security: Property Removal**

### **Outgoing Material Pass Program**

The concierge and security guards are required to request a security pass from anyone leaving the building with a package. This system has been put in place for your protection. Security will verify the package and keep a copy of the paperwork, which is then given to building management. Forms can be obtained from the Concierge/Security Desk in the Lobby.

## **Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Management Office at 203-353-4028 and we will send appropriate personnel to escort them off of the premises.

## **Services: Accounting**

Click [here](#) to view accounting information.

## Services: Building Management

The staff of Metro Center is dedicated to making your work environment as safe and pleasant as possible. Please do not hesitate to contact the management office at:

**Phone:** 203-353-5200

**Fax:** 203-353-4010

**Address:**

300 First Stamford Place, Suite 220  
Stamford, CT 06902

The following personnel are available to address your needs:

**Portfolio Manager**

Jeffrey A. Duarte

203-353-5216

[jduarte@esrtreit.com](mailto:jduarte@esrtreit.com)

**Building Engineer**

Ricky Caliboso

203-353-5209

[rcaliboso@esrtreit.com](mailto:rcaliboso@esrtreit.com)

**Tenant Services Coordinator**

Lydia Henson

203-353-4028

[lhenson@esrtreit.com](mailto:lhenson@esrtreit.com)

## **Services: Building Signage and Directory**

The Tenant building directory is located on the north wall of the lobby, as well as at the Concierge/Security Desk. Please contact the Tenant Services Coordinator (353-4028) for instruction on how to input/update employee rosters.

We place directional signs to each Tenant's office at each applicable elevator landing and corridor wall. The cost for identification signage on office entrance door(s) is the Tenant's responsibility. To insure that all signage conforms to Metro Center's "building standard," please contact the Tenant Services Coordinator (353-4028) for signage installation.

## **Services: Cleaning**

The building is cleaned by Metro Center Cleaning Services, an affiliated division of Empire State Realty Trust, which serves as the exclusive provider of cleaning services to Metro Center. Please contact Lydia Henson, Tenant Services Coordinator, at 203-353-4028 to review your company's requirements for cleaning services.

## **Services: Concierge/Security Desk**

The Concierge/Security Desk is manned 7 days a week, 24 hours a day. In addition to monitoring the closed circuit security cameras and the fire emergency system, managing the intercom access for couriers and off-hour visitors, distributing Property Passes to tenants for materials leaving the building and maintaining the visitor log, the Concierge directs visitors and couriers to your office, operates the desk for "lost and found" items, provides office access if you have forgotten your keys, and collects and distributes Tenants' newspaper subscriptions. If you are expecting a special delivery or need assistance for a special courier, be sure to call the Concierge for assistance. The direct dial extension to the desk is (203)- 353-5226.



## Services: Conference Room Facilities

The Conference Center is located on the Lower Level and includes the following:

- Three (3) different layout options which allow for the required social distancing.
- High performance air filtration (MERV-13)
- AtmosAir bipolar ionization air purification system
- Enhanced cleaning (green whenever possible and proven CDC approved disinfection for COVID-19).
- High Speed Wi-Fi.
- Full pantry with sink, refrigerator, and shelving for catering needs.
- Moveable podium for speaking engagements.
- Presentation board and markers for use in training sessions.
- Projector and screen setup available.
- Catering available upon request. Please contact [metrogrille@cidining.com](mailto:metrogrille@cidining.com) for more information.

The Conference Center is available to all tenants and can be reserved up to 24 hours in advance via the ESRT+ system. The conference rooms may be reserved in full day (8 hour) increments. The configuration /layout type should be included in the ESRT+ reservation. Rates are as follows:

### Conference Room

- Rates: \$525

All room rentals reservations must be canceled no less than one day in advance to avoid being charged the rental fee.

[Click here](#) to view the Conference Center Packet.

Should you have any questions please contact Lydia Henson at [lhenson@esrtreit.com](mailto:lhenson@esrtreit.com).

## Services: Courier Services

[Express Mail](#), [Federal Express](#), [UPS Next Day Air](#), [DHL](#) and [Airborne Express](#) all service the building.

Drop box locations and Monday through Friday pick-up times are as follows:

<b>Service Provider</b>	<b>Box Location</b>	<b>Pick-up Times</b>
U. S. Postal Service Express Mail	Loggia	3:00 pm Saturday, 10 am
Federal Express 800-238-5355	Loggia	7:00 pm
UPS Next Day Air 800-742-5877	Loggia	6:00 pm
DHL 800-255-5345	Loggia	6:00 pm
Airborne 800-247-2676	No drop box, call to arrange for pick up. All service requests must be called in by 5:00 pm.	

Additionally, Metro Center is a route stop for Eastern Connection Delivery, which offers daily deliveries between New York City and various Connecticut cities. Pick-up by 11:00 am Monday through Friday guarantees same day delivery by 5:00 pm; pick-up by 5:30 pm guarantees next morning delivery before noon. Two-hour guaranteed delivery is also available. Eastern Connection can be reached at 800-877-4745 for rate information and to schedule service.

## **Services: Elevators**

Four (4) Passenger elevators with a load capacity of 3,500 pounds each.  
Two (2) Freight elevators with a load and capacity of 3,500 pounds each.

## **Services: Fitness Center**

The Fitness Center is located on the lower level, across from the Conference Center and is available to tenants of Metro Center for annual or 30 day paid memberships. The Center has a full set of Nautilus equipment, stationary bikes, treadmills, Peloton bikes, and a stair-master. Lockers, showers and towel services are included with the membership. The Fitness Center is open with an attendant on duty Monday through Friday between the hours of 6:00 am to 8:00pm. Please call the Tenant Services Coordinator (353-4028) to arrange an introductory visit.

## 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).

- [Parking/Building access form](#)
- [Overnight parking](#)
- [Certificate of Insurance Requirements](#)
- [Mover's Certificate of Insurance requirements](#)
- [Property Removal Pass](#)
- [Tenant Information update form](#)

## Services: Fee Schedule

The cost for this service will be billed to the tenant whose contractor requests the after-hours work. The management office will not back charge third parties. Service rates are as follows:

	<b>Straight Time</b>	<b>Overtime</b>
Porter	\$65.52	\$90.00
Mechanic	\$92.82	\$139.23
Engineer	\$92.82	\$139.23
Chief Engineer	\$85.00	\$139.23

## **Services: Holidays**

Metro Center is officially closed on the holidays listed below. If you require any services on any of these holidays, such as HVAC (heating, ventilation, and air conditioning) cleaning, etc., please contact the Tenant Services Coordinator (353-4028) at least two business days in advance of the holiday. Subject to your lease, there may be a charge for services on these holidays and the Tenant Services Coordinator will advise you of such service fees.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If you require any services on Saturday or Sunday or after business hours on weekdays, such as overtime HVAC (heating, ventilation, and air conditioning), special or supplemental cleaning, etc., please contact the Tenant Services Coordinator (353-4028) at least two business days in advance of the weekend. Subject to your lease, there may be a charge for services on the weekend and the Tenant Services Coordinator will advise you of such service fees.

## **Services: HVAC**

If the temperature in your office needs adjustment, please contact the building management office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 7:00am - 6:00pm, Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

**Supplemental condenser water is available at the following additional charge:**

- \$145/ton/month

[Click here to view detailed information regarding supplemental condenser water](#)



## Services: Key Personnel Phone Numbers

### **Empire State Realty Trust Management Office**

Jeffrey A. Duarte, Portfolio Manager 353-5216

Tenant Services Coordinator 353-4028

Main Lobby Concierge/Security Desk

Marcus Marshall, Concierge 353-5226

7:00 am to 3:30 pm

Metro Center Garage

Laz Parking 353-5346

Corporate Image Dining

Office: 359-9053

Ernst Buggisch

Café: 569-9441

### **Empire State Realty Trust Cleaning Company**

Lydia Henson, Tenant Services Coordinator 353-4028

Joseph Pena, Housekeeping Field Manager 353-4057

### **Empire State Realty Trust - Leasing**

Jeffrey H. Newman, Senior Vice President 353-5200

Kim Zaccagnino, Assistant Vice President 353-5200

## **Services: Leasing**

The leasing company for Metro Center is Empire State Realty Trust, located at One Station Place Stamford, CT 06902. The main phone number is 203-353-5200.

**Listed below is the contact information for the authorized representatives:**

**Jeffrey H. Newman**

Senior Vice President

203-353-5200

[Jnewman@esrtreit.com](mailto:Jnewman@esrtreit.com)

**Kim Zaccagnino**

Assistant Vice President

203-353-5200

[Kzaccagnino@esrtreit.com](mailto:Kzaccagnino@esrtreit.com)

## Services: Mail Service

Mail is delivered to the building once a day, Monday through Friday, directly to each tenant's assigned mailbox located in the lower level lobby, next to Metro Grille. Please contact the Tenant Services Coordinator (353-4028) for keys to your assigned mailbox.

Daily pick-up from the Post Office and delivery to your office is a separate service, available for a small fee. Please contact the Tenant Services Coordinator (353-4028) to arrange for service.

There are two (2) [U.S. Postal](#) boxes (regular mail) and one (1) U.S. Postal Express Mailbox (see schedule on page 4) located to the right of the loggia as you exit the building.

### Regular mail pick-up times are:

Monday through Friday:	3:00 p.m.
Saturdays:	10:00 a.m.
Holidays:	2:00 p.m.

## **Services: Maintenance Requests**

All tenant service request must be reported to the Tenant Services Coordinator via the ESRT+ work order system at [portal.risebuildings.com](http://portal.risebuildings.com). Metro Center Property Management Staff are available to assist you with all of your maintenance requests including [but not limited to] painting, re-carpeting, minor furniture moves, or any other miscellaneous repairs. If you require any of these services, please contact the Tenant Services Coordinator 203-353-4028.

## **Services: Parking**

The parking garage entrance is on Station Place. The garage is attended from 6:00 am to 12:00 midnight, Monday through Friday. After-hours access is available with your security access card. All security access cards are issued by the Tenant Services Coordinator (203-353-4028). To obtain a card, please call the Management Office at 203-353-4028. These cards are non-transferable. If you have questions or experience problems, please call the Tenant Services Coordinator at 203-353-4028. The parking garage may be reached directly at 203-353-5346.

Your company visitors are charged the posted hourly rate. If you wish to provide free parking for your visitors, from one hour up to all day, you may purchase parking voucher stamps from the garage manager (203-353-5346). Books of 40 stamps each are available in one-hour and two-hour denominations; all-day coupons come in books of 10. Visitors who exceed the amount of time validated will be charged the difference between the value of the stamps and the applicable parking rates.

Storing of vehicles is not permitted. All vehicles must be removed from the premises after business hours, unless otherwise discussed with management.

## **Services: Recycling**

Metro Center participates in all voluntary and mandated recycling programs. All white paper in the blue recycle wastebaskets at your offices is collected by Metro Center Cleaning Service and packaged for recycling pick up. Call the Housekeeping Department (203-353-4028) to discuss how your company can participate in recycling deposit containers (cans or glass). Metro Center donates all deposit containers to local community organizations.

## **Services: Security**

Metro Center is manned by security personnel 24 hours a day, 7 days a week.

The staff consists of Empire State Realty Trust employees as well as staff from an outside security company. All security staff have been trained to act in a professional and courteous manner at all times. Empire State Realty Trust has some of the highest standards in the industry for their own employees and we require adherence to these standards from the security company personnel.

### **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. Copies of the recordings are kept in the Management Office for a period of 7 days.

## **Services: Telephone Service**

Velstar is ESRT's in-house telecom advisor providing all tenants access to a portfolio of voice, Internet and phone system options from over (90) service providers ensuring unbiased, useful information in which to make good decisions for your communication needs. Tenants benefit from the convenience of a single resource that offers turn-key communication solutions with a broad range of options from many different service providers.

Please call 1-855-474-1700 or 212-882-1345 ext 101 to speak with a Velstar advisor. Or e-mail: [sales@velstar.com](mailto:sales@velstar.com).



## **Services: The Metro Café**

Located to the right of the Loggia. Features fresh brewed Starbucks coffee, smoothie bar and grab-and-go food options. Available Monday through Friday 7:00 a.m. - 4:00 p.m.

Telephone: 203-569-0070

## **Services: The Metro Center Café**

The Metro Center Café, located on the lower level lobby, is open 8:00 am to 2:00 pm Monday through Friday. Breakfast is served from 8:00 am to 10:00 am, lunch from 11:15 am to 2:00 pm. Snacks, baked goods, grab-and-go, hot and cold beverages and retail items are sold from 8:00 am to 2:00 pm.

For your convenience, The Metro Center Café food service is available to cater meetings or conferences held in your offices. To discuss your catering needs, please call 203-569-9441 or email the restaurant at [MetroGrille@CIDining.com](mailto:MetroGrille@CIDining.com).

Also you can visit their web-site at <http://www.cidining.com>.

**For menus, services and catering guides, please [click here](#).**

Catering service for all occasions, small or large, is available from The Metro Center Café, on or off premises. The Metro Center Café is closed on official building holidays (see [Metro Center Holiday and Weekend Services Schedule](#)).