

**501 Seventh Avenue
Electronic Tenant® Portal
Created on October 5, 2024**

Construction & Other Policies: Building Rules & Regulations

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

Construction & Other Policies: Construction Policies and Procedures

At 501 Seventh Avenue the management staff has experience and knowledge to assist and advice on any project or renovation, large or small. Please contact the building management office to discuss your company needs.

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

Construction & Other Policies: Design Guidelines

[Click here](#) to download a complete copy of the 501 Design Guidelines.

Construction & Other Policies: Insurance Requirements

All vendor or contractors performing work in the building will be required to submit an original copy of their certificate of insurance to the 112 W 34th Street Management Office.

The format is as follows:

- \$1,000,000 per occurrence (Comprehensive General Liability)
- \$5,000,000 per occurrence (Excess/Umbrella Liability)
- \$1,000,000 combined single limit Insurance (Comprehensive Automobile Liability)
- \$1,000,000 Employer's Liability Insurance
- Workers Compensation-as per NYS statutory Limits

Additional Insured:

ESRT 501 Seventh Avenue ,L.L.C., Empire State Realty OP, L.P. and its members And their respective subsidiaries and affiliates are hereby named as additional insured.

Certificate Holder:

ESRT 501 Seventh Avenue
C/O Building Management
112 W 34th Street
New York, NY 10120

[Click here](#) to view the Vendor Insurance Sample Form

INDEMNITY CLAUSE FOR CERTIFICATE OF INSURANCE

To the fullest extent permitted by law, the Contractor hereby agrees to indemnify and hold harmless 501 Seventh Avenue. 501 Seventh Ave. LLC., ESRT 501 Seventh Ave, LLC, Empire State Realty OP, LP and its member and their respective subsidiaries and affiliates are hereby named as the additional insured are named as Additional Insureds on a primary & contributory basis as the above reference project. Waiver of Subrogation applies and any of their respective agents, employees, partners, officers, directors and principals (disclosed or undisclosed) (collectively, the "Indemnities") from and against all claims, losses, damages, costs, expenses and other liabilities (including, without limitations, attorney's fees and disbursements and liability, if any, for the payment of worker's compensation or disability benefits) arising out of or resulting from the performance of the services called for under this contract Requirements and Specifications, to the extent that any such claim, loss, damage cost, expense or other liability is attributable (i) to personal injury, sickness, disease or death, or (ii) to injury to or destruction of property, including, but not limited to the loss of use resulting therefrom, and is caused, whole or in part, by the acts or omissions of the Contractor or its subcontractors or their respective agents or employees including, without limitation, the Contractor's or its subcontractors' failure to comply with all laws, ordinances, rules, regulations and requirements or any governmental authorities having jurisdiction over the services hereunder, including those governing the removal and disposal of toxic or hazardous waste. The Contractor shall defend any action brought against the indemnities which is based on any claim, loss, damage, cost, expense or liability referred to herein. Such obligations shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity, which would otherwise exist for the benefit of any indemnity.

In any and all claims against the indemnities by any of the Contractor's employees, anyone directly or indirectly employed by the Contractor or anyone for whose acts the Contractor may be liable, the indemnification obligation hereunder shall not be limited in any way or any limitation on the amount of type of damages, compensation or other benefits payable by or for the Contractor under worker's or workman's compensations acts, disability acts or other employee benefit acts.

Construction & Other Policies: Moving and Delivery Guidelines

The following moving and delivering guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move, protect the people handling the move, protect your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather than 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 question you may have.

MOVING PROCEDURES

1. All moving projects must be conducted during the afterhours or weekends, via the freight elevator.
2. The freight elevator is located at 149 W 37th Street.
3. The freight elevator is available Monday through Friday from the hours of 8:00am to 5:30pm free of charge for deliveries of everyday items (needed for regular conduct of business and requiring a minimal number of trips).
4. If weekends, holidays, or extended service (service past 5:30pm) or if exclusive service is required during the normal business hours, applicable charges will be applied to the tenant. This charge starts prior to 8:00am or service after 5:30pm and continues until completion of service.
5. There is a four (4) hour minimum freight service on Saturday, Sunday, and Holidays.
6. The service is provided on a first come/ first serve basis.
7. To reserve the freight elevator after normal working hours, you must request OT freight service via the online work order system 48 hours in advance of the required service date.
8. If you do not have the online work order system prior to your move in, please contact building management for reservation of the freight.
9. Any outside vendor (not including, FED EX, UPS, etc..) being used to make a delivery or a move must provide a certificate of insurance prior to the move.
10. Moving companies must furnish the Building Management Office with an appropriate certificate of insurance prior to moving. All moving companies must be approved in advance by the Property Manager.
11. Moving companies are responsible for providing protection to affected areas (floors, walls, etc.). Masonite on all surfaces must be utilized.
12. You are fully responsible for your moving company with respect to damage, labor status, and associated charges.

[Click here](#) to view the building service rate sheet for freight cost.

[Click here](#) to view the vendor insurance sample.

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.

Construction & Other Policies: Smoking

No Smoking Law:

In compliance with the New York City Clean Air Act (Local Law #5), there is absolutely NO SMOKING allowed in common areas of the building. This includes bathroom, stairways, corridors, and all other public spaces of 501 Seventh Avenue.

Both the City and State laws prohibit or limit smoking in both public places and places of employment. Each tenant has the option of providing a smoking area within their space. If no space is provided, smoking MUST be done outdoors, away from the building entrances. Should an inspection find non-compliance with this act, a FINE WILL BE IMPOSED AGAINST THE INDIVIDUAL'S COMPANY.

For further information on complying with the Act, you may contact the Smoking Law Compliant Unit at (212) 442-1839 or contact the building management office at (212) 695-3617.

[Click here](#) to download a copy of the Smoke Free Air Act.

Construction & Other Policies: Life Safety & Emergency Procedures

PURPOSE

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

PROCEDURES AND CHECKLIST

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 discretely attract someone's attention in the office 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, the tenant should notify the Property Manager.

POSTAL BOMB INFORMATION

Postal Bomb Construction:

Postal bombs can be made up to fit inside parcels, packages, and letters for dispatch through mail or delivery by hand. Such bombs are designed to explode when the package is opened. The means of initiating the explosion may be mechanical (e.g., by the release of a spring-loaded striker) or electrical. One popular type of postal bomb consists of two to five ounces of plastic explosive with a pencil shaped metal fuse pressed in its center. It is then placed in an envelope and sealed. Envelopes usually measure approximately 5 3/4" x 4", 3/16" thick and weigh between 2 and 3 ounces.

Postal Bomb Detection:

Points to look for in determining whether a package or letter is suspect are:

- Place of origin (e.g., is it an unusual postmark)
- Handwriting of sender (e.g., foreign style of writing not usually received)
- Balance is the package or letter heavier at one end than the other?
- Weight does it seem excessive for its size?
- Is there any springiness on the top, bottom or sides of the package or letter, or does it bend excessively?
- Are there protruding wires? (Even the best prepared devices may become partly unwrapped in transit).
- Is there a small hole in the wrapping or envelope?
- Are there grease marks on the envelope or wrapping caused by the "sweating" of an explosive?
- Is there an unusual smell like almonds or marzipan?
- Is it suspected that the package contains an item which is not usually received?
- Is the flap of the envelope stuck down all around instead of having a gap at each end of where there is no gum? Is the flap stuck down with tape?

Additionally, in the case of letters:

- The feel will indicate whether there is only folded paper inside the envelope or if there is stiffening with card or metal. In the latter case, treat as suspect. Letters usually weigh up to about 1 ounce.
- Effective letter bombs will weigh more than 2 ounces and, therefore, need more than the usual postage stamps. If they are unusually thick (e.g., 3/16" or more) and heavier at one end than the other, they should be treated as suspect.
- If upon opening the envelope there is an additional envelope addressed personally to someone, this should be felt again for signs of the pointers listed above.
- An inner envelope which is tightly taped or tied with string should be treated as suspect.

Suspicious Package Procedures

If an employee responsible for opening mail considers that a letter or parcel is suspect, he/she is to immediately inform the Office Manager, who in turn will notify the Building Manager's Office. THE PACKAGE MUST NOT BE OPENED.

Evacuation Procedures (Fire Safety Plan)

Each Tenant should establish an internal policy regarding evacuation in the event of a bomb threat. 501 Seventh Avenue does NOT make this decision. In some cases, the police may order evacuation; otherwise, it is left to the sole discretion of the Tenant. Once your company has established an evacuation plan, please send a copy to the Building Office for our files.

FIRE PREVENTION AND PROTECTION PROGRAM

EVACUATION AND FIRE DRILLS

- Fire drills will be conducted two (2) times per year.
- Occupants will be alerted through the Fire Communication System.
- Fire drills will be conducted and supervised by qualified building employees as well as an outside fire drill contractor.
- Floor wardens will direct occupants on each floor.
- Searchers will inspect Men's and Ladies rooms to evacuate occupants.

DUTIES OF FIRE WARDENS & DEPUTY WARDENS

- Familiarize all employees with floor layout, locations of fire exits, location of pull box alarm stations and fire extinguishers.
- Guide your group to nearest fire exits and be prepared to evacuate floor if necessary.

DUTIES OF SEARCHERS

- Inspect Men's and Ladies rooms, evacuate occupants.

IN THE EVENT OF A FIRE IN YOUR PREMISES

- Notify Fire Department. Use fire alarm pull stations located at both stairway areas. You can also call the Fire Department direct by dialing 911. Use Warden's phone to contact fire safety director and relate location of smoke or fire.
- All personnel should go to their nearest exit and be prepared to evacuate under the direction of the Fire Safety Director and the floor warden.
- If one fire exit cannot be used due to fire or smoke, use the alternate exit.
- Instruct your group to remain calm, walk, DO NOT RUN to the nearest exit.
- DO NOT USE ELEVATORS.
- Check Ladies and Men's rooms, or any other that can be overlooked when evacuating floor. Do Not leave anyone behind. Assist any disabled person.
- Deputy Wardens will lead employees down exit stairs. Walk down calmly, Do Not push or shove.
- The most critical areas for immediate evacuation are the fire floor and the floor directly above. Evacuation to two or more floors below the fire floor is generally adequate.

There will be no evacuation of the building unless specifically recommended by the Fire Department and conveyed from the Fire Command Station (lobby console) to all personnel. In the event of evacuation, calmly leave the building and cross the street obeying instructions of the Police and Fire Departments.

Disabled Persons

Please advise the Building Management Office of any disabled persons employed by your company. A responsible person in the same work area should be assigned to assist disabled persons.

PROCEDURES FOR FIRE LOCATION ON OTHER FLOORS

- Fire Safety Director will notify wardens regarding location of fire.
- Fire Wardens will proceed with their groups to a staging area and prepare to evacuate on command.

Fire Safety Emergency Team Procedures

The emergency team consists of the Fire Safety Director, Deputy Fire Safety Director, building and security staff, Fire Wardens, Deputy Wardens (appointed by each Tenant from among their respective employees), and the fire brigade. 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 all exits and fire alarm devices on their floor and should understand the fire safety plan, found below.

Any questions should be directed to the Building Office at 212-695-3617.

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

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

Actions to be taken by Anyone Discovering a Fire

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

Alarm to be transmitted as Follows:

- Dial 911.
- Pull interior fire alarm in corridor by stairway "A" or stairway "B."
- Call the Fire Department 212-570-4266.
- Call Midtown South 212-239-9811 or Midtown North 212-760-8300.

Immediately after transmitting alarm, notify the Building Management Office and Fire Warden on your floor.

BUILDING MANAGEMENT TELEPHONE NUMBER: 212-695-3617.

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.

Quick, safe evacuation makes sense, to saves lives, and is required by law, whether for practice or for an actual emergency. Please ensure that all your employees know and understand their part in the event of an evacuation. In case of an evacuation. Please listen for instructions from the building's Fire Safety Director or Fire Department.

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 maintenance 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 Building Management Office or call the Security/ Concierge Desk immediately. An employee of 501 Seventh Avenue 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.
- Aid the injured party until emergency crew arrives.
- Complete an incident report.

Power Failure

In case of a power outage, 501 Seventh Avenue 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.

[Click here](#) to view the bomb threat checklist.

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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 501 Seventh Avenue 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, 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 212-695-3617 or stop by our office located on the 15th Floor, Suite 1501, 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.
Robert Pender

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 pre-war office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the Empire State Realty Trust Portfolio is located on 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 workplaces and a responsive building management, that is 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 501 7th Avenue

501 Seventh Avenue is a former garment manufacturing building utterly transformed and technologically updated to meet the demands of a new century. Our top to bottom enhancement and upgrade program provides a first-rate infrastructure for office and showroom tenants, large and small, in a premier business environment.

501 Seventh is one of the most convenient and versatile buildings in the Midtown West submarket. Located in the middle of the nearby Times Square and Herald Square transportation hubs, 501 Seventh Avenue is only a short walk to The Port Authority Bus Terminal, Grand Central Terminal, PATH and Pennsylvania Station. Our neighborhood offers every amenity including full office services, shopping, dining, and lodging. We offer unmatched access to all office and commuter options.

We have a variety of smaller pre-built showrooms and offices and build-to-suit full floor tenancies making 501 Seventh Avenue the choice location for any firm desiring the convenience and access of Midtown West.

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Portal just as you would a traditional internet site. The main page provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections.

Special Features

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

Updates

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

Introduction: Contact Information

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

Emergency/

Lobby Security Desk
212-921-1510

Building Management

Bob Horn
Assistant Property Manager
212-695-3617
BHorn@esrtreit.com

Leasing

Jackeline Diaz
Senior Accounts Receivable Manager
212-850-2759
jdiaz@esrtreit.com

Management Office

212-695-3617

Building Management

Robert Pender
Property Manager
212-695-3617
rpender@esrtreit.com

Building Management

501Ops@esrtreit.com

Accounting & Rent Bills

Camille Cha Tom
212-850-2728
cchatom@esrtreit.com

Security

212-921-1510

Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking 501 Seventh Avenue'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://501seventhave.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

501 Seventh Avenue is manned by building/ security personnel 24 hours a day, 7 days a week. All building/ security staff has been trained to meet or exceed NY State requirements and to always act in a professional and courteous manner. In the event of an emergency, contact the building/ security staff at the security/ concierge desk. After business hours the Building Management office phone is answered by the Lobby Security desk personnel.

Security at 501 Seventh Avenue is of the utmost importance. To provide a safe working environment, security will be maintained twenty-four hours a day, seven days a week, throughout the year. The security coverage will also include all building holidays.

Cameras are installed in each of the elevators and will be screened at the Lobby desk. This will generally enhance the security in the elevators and prevent situations where more than one person is in the elevator simultaneously and such persons attempt to exit on inappropriate floors.

After regular business hours upon leaving the building, the person(s) will sign out by indicating their time of departure next to their name.

Anyone entering or leaving the property must sign in and provide picture I.D. If they have no picture I.D. then they will have to contact the company and the person in which they have an appointment with. That person will have to confirm that they are to be allowed up in the building.

Visitors - Non-Business Hours

Outside regular business hours, the front door, as mentioned above will be locked.

If a visitor is expected, the tenant being visited should notify the Lobby Desk that the visitor would be arriving. The visitor will then proceed to the Lobby Desk where they will sign in.

If an unexpected visitor arrives after business hours, the Lobby Desk will require that the visitor sign in and produce a proper form of identification.

Safety and security required your cooperation as well. We ask that you work within your firm to create security awareness among the staff and your visitors.

Security: Security Theft Response Protocol

When Security is notified of an alleged theft from a tenant's suite:

- Building Management will be contacted to commence a preliminary investigation
 - Building Management will respond to the reporting tenant's workplace/place of occurrence
 - Obtain details from person reporting alleged theft
 - Conduct a canvass of the immediate area for any potential supporting evidence
 - Provide complaint with local precinct contact information, if needed
 - Mid-Town Precinct South
357 West 35th Street
New York, N.Y. 10001
 - 212-239-9811
 - Conduct a thorough CCTV canvass if warranted
 - CCTV canvass will include but not limited to
 - Entire lobby (entrances/exits)
 - Elevators
 - Loading dock
 - Exterior
- Notify ESRT Director of Security or his designee via telephone and/or email
 - Facts of alleged incident
 - Preliminary findings, if any
 - Forward copy of Security Incident Report
- Notification to:
 - Property Manager
 - Assistant Property Manager
 - Portfolio Manager
 - ESRT Director of Security

Security: Building Access

Security Cards

Each employee is required to use a security card to access the building at all times. New tenants will be provided card and any additional or replacement cards via our Security Provider - Kastle Systems via www.Kastle.com or at 212-824-3800.

Requests for security cards should be submitted via the on-line work order system. Personnel headshots can be upload via admin access in Kastle Systems or by arranging with building management. Photos are visible by the Building/ Security personnel at the Security/ Concierge desk upon accessing the reader panel when entering the building.

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. Also, by calling or using the admin access on Kastle Systems you can have these individuals deleted from the system.

Please note: if you need to arrange access to your suite for visitors once you have moved in, please use the Visitor Management System (VMS) to register your visitors and guests by either calling or emailing the lobby concierge desk. To gain access to this system, you must first obtain your Kastle ID badge.

[Click here](#) to download a Building Pass Form.

Vendors

All incoming vendors must provide a certificate of insurance (COI) prior to entering the building. Please be sure to follow the description of operations and certificate holder language.

Please submit the COI to property management with enough anticipation to the service date, to ensure COI compliancy.

Please email a copy of the COI to the Management Office at least 24 hours in advance, to be assured for compliancy.

Any construction or renovation work requires landlord approval before work can commence. Work is to be performed by landlord approved union contractors and those contractors must carry an umbrella liability and workers compensation insurance.

[Click here](#) to view the procedures for access into the building.

[Click here](#) to view vendor insurance sample.

Security: General Office Security

It is our goal to make 501 Seventh 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 Building Management Office at 212 695-3617 of any security incident or emergency within your offices or within the building

Security: Key and Lock Policy

Requests for duplicate keys must be submitted via the [on-line work order system](#). For reasons of security, all duplicate keys must be made within the building. Please note that NO outside locksmith is allowed to do lock work in the building. There is a fee for key duplication.

Security: Lobby Doors

Please use the revolving doors in the lobby whenever possible, as opposed to the swing doors. This allows us to keep the lobby air warm during the winter months and cool in the summer.

Security: Lost and Found

Please contact the Building Management Office at 212-695-3617 regarding items that have been lost or found.

Security: Security Procedures

1. **Building Identification Cards:** The purpose of this card is for identification of the tenant to have access to the building. Requests for I.D. cards must be submitted via the on-line work order system. Each employee must also have their photo taken and uploaded via admin access at Kastle Systems or arranging with Building, once an ID card has been assigned/ issued.
2. **Visitor Pass:** All visitors must stop at the security/ concierge desk, produce valid photo identification, and will be issued a visitor pass.
3. **Messengers & Food Vendors:** Messengers, food vendors, or deliveries of any kind must enter through the building's freight entrance on 37th Street from Monday through Friday 8:00 am to 6:00 pm. When the freight area is closed, no deliveries will be permitted beyond the security/ concierge desk (Monday through Friday 6:00 p.m., on Saturdays, Sundays, and Holidays). All delivery people will be stopped at the security/ concierge desk and the tenant is to be notified of his/her delivery by the carrier. They will be personally responsible to come down to the lobby to sign and retrieve it.
4. Any unknown person observed within your office should be questioned and identified. Request the nature of his/her business and whom they are there to see. **WHEN IN DOUBT, NOTIFY YOUR BUILDING MANAGEMENT OFFICE AT 212-695-3617.** Whenever reporting a breach of security, try to be as specific as possible. Describe clothing, features, location, possible destination, etc., as well as providing your name and suite number
5. **Loitering and soliciting is prohibited in the building.** Whenever loiterers are observed in the building, call the lobby and give a description to Security: sex, color, age, height, weight, and clothing. Telephone workers must provide I.D. before you allow them to work in your office space. Messengers, etc., should provide I.D. whenever picking up or delivering packages.

Special care should be taken during the times best suited for pilferage: the beginning of the day, during lunch hours and 30 minutes before the closing day, and when there is a maximum of movement by personnel and absence from work area and offices.

Remember that security depends on the cooperation and concern of everyone. 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, please [click here](#).

You can enter and track all service request, view the status of your request, view and download billable information, receive important information regarding building activities and special announcements.

The online work order system can be used to request the freight, building passes, overtime HVAC, overtime AC, trash removal, common area lighting, moving furniture, repairs, cleaning, notify vendor access, etc.

There may be a fee associated to these services, subject to your lease.

Please place work order request with at least 24 hours' notice, when possible.

To register for a username and password, please email 501ops@esrtreit.com.

Services: Accounting

Questions regarding rent bills or payments should be directed to Camille Cha Tom, 212-850-2728, cchatom@estreit.com.

[Click here](#) to view our E-service registration.

Services: Building Management

The staff of 501 Seventh Avenue is dedicated to making your work environment as safe and pleasant as possible. The building management office is located at:

112 West 34th Street, Suite 1501
New York, NY 10120

Phone:212-695-3617

Building Hours:

- 8:00 a.m. - 6:00 p.m., Monday - Friday

Address:

Management Office
111 West 33rd Street Suite 1501
New York, NY 10120

Services: Building Signage and Directory

FRONT DOOR SIGN

To avoid solicitation by sign companies, there is an approved company for the work necessary to prepare and install your suite entrance door sign. A sample of the signage area for your entry door and should be reviewed prior to your move in. Signs other than building standard must be approved in advance by the Property Manager. No signs are to be placed on the corridor wall, unless authorized by Management.

Services: Cleaning

Each Tenant is responsible for their own janitorial service. Building management reserves the right to review who each Tenant is using to perform this service.

Services: 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 video recorded.

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 [Building 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.

[Building Application Form](#)

[Sample Certificate of Insurance - Vendors](#)

[Building Service Rate Sheet](#)

[Kastle Presence App](#)

[Kastle Visitor Registration App](#)

Services: Holidays

The schedule for recognized contract holidays for all union building service workers is as follows:

- New Year's Day
- Martin Luther King Jr. (cleaning additional)
- President's Birthday (cleaning additional)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving (cleaning additional)
- Christmas Day

There will not be any cleaning services or garbage collection rendered on union holiday.

Holiday cleaning services will be rendered at an additional charge if requested.

Services: HVAC

If the temperature in your office needs adjustments, please submit a request through our online work order system.

The standard hours of operation of the heating and air conditioning systems are 8:00 am to 6:00pm Monday through Friday. Special arrangements can be made for HVAC outside of these hours with 48 hours advanced notice through our online work order system. Additional charges may apply.

AFTER HOURS HEATING AND COOLING COST SUMMARY

The design of the buildings primary mechanical - heating ventilating and air conditioning systems - prohibit the landlord from segregating a single floor for the purpose of after hour heating and/or cooling of individual tenant spaces.

WINTER MONTHS 10/16 - 4/14 (HEATING)

After hours is defined as "From 6:00 p.m. to 8:00 a.m. - Monday thru Friday and all of Saturday and Sunday". Tenant spaces are normally maintained by the Landlord at an average space temperature of 72 degrees during this period, this applies to perimeter and interior spaces alike.

To provide comfort heating for tenants during this after hour period, would require the Landlord to raise the space temperature to 70 - 72 degrees by mechanical means and subsequently charge the tenant on a per hour basis as specified in the lease.

The per hour cost associated with this includes the Landlords actual cost of labor, utilities and supplies plus twenty percent (20%) as specified in the lease and is as follows:

NOTE: This cost is factored at 100% of full heating capacity.

- One interior HVAC System (Supply & Return Motors)
- One perimeter HVAC Zone (Upper or Lower)
- Steam for interior (HVAC System) heating coils
- Steam condensate recovery
- Operating engineer and maintenance

SUMMER MONTHS 4/15 - 10/15 (COOLING)

After hours is defined as "From 6:00 p.m. to 8:00 a.m. - Monday thru Friday and all of Saturday and Sunday". Tenant spaces are normally maintained by the Landlord at an average space temperature of 70 - 72 degrees during this period, this applies to perimeter and interior spaces alike.

To provide comfort heating for tenants would require the Landlord to raise the space temperature to 70 - 72 degrees by mechanical means and subsequently charge the tenant on a per hour basis as specified in the lease.

NOTE: After hours cooling charges at a four-hour minimum. Saturday and Sunday to be at a seven-hour minimum to include start up time.

NOTE 2: This cost is factored at 100% of full capacity. All motors associated with (1) one cooling tower (Pumps, Tower Fans)

- Electric consumption
- One (1) interior HVAC System (Supply & Return Motors)
- One perimeter water pump (Motor)
- Steam condensate recovery (Required by Law)
- Operating engineer and maintenance
- Chemical water treatment
- For costs, please see our building service rate sheet on the forms sub-section.

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Services: Leasing

The leasing staff for 501 Seventh Avenue is listed below as well as contact information:

Leasing
Jackeline Diaz
Senior Accounts Receivable Manager
212-850-2759
jdiaz@esrtreit.com

Services: Maintenance and Service Requests

It is mandatory that all tenants utilize the Work speed Tenant Services program to request all building services. We will not accept any oral requests unless it's an emergency. If you have a problem accessing the Work speed Tenant Services program, please contact 501Ops@empirestaterealtytrust.com.

Building standard maintenance includes, but is not necessarily limited to, the following services:

- Buildings passes, freight elevator reservation, heating, air conditioning, plumbing problems, replacement of light bulbs in common areas, etc.

The following special services are available at a nominal charge:

- Picture hanging, shelve hanging, moving furniture, minor repairs or odd job repair work.

Please understand, while we are happy to help in any way we can, we ask your appreciation of our men's time. Each man has regular duties to perform throughout the day and will assist on non- emergency calls as soon as time permits. Of course, if an emergency arises, we will "endeavor" to remedy the situation promptly.

Thank you for your cooperation and we hope this clarifies any questions you may have regarding any incurred building costs.

Services: Recycling

501 7th Ave is in full compliance with Local Law 87, utilizing on sight source separation with our Rubbish Contractor, along with tenant cooperation. 501 Seventh Avenue is pleased to be a part of this great recycling effort.

- [Click here](#) for the recycling program guidelines
- [Click here](#) for the recycling reference guide
- [Click here](#) for the supplemental recycling guide