

**Cushman and Wakefield**

**Bank of America Plaza  
Electronic Tenant Handbook**

Created on February 5, 2012

## **Building Amenities: City Club**

The City Club is one of the oldest and most prestigious private clubs in the city of Dallas. Originally founded in 1918, The Club ceased operations during the Depression and was reformed and officially chartered in 1941, taking up residence in the Baker Hotel.

Under the guidance of club president T.E. Jackson, The City Club prospered and attracted some of the most prominent members of the Dallas Business community.

In 1951, The City Club moved to elegant quarters on the 25th and 26th floors of the Adolphus Hotel.

In 1968, The Club grew with Dallas, establishing a new home on the top floor of One Main Place. Then in 1988, the panoramic 69th floor of Bank of America Plaza became home to The City Club, providing members with an ideal environment for business and social engagements.

In the finest tradition of the private club, The City Club has enjoyed a long-standing reputation in Dallas for its high quality of membership and service. Membership activities abound, and the service and food are exceptional. The City Club remains one of the most valuable and prestigious traditions in Dallas.

### **Board of Directors**

The City Club is a member-owned Club served by a Board of Directors elected by the members. The Board counsels management in all areas of Club operations, including membership, house rules, food and beverage service and entertainment. The Board provides a vital link between Club management and the entire membership.

### **Amenities**

Located high atop the Bank of America Plaza, one of the tallest buildings in the world, The City Club offers the most spectacular view in Dallas. Inside, well-appointed quarters and tasteful décor provide the perfect setting for lunch, dinner and private parties, as well as member sponsored events and social functions. Meals are served in three areas of The Club:

#### **The City Club can accommodate the following:**

- Breakfast: up to 300 persons
- Luncheons: up to 100 persons
- Dinner: up to 300 persons
- Receptions: up to 500 persons

#### **Three Private Dining Rooms are also available by reservation:**

- Texas: 64 Seated 100 Reception
- Texas I: 18 Seated 25 Reception
- Texas II: 18 Seated 25 Reception

These rooms can be combined to accommodate up to 100 people seated and 150 persons for a reception. The entire Club has a 300 person maximum seating capacity and a 500 person capacity for special occasions through the Catering Department. Complimentary parking is available in an adjoining garage.



**CUSHMAI  
WAKEFIELD**

## **Building Amenities: Lower Level Restrooms**

There are public restrooms located on the lower level of Bank of America Plaza near the banking center on the concourse level.



## **Building Amenities: Parking**

Located at the corner of Lamar Street and Main Street across from the building and accessible via our concourse retail tunnel is our fourteen (14) story self-park facility. The Bank of America Plaza Garage provides approximately 1,290 covered parking spaces for tenants and visitors. The garage entrances are on Lamar and Commerce Street and the exit is on Austin Street, providing easy access to downtown Dallas and the local freeways. The garage entrances and floor levels 1-11 are 6'7" high, but on level 12 the height reduces down to 5'8".

### **Garage Hours**

The garage is open and accessible 24 hours a day from the Lamar Street or Commerce Street entrance. Cashier booth hours are 7:00 a.m. to 10:00 p.m., Monday through Friday and 11:00 a.m. to 6:00 p.m. on Saturday. The booth is closed on Sunday. After 5:30 p.m. weekdays and on weekends parking is free if you have a building access card. After 10:00 p.m. there is a \$5.00 parking fee. There is a coin machine located at the far left exit lane for cash parkers who leave after hours or on Sunday.

### **Interior Layout**

The garage is built as a series of up and down ramps with cross over points on all odd floors beginning with the third level. At each of the thirteen (13) levels, large graphic numbers indicate the parking level. Four (4) elevators to ensure quick, efficient service from and to both the underground tunnel and the street level entrances, service the parking garage. A "Toll Tag" access control system is used for entry/exit at the garage. In many cases, your existing North Texas Tollway Authority (N.T.T.A.) tag can be programmed to work in our garage. Otherwise, you may purchase tags from the garage office located on the level 2. The center entry/exit lanes of the garage are equipped with card readers. This will assist in gaining entry/exit to the garage after 5:30 p.m. weekdays, weekends or should a valid toll tag holder forget their toll tag.

### **Reserved & General Access Parking**

The garage, operated and maintained by Standard Parking Corporation and overseen by Cushman & Wakefield of Texas, Inc., offers parking on a daily basis. Reserved parking is currently available in the middle of each level on levels 2 - 9 of the garage. Levels 2 - 14 offer ample non-reserved parking for both large and small cars. Both large and small car parking space designations are clearly marked.

### **Payment Procedure**

Checks may be dropped off each month in the garage office located on the second floor. Daily parkers pay the cashier as they exit.



## Building Amenities: Retail Tenants

### Restaurants

<b>Name</b>	<b>Phone</b>	<b>Cuisine</b>	<b>Location</b>
Alonti Deli	214-761-3120	American	Suite C-104
Asia Wok	214-752-5888	Chinese	Suite C-122
Melters	214-747-1233	Burgers	Suite C-106
Grandy's/Amazing Wrap	214-655-2677	American	Suite C-106A
Three Brothers Pizza	214-760-8350	Pizza	Suite C-108A
Starbucks	214-741-9833	Coffee	Suite C-117
Subway	214-939-1898	Sandwiches	Suite C-127

### Services

<b>Name</b>	<b>Phone</b>	<b>Location</b>
Bank of America	214-209-1370	Banking/Teller Area
Corporate Care Dry Cleaners	214-760-7007	Suite C-114
CVS Pharmacy	214-742-1044	Suite C-118
Dallas Shoe Shop	214-422-4050	Suite C-111



## **Building Amenities: Rooftop Communications Center**

Bank of America Plaza has a state-of-the-art, highly advanced rooftop communications center for those tenants requiring microwave equipment and antenna installations. Contact the management office 214-761-6110 for more information on this facility, or contact Telecommunication Properties, Inc. (TPI), the communications group, providing riser system management of the building as well as telephone, cable and internet services at 214-231-3344.



## Building Amenities: Texas Club

### JOIN NOW...

If you're looking for downtown's best sports club, go ahead, join The Texas Club. Special corporate introductory rates are being offered for a limited time. The Texas Club, conveniently located in the West End Historical District, at 800 Main Street at Lamar Level 15, is just a short walk or ride within the Central Business District. Join The Texas Club and become part of downtown's best sport facilities.

Please call 214-761-6300 or visit [www.thetexasclubfitness.com](http://www.thetexasclubfitness.com) for more information.

### STRENGTH TRAINING & CONDITIONING

The Texas Club offers the very best strength training equipment including: Nautilus equipment · Nordic Track · Cross trainers · Cybex equipment · Free weights · Complimentary health and fitness orientations · Certified personal trainers · Cardiovascular Conditioning Center, Cardio Theater, The Texas Club's interactive media and audio entertainment center, Star Trac Treadmills, Stairmasters, Lifecycles and Gauntlets.

### ATHLETICS

The Texas Club offers its members one of the most complete athletics facilities: · Aerobics and fitness classes - 25 weekly classes with times to meet even the most demanding work schedule. · Swimming - heated 20 meter indoor lap pool · Running - one of the best indoor cushioned tracks, perfect for a morning run

If you're looking for sports, the Texas Club is the club for you. You'll find: · Racquetball - five regulation climate controlled courts · Basketball - full-court basketball gym · Volleyball - leagues, tournaments and open play .



## **Building Amenities: Tunnel System and Retail Services**

Bank of America Plaza offers a wide variety of retail business services in the lower level concourse, including a full-service banking facility, dry cleaners, shoe repair, restaurants, and automatic teller machines. An extension of Bank of America Plaza's concourse level into other buildings (including Renaissance Tower, One Main Place and 1201 Elm Street), via the tunnel system, allows weather-protected access to a large community of office users and numerous retail establishments.

## **Building Operations: Accounting**

Basic rent and ancillary charges are due on or before the first day of each month in accordance with the terms of the lease.

Payments should be mailed to:

Dallas Main, L.P.  
P.O. Box 840440  
Dallas, Texas 75284-0440



## Building Operations: Billing Procedures

### Payments

Rent and tenant charges are due and payable on the first day of each month. Tenant billing invoices are sent to each tenant at the end of each month preceding the due date. All checks should be made payable to Dallas Main L.P. and forwarded in the return envelope provided with the invoice, which goes directly to the bank. Please do not hand deliver or mail your check to the management office.

### Billing Address

Each tenant's billing address should be established prior to move-in. Any changes in your address should be communicated to us at the earliest possible date so we may keep our records current.

### Late Fees

If rent and other charges due are not received in our office by the 1st of each month, late charges may be assessed as provided in your lease agreement.

### Tenant Metered Electric or Chilled Water Service

Computer operations and other specialized areas or above building standard electrical use are separately metered for electricity and chilled water consumption. These items are billed on a monthly basis and will appear on your invoice.

### Pro-Rata Share of Electricity

Leases typically require tenants to pay for their pro-rata share of building electricity expenses. This pro-rata charge is based on the percentage of the total space you occupy in the building. This amount is paid on a monthly basis and is based on the estimated annual building cost for electricity. These monthly payments are reconciled against the actual annual cost in the first quarter of the next year and adjustments are made in the April tenant billings, or as detailed in your lease agreement.

### Operating Expense Escalation Payment

Tenants pay a pro-rata share of the increase in building operating costs from the initial base year specified in their lease. Payments are made monthly based on the annual estimated building budget. Building operating expenses are tabulated and detailed statements are sent to tenants in the first quarter of each year with explanations reconciling the monthly payments made during the previous year with the actual end of year costs. Adjustments are made in the April tenant billings, or as detailed in your lease agreement.

### Insurance

Bank of America Plaza standard leases include a provision requiring tenants to have public liability, fire, and extended coverage insurance for all tenant property located on the tenant's premises. Current certificates of insurance must be forwarded to the Cushman & Wakefield of Texas, Inc. Management Office at the time of policy renewal. The certificate of insurance should indicate minimum coverage:

- Workers Compensation (statutory Amount)
- Employers Liability - \$500,000
- Commercial General Liability - \$2,000,000
- Business Auto Liability including hired and non-owned auto coverage - \$1,000,000 combined single limit
- Umbrella/Excess Liability - \$5,000,000

Both Cushman & Wakefield of Texas, Inc. as property manager, Dallas Main L.P. and Metropolis Investment Holdings, Inc. must be named as "Additionally Insured" parties on the certificate.



## Building Operations: Building Hours

General building hours for Bank of America Plaza are 7:00 a.m. to 6:00 p.m., Monday through Friday. Weekend hours are Saturday, 7:00 a.m. to 2:00 p.m. At any other time, including Sundays and major holidays, access to the building is restricted to tenants and their guests. At those times, Bank of America Plaza can only be accessed from the Main Street lobby entrance or at the Main Street entrance in the parking garage. Tenants will be required to sign in and out at the Main Street security desk. Bank of America Plaza is closed on the following holidays:

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

While the building will be closed on these days, our Tenant Services Coordinator can make prior arrangements with you to have your business cleaned at that time. However, service on the above holidays will require an additional charge.



## Building Operations: Building Management

Cushman & Wakefield of Texas, Inc. provides Bank of America Plaza with expert management and building operations. The company relies upon a responsive staff and state-of-the-art computer systems to provide its tenants the most efficient service. Your Cushman & Wakefield of Texas, Inc. team is dedicated to maintaining long-term tenant satisfaction with quick responses to your comments and service requests.

**The Management Office at Bank of America Plaza is located on the 5th floor in Suite 500. This office is available to service all your tenant needs and offers a wide range of services. Questions and comments regarding any of the services at Bank of America Plaza should be directed to the Management Office. The Management Office is open Monday through Friday from 8:00 a.m. until 5:00 p.m. Also available to you during those operating hours is a special tenant service hotline. These representatives take your service and work requests to the appropriate department(s). During non-business hours, the Bank of America Plaza security officer on duty will answer your calls. Your inquiry will then be directed to the appropriate building representative. The Management Office phone number is 214-761-6110.**

<b>Name</b>	<b>Title</b>	<b>E-Mail</b>
R. Gregg Chilton	General Manager	<a href="mailto:gchilton@cwbaaplaza.com">gchilton@cwbaaplaza.com</a>
Lisa Hall	Senior Property Manager	<a href="mailto:lhall@cwbaaplaza.com">lhall@cwbaaplaza.com</a>
Billy Rowland	Chief Engineer	<a href="mailto:browland@cwbaaplaza.com">browland@cwbaaplaza.com</a>
Senaida Ximenez	Tenant Services Coordinator	<a href="mailto:sximenez@cwbaaplaza.com">sximenez@cwbaaplaza.com</a>
Morris Bell	Financial Manager	<a href="mailto:mbell@cwbaaplaza.com">mbell@cwbaaplaza.com</a>
Terri Groover	Financial Accountant	<a href="mailto:tgroover@cwbaaplaza.com">tgroover@cwbaaplaza.com</a>
Maria Wences	Receptionist	<a href="mailto:mwences@cwbaaplaza.com">mwences@cwbaaplaza.com</a>

**In the event of a building power failure, Cushman & Wakefield of Texas, Inc. has dedicated a phone line specifically to this emergency situation. That number is only in operation if power is lost.**

**Power Failure Hotline**  
214-760-1993



## **Building Operations: Proven Management Expertise**

[Click here for information on Cushman & Wakefield's Proven Management Expertise](#)



## **Building Operations: Security**

### **Security Manager, Patrick Kenny- Alliedbarton**

At Cushman & Wakefield of Texas, Inc., we believe our tenants' safety is paramount, and our top priority. We have contracted with Alliedbarton to implement an extensive security team to monitor Bank of America Plaza and its surrounding grounds 24 hours a day. Led by David Talley and overseen by Cushman & Wakefield of Texas, Inc., the staff includes shift supervisors, control room operators, police officers, dock personnel, and freight elevator operators. Visible by their navy blue suits and photo I.D. badges, they patrol and monitor the building, responding to tenant and visitor questions, conducting tenant emergency fire drills, coordinating tenant moves and above all, maximizing personal safety. All security personnel carry radios and can be reached through the management office phone 214-761-6110 or directly at 214-761-6129.

### **Escorts**

Police Officer escorts are provided upon request in the early evening and at night Monday through Friday to the Bank of America Plaza Parking Garage and within a three-block radius of Bank of America Plaza. This limit is provided to minimize waiting time for others who require escort service.



## Building Operations: Tenant Contact Information

In order to maximize our effectiveness in responding to your needs, and to improve our response time in emergency situations, we ask that all new tenants fill out the Tenant Emergency Contact Sheet, and forward immediately to the management office. Please retain a blank copy of this sheet to send to us anytime there are changes in personnel or responsibilities.

This information will allow us to contact the appropriate people in your organization with questions or emergencies. All after-hours (home, cell) phone numbers will be kept strictly confidential and will be used only if an emergency situation arises in your suite after hours or on the weekend. For more information regarding tenant emergencies and designation of a tenant safety coordinator, please consult the Bank of America Plaza [Tenant Emergency Reaction Plan](#).

[Click here to download a Tenant Emergency Contact Sheet](#)

## **Building Security: Overview - A Safe Environment**

Primary responsibility for the safety of building occupants and compliance with fire codes rests with each tenant. Material in this site is supplied as general information to help you meet requirements. It is not management's intent to direct the tenant to adopt or use all or part of the given information, nor does management or ownership assume any liability in connection with all or part of the information which may be used or adopted by the tenant.

Due to the fire resistant qualities of the building, total evacuation of the building is very unlikely. Should evacuation become necessary, the authority and responsibility rests with the Dallas Fire Department, Dallas Police Department, local government officials, or in an extraordinary situation, Cushman & Wakefield. An announcement will be made from the Fire Command Station directing tenants on the route to evacuate the building. Neither the management nor ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.



## **Building Security: After Hours Emergency Telephone Numbers**

In case of any emergency such as theft, fire, or other incident after normal business hours, we will notify one of the designated emergency contacts from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances. We suggest at least two (2) after-hours contacts.

[Click here to download a Tenant Emergency Contact Sheet](#)



## Building Security: Building Access

### Building Access Hours

Monday through Friday      6:30 a.m. to 6:30 p.m.  
Saturday                      7:00 a.m. to 2:00 p.m.  
Sunday & Building Holidays   Closed

### After-Hours Access

Access to the building after normal business hours (as noted above) is controlled and limited to the doors located on Main Street. A security officer is located there after normal business hours. Tenants without access cards and visitors who desire access to the building must sign-in at the Main Street entry to the building. The same applies for those who depart the building during these hours.

### Elevator Card Access

Elevators:

Ground floor elevators must be used during secured hours to reach all floors. Card readers are located beneath the elevator call button. Present your card, remove, and then press the (call) button. Inside the elevator is a card reader. Present your card in front of the reader, and then remove. Then, (within 5 seconds) press the number of the desired floor. The security system will only allow access to floors of your particular organization or floors you have been authorized to access. (A red light on the keypad indicates an invalid or unauthorized card. (See Security personnel for assistance if you experience any difficulty).

Exits - Main Street:

The Main Street doors will be electronically unlocked by Security from the lobby desk.

Garage/Concourse:

At the garage/concourse, push the Exit button on the wall to your right.

One Main Place:

One Main Place exit requires the use of your access card.

### Security Card Access

After regular building hours, the security access card, which looks something like a credit card, can provide you access to the parking garage and building. Access card readers are located at:

- Main Street lobby entrance
- Concourse entrance at One Main Place\*
- The pedestrian parking garage entrance to The Texas Club via Main Street
- The Concourse Entrance from the Texas Club Garage
- The Center Entry/Exit gates to the Texas Club Garage\*\*

\*The One Main Place Tunnel Entrance is connected to One Main Place, which closes their entrance at 6:30 p.m.

\*\*The center entry/exit gate readers are used in the absence of a toll tag and for parkers of the "After-Hours" program.

### Security Card Access (continued)

Although the Main Street desk is staffed with a security officer, your security access card gives you direct access to the facility. If you do not have your security access card with you, you will be required to show proper identification to the security officer after normal building hours to gain building access.

To use your security access card place it 2-5 inches from the reader, then remove. The same applies to readers at The Texas Club Parking Garage. Using your security access card at the reader will momentarily unlock the door or gate. The readers also are equipped with intercoms should you need to contact security for assistance.





## **Building Security: Deliveries**

### **Sign-In/Out Desk**

A sign-in/out desk is located at the Main Street entrance during non-business hours. All persons who enter or leave during non-business hours must sign the register. Please advise all your employees of this mandatory policy.

### **Drop-Off & Pick-Up Arrangements**

All deliveries must be made at the building loading dock located @ Austin Street. Dock deliveries are routed through the service tunnel to the freight elevators. Tenants must accept & sign for all deliveries and arrange for the immediate transport of items to their suites.

### **Dock & Freight Elevator Use**

Deliveries requiring extended use of either the dock or freight elevators must be scheduled in advance with the management office at 214-761-6110. Building security personnel must be present during such time. A minimum of 24 hours notice and preferably 48 hours notice is needed on all extended deliveries.

In addition, tenant's trucking companies should be informed they would need to unload the delivery into the loading area on a scheduled basis, rather than drop shipping to the building. This will expedite the shipment and will allow for more efficient use of the loading dock.

### **Dock Parking**

Only vehicles under 13' in height may park at the dock. No small vehicles or courier cars are allowed to park at the dock. Acceptable vehicles may only park at the dock for a maximum of one (1) hour. Truck deliveries which will block access to the inside dock should be scheduled in advance to avoid congestion. Large deliveries, which require more than twenty (20) minutes, need to be scheduled for loading dock use after regular business hours by calling the Tenant Services Coordinator at 214-761-6111. No eighteen-wheeled vehicles are allowed in the dock area unless approved previously by the management office. Contractors may not park any vehicles or trash containers on the dock during the day.



## **Building Security: Incident Reporting**

To provide an accurate record of every incident, the Bank of America Plaza Security staff is required to write an incident report for any accident, theft, or other incident occurring on the property. We would appreciate your cooperation in answering any questions the investigating security staff officer may have. When any incident (unlocked door, coffee burner on, etc.) occurs in your suite, you will be advised by telephone the next business day.



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

All keys at Bank of America Plaza are keyed to a Building Master Key system. This key system is necessary so that important members of the building staff have access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite without coordinating this request with the management office. We employ a full-time locksmith at Bank of America Plaza who is available to meet with you to discuss your needs. Our locksmith at modest rates can handle any re-keying or special area keying. In any case, if additional lock work for your suite is necessary, prior written consent must be obtained from the management office. All simplex locks and keypad systems must have key override capabilities.



## **Building Security: Lost and Found**

Please contact the Management Office at 214-761-6110 to claim items that have been lost or found in the buildings.



## **Building Security: Solicitation**

Bank of America Plaza does not permit solicitation. If a solicitor in Bank of America Plaza confronts you or an employee, whether that is someone asking for money or selling office products, contact security immediately. Solicitors will be escorted from the property.



## Building Security: Tenant Precautions

While Cushman & Wakefield of Texas, Inc. implements measures to maximize personal safety of Bank of America Plaza tenants, individuals must remember that they, too, must take an active role to protect themselves. We want to offer a few recommendations:

- During the business day, do not leave purses, wallets, or loose change unattended.
- At the end of the business day, make sure all entrances and exits to your suite are locked. Even better, during regular business hours leave the reception door unlocked, but leave all other entrances and exits, especially those in back hallways, locked at all times. In addition, enforce a company policy stating the last person to leave for the day locks all the doors.
- Lock desks at night and over the weekend.
- Don't leave the office unattended during your regular business hours. Always have a company representative at the reception desk. If the entire office leaves for a function, lock the doors on your way out.
- Lock-up all laptop computers.
- Notice someone suspicious? Call building security immediately that will be dispatched to the scene.
- Request an escort if you are walking to your car or the bus stop after-hours.
- Do not walk too close to parked vehicles. Stay clear and walk "out in the open."
- If you drive to work, lock your car and conceal all valuables.
- Request identification from repairmen and vendors.



## **Building Security: Theft**

Any suspected theft, no matter how small, should be reported to the security department at 214-761-6129 immediately. The Dallas Police should also be notified immediately by calling them and filing a report. Police need to be kept informed of any thefts in the building to establish a pattern to the thefts and to effectively complete the investigation.

**Building Services: Building Signage**

Bank of America Plaza maintains a building standard sign through their contractor, Brown Graphics. Contact the Management Office at 214-761-6110 with all of your building standard signage needs.



## Building Services: Cleaning

The day cleaning maintenance staff at Bank of America Plaza undertakes the continuous cleaning of the building's common areas Monday through Friday, 7:00 a.m. to 6:00 p.m. The cleaning supervisor receives tenant requests for cleaning, hauling, or moving items in your office from the Tenant Services Coordinator. Beginning at 6:00 p.m. the night crew takes over cleaning responsibilities to ensure that your office is clean for the next business day, including vacuuming, dusting and trash removal.

### Standard Cleaning Services

In addition to an extensive maintenance-cleaning program for common building areas, Cushman & Wakefield of Texas, Inc. provides extensive nightly (Monday through Friday) cleaning to our tenants' space as part of our standard building services. Specialized cleaning services are also available for a designated fee. To provide you with thorough and comprehensive cleaning, we have developed schedules for different standard cleaning services on nightly, weekly, and monthly rotations.

### Nightly Cleaning

- Sweep or vacuum all floors.
- Empty and wipe all ashtrays.
- Dust all horizontal surfaces within reach.
- Clean, polish and sanitize all drinking fountains.
- Empty all waste containers.
- Clean all public restrooms.

### Weekly Cleaning

- Spot clean doors and surrounding areas.
- Dust tops of file cabinets and counters.
- Damp mop the floors.
- Wipe down all waste containers.
- Wash all glass entrance doors and side panels inside and out.

### Monthly Cleaning

- Dust all vertical surfaces of furniture.

### Trash Removal

Trash is collected and removed from Bank of America Plaza on a nightly basis Monday through Friday. Contact the Tenant Services Coordinator at 214-761-6111 if you have special trash removal needs.

### Recycling

Bank of America Plaza recycles commingled office paper and aluminum. We offer three (3) sizes, (S, M, & L) of blue recycling bins to meet each tenants needs. We utilize the "Anything That Tears" ® method of recycling. For further information call the management office at 214-761-6110.

### BCD Electro

[www.bcdelectro.com](http://www.bcdelectro.com) recycles all electronics and provides data destruction services.

### Environmental Light Recyclers

[www.lightrecyclers.com](http://www.lightrecyclers.com) provides lamps and ballast recycling services to Bank of America Plaza.

### Special Cleaning Services

Your offices represent a significant investment of your corporate dollars. Even with the extensive cleaning program that we offer, there are special cleaning services that may need to be considered to protect that investment. These services may all be requested and coordinated through the Tenant Services Coordinator at 214-761-6111. Our cleaning project manager will contact you to arrange a follow-up meeting to plan and perform the work, or assist you in selecting a contractor for specialized cleaning.

### Carpets

Thorough carpet care requires a professionally organized program that includes deep steam cleaning

alternated with lighter bonnet cleaning and power pile lifting as well as on-going spot cleaning. Carpeting is the most expensive and most used appointment in your space. Instituting an on-going maintenance program to keep carpeting free from grit will keep the carpet in peak condition for many years.

**Floors**

To prolong the life and beauty of any wood, stone or tile floor requires a combination of proper maintenance including sealing, waxing and buffing, with the appropriate use of specialized equipment. Wooden and stone floors often require special care on a regular basis to preserve their natural appeal and life span.

**Upholstery**

Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Marks make the furniture appear unsightly.

**Drapes**

As with upholstery, draperies should be cleaned on a regular basis. This helps to maintain color and a fresh, crisp appearance as well as removing odors that might be trapped in the fabric.

**Walls**

We also recommend that you have your walls painted with a durable and washable paint. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean look of your suite.

**Kitchen**

As an added convenience, it is possible to set up a program to clean kitchen areas in your space on a daily or weekly basis. This frees up employees time to concentrate on business rather than housekeeping.

**Miscellaneous**

Other areas in your space might also have special cleaning needs. Private bathrooms, computer rooms, interior glass walls and wood furniture all have special cleaning and care needs to keep them in top condition. Cushman & Wakefield can recommend a program to provide the specialized care that will maintain your investment without involving your time and energy.

**Frequently Requested Cleaning Services**

The following is a list of frequently requested services and prices. After defining the scope of the work, we will present a plan and a price for your consideration and approval. Contact building management for information on pricing services not listed on the following pages.

Cleaning Labor \$18.00/hour	Carpet Scotch Guarding \$.12/ft unoccupied area \$.16/ft occupied area
Trash Removal \$18.00/hour; minimum of one hour	Anti-static Treatment \$.06/ft unoccupied area \$.06/ft occupied area
Gondola Rental \$9.50/hour/gondola One (1) hour minimum Or \$50.00 flat day rate, per gondola	Carpet Cleaning \$.08/ft unoccupied area \$.10/ft occupied area
Reconditioning/Waxing Floors \$.17/ft	Window Washing (interior) \$ 2.45/window
Kitchen Cleaning (dishes) Retrieve Dishes and Place in Sink 2 Floor: \$25.60 per month Full Floor: \$51.20 per month	Retrieve, load, and start dishwasher 2 Floor: \$51.20 per month Full Floor: \$102.35 per month



## Building Services: Contract Services

Bank of America Plaza's maintenance, cleaning and security staff are available to assist tenants with miscellaneous task services. Charges for these services are:

Day Porter/Matron	\$18.00/hr.
Security Officer	\$21.00/hr.
Engineer	\$21.00/hr.



## Building Services: Elevators

Bank of America Plaza features 48 tandem (double cab - upper/lower) express elevators grouped into four (4) different elevator banks to provide fast vertical transportation and minimal waiting time. The double-decked elevator system serves alternate floors to ensure optimum response at peak traffic periods. The elevator control system, the Otis Elevonics 411-M, is one of the most sophisticated in the world.

### Efficiency

The convenience and efficiency of this unique system is further enhanced by the two levels of the Bank of America Plaza lobby, which divide and direct pedestrian traffic toward the four elevator banks. Each bank contains six elevator shafts and serves one quarter of the building's floors at either the low-rise, low-mid, high-mid, or high-rise levels.

### Floor Access

To ensure efficient vertical transportation of tenants and guests, the system has been designed so passengers with even-numbered floor destinations are served from the street level lobby; those passengers going to odd-numbered floors are served from the lower level. However, above these lobby levels, any cab can be used to travel in either direction between any floors served within the same elevator bank.

### Capacity and Speed

Passenger elevators have a load limit of 3,000 lbs./cab. The floors served by each bank are:

Bank	Floor	Speed
Low-rise	5-22	500ft./min.
Low mid-rise	23-40	800ft./min.
High mid-rise	41-56	1,000 ft./min.
High-rise	57-70	1,200 ft./min.

### Wait Time

The elevator banks are programmed for optimal response to tenant requests. The cabs are staged in "zones" throughout the set of floors served. This enables a cab to quickly respond to a call for service from any zone or floor. The elevator banks are also "modeled" for the anticipated demand load (demand based programming) at various times throughout the day. All programming is designed to optimize elevator response to tenant needs. If you notice an unusually slow response during building hours, please call the Tenant Services Coordinator at 214 -761-6111 and an elevator mechanic on-site will be dispatched to review the problem.

### Freight Elevators

Bank of America Plaza is also served by two oversized freight elevators, which provide access from the service loading area, off the loading dock, to all floors within the building. These elevators travel 700 ft./minute and have a capacity of 4,000 lbs. The two (2) freight elevator cabs are 8'x10'x 5' 9". For larger moves, these cabs must be reserved at least 48 hours in advance through the Tenant Services Coordinator at 214-761-6111.

### Elevator Maintenance

The 48 car Otis system is maintained daily by a staff of two on-site Otis mechanics and overseen by Cushman & Wakefield of Texas, Inc. Their job is to continuously monitor and adjust car leveling at the beginning and end of a ride, ensure the accuracy of floor response, and perform many behind-the-scene checks on ride comfort and equipment operation. After hours, a network of mechanics via a phone computer system called Otis-Line monitors the elevator system. Mechanics can be paged and arrive on-site within 15-45 minutes for emergency repairs. Any requirement for service should be communicated to the Tenant Services Coordinator at 214-761-6111.



## Building Services: Floor Load & Electricity

### **Floor Covering**

We request that water-soluble adhesives ONLY be used for any glue down applications. Tenants will be held accountable for all costs to remove non-soluble adhesives.

### **Floor Load**

Code requirements restrict placing loads on floors, which exceed its load per square foot. Bank of America Plaza has a floor load of 50 pounds per square foot in office areas. Should you find it necessary to utilize equipment which exceeds this rating, you must receive prior written approval from the management office. We do require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe. The Bank of America Plaza's Operations Manager will review your request and accompanying documentation. When we receive confirmation the installation is safe, we will send the tenant written approval. Any costs associated with the investigation of the floor loading will be billed to the tenant, regardless of whether or not the installation takes place.

### **Electrical Power**

Electric power supplied to Bank of America Plaza consists of 13,200-volt service, then stepped down to 480/277/120 volts for power and lighting. Each floor is provided with two electrical rooms to serve north and south areas. Main switchgear is located in the basement and the 56th floor. Additionally, there is an emergency power system, which ensures the continued operation of all critical building services in the untimely event of a power disruption.

Prior to any alterations of the electrical wiring, specifications must be submitted to the management office for review by the Operations Manager, and if required, an electrical engineer.



## Building Services: Forms

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

[After Hours Air Request](#)

[After Hours Building Access Card](#)

[After Hours Authorization Form](#)

[Bomb Threat Checklist](#)

[Contract Application Form](#)

[Exhibit "E"](#)

[Fire Evacuation Drill Evaluation Form](#)

[Special Coverage for Security Services](#)

[Individuals Authorized to Request After Hours HVAC](#)

[New Tenant Directory Board Additions](#)

[Parking Rules and Regulations](#)

[Property Removal Pass](#)

[Security Clearance Form](#)

[Tenant Cleaning Data Sheet](#)

[Tenant Contact Sheet](#)

[Tenant Emergency Action Team Roster](#)



## Building Services: HVAC

### General Service

Seasonal heating and air conditioning are provided Monday through Friday from 7:00 a.m. to 6:00 p.m., and on Saturday from 7:00 a.m. to 2:00 p.m. Temperature is centrally controlled by the building's computerized energy management system.

Should the temperature level change abruptly or exceed a reasonable level in your office, please call the Tenant Services Coordinator at 214-761-6111 and an engineer will be immediately dispatched to correct the problem. HVAC services are not regularly provided after normal business hours, Sundays and holidays. If you need HVAC service after normal hours, individuals authorized by each tenant may contact the Tenant Services Coordinator at 214-761-6111. Please fill out and return to us by 4:00 p.m. (Monday through Friday) "[Individuals Authorized To Request After- Hours HVAC](#)." The current charge for after- hours HVAC is \$35.00/hour.

Bank of America Plaza's cooling system utilizes an energy-efficient thermal storage system. This system operates at night, during low utility rates and stores more than 2 million gallons of chilled water for usage during the day. This results in substantial cost savings in utilities for our tenants. Located on every two (2) floors, there are air-handling units, which provide ventilation through a vac duct system above each tenant suite. Heat strips are located in the V.A.V. system to supply heat during cool months. The thermostat located in your suite senses and controls air distribution through the diffusers.

[Click here to download an After Hours Air Request Form](#)



## **Building Services: Mail Service**

All incoming mail is delivered to the Bank of America Plaza mailroom on the retail concourse on the lower level, near the parking garage lobby. A postal representative is in the mailroom from 11:00 a.m. to 11:30 a.m. Each tenant is assigned a holding box for mail delivery, or large parcels may be obtained from the postal representative on-site. Mail will not be delivered to individual suites. Outgoing mail (including Express Mail) receptacles are located in the same area. The weekday collection time is 5:00 p.m.



## Building Services: Maintenance Requests

For standard and special service requests, your most frequent point of contact with the Bank of America Plaza management and staff will be the Tenant Services Coordinator. Typically your office may contact the Tenant Services Coordinator by phone, anytime from 7:30 a.m. to 5:30 p.m. at 214-761-6111.

All service requests will be recorded by the Tenant Services Coordinator and dispatched to the appropriate staff member. Urgent requests are radioed directly to the appropriate engineering, security, or cleaning staff member. Requests for special cleaning for the evening cleaning crew are forwarded to the cleaning project manager. To facilitate a quick response to your service needs, please follow these procedures for requesting building services:

Call the Tenant Services Coordinator at 214-761-6111 between the hours of 7:30 a.m. and 5:30 p.m. After normal business hours, an officer at the security control center will answer this number. This officer can log your request for the next day, or handle it immediately, if urgent.

### **Give the following information:**

1. Tenant name and suite number
2. The name of the individual calling requesting the service
3. Nature of the request or problem (suite temperature, cleaning, electrical, etc.)

The Tenant Services Coordinator will dispatch the proper personnel to service the request.

### **Response time to the request will vary, but the request will usually be categorized in the following manner:**

- Emergency (water leak, tripped breaker, etc.) - immediate response
- Comfort call (suite temperature) - 15 - 30 minutes
- Special cleaning requests - taken care of that evening by cleaning crew or if critical, within 30-60 minutes by our day porter staff
- Special service-variable time of response depending upon the availability of the cleaning staff or engineers (typically same day)

If the request is for a special service requiring an outside contractor, a Tenant Work Authorization will be filled out explaining the nature of the work involved. The tenant will then be required to sign the Tenant Work Authorization to authorize chargeable work.

If the problem reoccurs or you are not satisfied with the service, call the Tenant Services Coordinator at 214-761-6111 who will record and resolve the problem or seek management assistance if needed.



## Building Services: Public Area Service

Police Officer escorts are provided upon request in the early evening and at night Monday through Friday to the Bank of America Plaza Parking Garage and within a three-block radius of Bank of America Plaza. This limit is provided to minimize waiting time for others who require escort service.

### Special Services

In addition to standard building services, Cushman & Wakefield of Texas, Inc. also coordinates requests for many other special needs. In most cases your requests can be handled the same day by one of the building staff. When more extensive work is needed, such as remodeling or redecorating, our staff has the capability to coordinate the work from beginning to end over a designated period of time.

For special service requests, we thoroughly review your objectives with you and develop a written set of guidelines that fulfill those objectives. We then obtain bids from several outside contractors, choose the best bid, and submit a proposal for completing the work. Upon your approval of the proposal we coordinate and supervise the contractor's work to its completion.

This procedure allows you and your employees to concentrate on your business with the assurance that your workspace has been serviced by Cushman & Wakefield of Texas, Inc. and our standards are met involving:

- Close supervision
- Lowest possible cost
- Quality contractors
- Thorough follow-up

We do our best to ensure you receive the highest quality service. Prior to commencing any chargeable work, a Bank of America Plaza staff member will confirm the request by presenting a Tenant Work Authorization form to the requesting tenant for approval. A discussion of the estimated labor time, materials cost, or contract cost may occur at that time. When the work is finished, the requesting tenant is asked to sign the request form and retain a copy for their records. Charges of this nature will be reflected on the tenant's next rent invoice as a separate line item. In some cases, a partial payment may be due prior to work commencing.



## Building Services: Recycling Program

[Anything that Tears Recycling Program](#)

[Anything that Tears Recycling List](#)

[How Bank of America Plaza Recycles](#)

[Bank of America Plaza Recycling Services Overview](#)

## **Emergency Procedures: Overview**

The safety and security of the occupants of Bank of America Plaza is our highest priority. Consequently, we have developed a trained staff and implemented sophisticated systems to protect property and maximize personal safety. Bank of America Plaza contracts with a security service provider employing thirty security personnel. Security personnel are here to serve you around the clock, twenty-four hours a day seven days a week. These officers patrol the office building common areas, building perimeter, stairwells, and parking garage.

Tunnel access to the parking garage is patrolled regularly weekdays until closing at 6:30 p.m. Their blue suits, white shirts, blue ties, and Bank of America Plaza Security badges can easily identify them. Our high-tech security system includes electronically monitored closed circuit cameras, door strikes, elevator emergency call buttons, stairwell phones, and two-way radio communication between the management, engineering, and other security staff. Locks on stairwell doors provide added security. Please carefully read Bank of America Plaza [Tenant Emergency Reaction Plan](#).

### **Security Training and Fire Drills**

Our security department maintains a solid safety and security awareness program. These programs involve training in the areas of life safety through the Emergency Reaction Plan and the Security Awareness Program. The Emergency Reaction Plan focuses on fire training, fire drills, medical emergencies, etc. The Security Awareness Program utilizes professionals in law enforcement and community service to inform you of safety measures for the home and business. Classes for both can be scheduled at your convenience.



## Emergency Procedures: Bomb Threat

The most common threats are made by direct telephone calls to a company or the Security Team. However, some threatening calls are made to third parties such as television studios, radio stations, merchants, and newspaper offices.

Typically there are two reasons for a caller to report that a bomb is to go off at a particular location; the caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury, or the caller wants to create an atmosphere that spreads panic and disrupts normal business activity. In either case, it is extremely important that the appropriate precautions be taken when dealing with any suspicious items.

### Suspicious Items

- Letters that are unusually bulky or weighty.
- Parcels or envelopes with chemical or oily stains.
- Parcels or envelopes without a return address.
- Parcels or envelopes with foreign postmarks.
- Parcels or envelopes that simply do not look or feel ordinary.

### Precautions for Suspicious Items

- DO NOT handle the item.
- DO NOT attempt to open the parcel.
- DO NOT place the parcel in water.
- DO NOT remove any binding material.
- DO NOT pull or cut any protruding material.
- Notify building security and/or 911 immediately.

### Bomb Threat Procedures

Use the [Bomb Threat Checklist](#) to record the following:

- Who is calling and their phone number.
- Where the bomb is supposed to be and when it is supposed to go off.
- Who received the actual notification or threat.

### Bomb Threat Procedures (continued)

- Try to get the exact words of the person who made the threat.
- Immediately call the building Security Department's emergency number at **214-761-6129 and 911**. The Security Control Center Operator will also call the police. **If possible, have a second individual call building security while the bomb threat call is still in progress. Attempt to keep the caller on the line as long as possible.**
- Security will dispatch an officer to the threat area to monitor the area and to give assistance as needed.
- The police department will be notified immediately.
- The Tenant Safety Coordinator in the affected area will be informed of the situation.
- Tenants should be alert for any unfamiliar people or objects, which will need to be pointed out to the police or building staff upon their arrival. **DO NOT** touch or handle any suspected objects.
- The Tenant Safety Coordinator, accompanied by the police and building staff, will make a complete search of the suspected area. The Tenant Safety Coordinator will be responsible for identifying any suspicious items or packages, which do not belong in their area.

### Bomb Threat Procedures (continued)

- If the bomb threat is received against the building and not for a specific floor, all public access areas, beginning with the most accessible will be searched.
- An order to **evacuate** or the "**ALL CLEAR**" may be given by building management, the bomb squad unit or the Safety Coordinator. This responsibility rests solely with these personnel and their decision will be based on information given to them by emergency search party teams. **The Tenant Safety**

**Coordinator will only make evacuation decisions for their respective company.**



## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security officers 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 ground floor and lower level floors and the police will be summoned.

### Earthquake Preparedness

To prepare for the rare occurrence of an earthquake consider keeping a preparedness kit on hand. Include the following:

- Food and water – at minimum, a 3 day supply (a 7 day supply is ideal).
- First Aid kit and First Aid manual.
- Large and small heavy-duty plastic bags, duct tape and scissors.
- Extra prescriptions and eyewear.
- Heavy-duty shoes and gloves.
- Rescue tools.
- Portable TV and/or radio with extra batteries.
- Flashlights and extra batteries.
- Cash (ATMs and credit cards may not work).
- Emergency Phone List, including family at work, school, daycare, etc.
- Cell phone.

### During an Earthquake

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

### Following an Earthquake

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Management Office or Security immediately.
- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency.
- Conserve, and responsibly ration food and water.



## Emergency Procedures: Elevator Malfunction

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

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

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



## Emergency Procedures: Emergency Contacts

All Emergencies	911
Building Management Office	214-761-6110
Building Security/After Hours Emergencies	214-761-6129
Fire Department (non Emergency)	214-670-4610
Police Department (non Emergency)	214-744-4444
Baylor Hospital	214-820-0111
Poison Control	800-222-1222

### Important notes

If you call 9-1-1 as a result of a medical emergency, please be sure also to notify Security with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

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



## Emergency Procedures: Emergency Reaction Plan

Bank of America Plaza was erected in accordance with code requirements pertaining to the life safety of its occupants. The plans and specifications were submitted to the City of Dallas for review and approval prior to issuance of an occupancy permit. The information, which follows, describes the safety equipment installed at Bank of America Plaza, the building management response staffing plan and individual assignments. Also covered are responses to other types of emergencies and a tenant emergency reaction plan.

[Click here to download a complete copy of Tenant Responsibilities and Procedures](#)

[Click here to download a Tenant Emergency Action Team Roster](#)

[Click here to download a Fire Evacuation Drill Evaluation Form](#)



## Emergency Procedures: Fire and Life Safety

### Fire Prevention

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

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

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

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

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

### Fire Emergency

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

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

### Tenant Evacuation

The Security Manager or the Security Supervisor will have the responsibility of deciding whether a tenant space should be evacuated after hours. If ordered to evacuate, all of the following steps should be observed:

- Everyone should proceed quickly, but calmly, to the nearest stairwell exits. **DO NOT RUN! DO NOT USE ELEVATORS!**
- The Tenant Safety Coordinator or Alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation order. An after hours response team should exist for companies who frequently have after hours work activity.
- Evacuation, depending upon the size and type of explosive device, is normally **five (5)** floors from the actual targeted area. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the police department or building management/security.
- Upon arrival at the rendezvous floor, designated by the Management Office, everyone should remain in the pre-arranged corridor area. No one should wander about the floor or leave the floor unless directed to do so by the police or building management.
- The Tenant Safety Coordinator or Alternate should proceed to take a head count to determine if anyone is missing from his or her office. If someone is missing, this information should be relayed to building personnel immediately.



## Emergency Procedures: Flooding

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

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

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



## **Emergency Procedures: Gas, Smoke, Fumes**

Report any of these to the Management Office immediately. Sometimes we are aware of activity that is causing the problem, and thus can solve it quickly. If, in your judgment, the problem is a fire hazard, notify the Management Office first, then pull the nearest fire alarm station to notify the Fire Safety Director and the Fire Department directly.



## Emergency Procedures: Homeland Security

Cushman & Wakefield 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.

- **Texas Department of Public Safety**  
<http://www.txdps.state.tx.us/dem/pages/index.htm>
- **Dallas Office of Emergency Management**  
[http://www.dallascityhall.com/html/oem\\_about\\_us.html](http://www.dallascityhall.com/html/oem_about_us.html)
- **Department of Homeland Security**  
<http://www.dhs.gov/dhspublic>
- **Federal Emergency Management Association**  
<http://fema.gov/>
- **American Red Cross**  
<http://www.redcross.org/>
- **Center for Diseases Control and Prevention Emergency Preparedness and Response**  
<http://www.bt.cdc.gov/>

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

- **The Dallas Morning News:**  
<http://www.dallasnews.com/>
- **KRLD 1080 AM:**  
<http://www.krld.com/>
- **KDFW Fox 4:**  
<http://www.kdfwfox4.com>
- **KTVT CBS 11:**  
<http://cbs11tv.com/>
- **KXAS NBC 5:**  
<http://www.nbc5i.com/index.html>



## Emergency Procedures: Medical Emergency

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

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - 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 Security at 214-761-6129. Inform Security 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. The Dallas Fire Department Ambulance Service – **911** – will automatically take the patient to the **nearest** medical facility unless requested to do otherwise. In non-emergency situations, consult the Yellow Pages in advance for alternate services and have the ambulance company's number handy.
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.

It is a good idea to have designated employees' and/or response team members trained in first aid and C.P.R. Properly trained personnel can assist in first aid response and can contribute to an effective response plan.

### 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 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 <http://www.pandemicflu.gov/individualfamily/checklist.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](http://CentersforDiseaseControlandPrevention.gov) (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](http://DepartmentofHomelandSecurity.gov) (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).

The resources on the previous page 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.



## Emergency Procedures: Power Failure

All Office and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

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

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

Bank of America Plaza is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the surrounding geographic area. All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure. If an electrical failure does occur, the following guidelines should be observed:

- Contact the Security Office – **214-760-1993**.
- Open the draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
- If you are instructed to evacuate, **lock all areas**.
- Do not congregate in lobby areas or in the street.
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but **WILL NOT FALL**. Do not force the doors open. **DO NOT PANIC!**
- The Management Office will attempt to advise you regarding the length and cause of the power failure, as soon as possible.

**NOTE:** One elevator in each bank will be operational during emergency power outages.



## Emergency Procedures: Severe Weather

### Tornado and Severe Thunderstorm Activity

A Tornado Warning is an alert issued by the National Weather Service confirming a tornado sighting. The Weather Service will announce the approximate time of detection, location of sighting and the direction of movement. During inclement weather, the Security Department will monitor the National Weather Service. Should the Office of Emergency Preparedness, in conjunction with the National Weather Service, issue a Tornado Warning, we will attempt to relay the emergency message and appropriate information. Directions will be given to tenants using the Emergency Building Communications System.

#### Action to Take

- Get away from the perimeter of the building and the exterior glass.
- Leave exterior offices and close doors behind you.
- Go to the center corridor of the building.
- Sit down in the corridor and cover your head. **Make every effort to remain calm and encourage those around you to do likewise.**

#### Action to Take (continued)

- **DO NOT ATTEMPT TO LEAVE THE BUILDING**, unless you are instructed to do so by the Emergency Building Communications System.
- If you are in transit in the building, take the stairs to the lower level (under the street) shelter – **DO NOT USE THE ELEVATORS; DO NOT GO TO STREET LEVEL OR LEAVE THE BUILDING.**
  - If you are caught in an outside office, seek protection under a desk as far away from the windows as possible. Security Officers will encourage everyone to remain calm. Following the passage of the storm, if there is damage or injuries, the Fire Safety Director may activate the Fire Brigade to assist as necessary. Only the Security Manager will issue an "ALL CLEAR".



## Emergency Procedures: Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 9-1-1. 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.



## Emergency Procedures: Workplace Violence

Within the last few years, workplace violence has become a new type of energy issue affecting the work environment. Varying situations and circumstances such as stress, domestic problems, harassment, instability, poor hiring practices, etc., have had a detrimental affect on employees resulting in an explosion of emotional behavior. In some cases, this behavior has resulted in serious injury or death at the hands of the distraught employee on the job. It is the company's responsibility to provide an environment conducive to positive morale and safety for its employees. For this reason, it is critical to plan for such situation both on a preventive and reactive level. Doing so will provide the opportunity to possibly identify behavior that may threaten the work environment and react accordingly. Please be aware that this particular subject attempts to address a few of the basic concerns associated with this type of emergency. More in-depth information and training should be obtained to ensure thoroughness in understanding this subject in detail.

### 1. Behavioral Warning Signs

- Poor self esteem
- Tends to be a loner
- Has a history of violent behavior
- Has family problems
- Own several guns
- Is generally an angry person with no outlet for anger
- Has a record of disputes with supervision
- Complains about job stress
- Has a history of substance abuse
- Expresses feelings of persecution, paranoia, and/or hopelessness
- Is under threat of removal or has been removed from the job
- Has been denied worker's compensation or unemployment benefits
- Has experienced recent or past personal trauma

These are just a few of the signs which may be displayed. In some cases there may be no apparent signs at all!

### 2. What to do if violence occurs

If a situation develops where violence or the threat of violence occurs in your area:

- Without endangering yourself, notify building security and utilize the **“Workplace Violence Response Procedure”**.
- Immediately inform your supervisor of the situation.
- Be calm if you are notifying other employees or if you are confronted with the violent person. (Remaining calm can be very effective in minimizing panic among employees or the violent person.)

### 3. “Workplace Violence” Procedure

The Security Department has established the following procedure, which is intended to provide tenants with the most expedient response possible in the event you, your receptionist or employees encounter an unauthorized person in your work area.

### 3. “Workplace Violence” Procedure (continued)

Should this occur, immediately use the following procedures:

- Contact security using the emergency number – **214-761-6129**.
- Use the phrase, **“I have a problem with the PHONE system in Suite # \_\_\_\_”** and give the exact tenant location.

The Control Center Operator will ask two (2) questions:

- Do you want the police?
- Is the person armed?

Security will then respond accordingly.

#### 4. Preventive Measures

- Regularly remind your employees of your organization's workplace policies.
- Stay alert to any changes in your employee's behavior or interactions.
- Create an atmosphere that encourages trust and confidence between you and your employees.
- Report unusual behavior and warning signs in detail to your supervisor immediately.
- Remember that **EARLY** intervention at the beginning of an employee's deteriorating behavior is the key to determining violence.
- Discuss with your supervisor policies which may help deal with workplace violence.

## **Introduction: Welcome**

### **Welcome to Bank of America Plaza**

At 72 stories, Bank of America Plaza is Dallas' tallest office building and one of the area's most recognized landmarks. By night, the tower's green argon silhouette lights up the downtown skyline, visible more than 26 miles away.

Bank of America Plaza was developed in 1985 and is part of the premier office portfolio of Metropolis Investment Holdings, Inc. On-site management is provided by [Cushman & Wakefield of Texas, Inc.](#) and leasing by [Peloton Commercial Real Estate](#). With exceptional standards and hands-on expertise, the management and leasing team constantly strive to provide its tenants with the highest quality service.

This Handbook provides general information about Bank of America Plaza's management and operations and outlines the building's long list of services available to you. A supplement to this handbook will brief you on the [emergency and life/safety procedures](#).

We are pleased you have chosen Bank of America Plaza as your new or continued business address. If you have questions or need additional building information, contact the Cushman & Wakefield of Texas, Inc., management office at 214-761-6110.



## Introduction: About Bank Of America Plaza

At 72 stories, 921 feet above the streetscape of downtown Dallas, Bank of America Plaza instantly achieved landmark status as the city's tallest building and the most recognizable silhouette on the skyline. At night, outlined in two miles of radiant, emerald green argon tubing, the tower is admired from as far away as 26 miles. By day, it is a magnet for activity in the Central Business District (CBD) as home to the Texas headquarters of one of the nation's largest banks and a wide array of the region's most prestigious businesses.

On-site management and leasing services are entrusted to Cushman & Wakefield of Texas, Inc. With exceptional standards and hands-on expertise, Cushman & Wakefield of Texas, Inc. constantly strives to provide tenants with the highest quality of service and security.

As a focal point of both downtown Dallas and the Metroplex, Bank of America Plaza provides tenants with excellent visibility and accessibility. Rising majestically from the northwestern quadrant of the CBD and bounded by Elm, Griffin, Main and Lamar streets, the Plaza is a superior location for conducting business. Easy access to all area freeways makes both the Dallas-Fort Worth International Airport and downtown Fort Worth effortless destinations. Dallas Love Field, the city's regional airport, is only 10 minutes away. North Dallas and Las Colinas business centers are also a short drive via the adjacent downtown freeway loop.

Bank of America Plaza is also a convenient commute by public transportation. From street level or underground tunnel, the building is a short walk from light-rail train and bus service at the Dallas Area Rapid Transit Transitway Mall. Just a few blocks from Dallas City Hall, the Dallas Convention Center, municipal, district and federal courthouses, and world-class hotels, the Plaza gives tenants a strategic advantage.

For shopping, dining and entertainment selections, the Plaza's location is unparalleled. Near the restaurants of the West End Historical District, Victory Park and the western hub of the two-million underground tunnel system, Bank of America Plaza brings all of the CBD's abundant amenities to the tenant's doorstep.

Home to the Texas operations of Bank of America, the Plaza offers full-service, on-premises banking along with 45,000 square feet of convenience-oriented retail to tenants. It is a city complete with Federal Express, drug store, dry cleaners, shoe repair shop and plentiful restaurant choices. Two private clubs, The City Club, Dallas' premier executive dining club on the 69th floor, and The Texas Club athletic facility on top of the building's parking garage, set Bank of America Plaza apart from other downtown high-rises.

With its clean lines and crystalline exterior, Bank of America Plaza is at once classic and contemporary. Itself a sculpture on the horizon, its granite plaza and lobby are a garden of modern American art.

The Plaza mixes museum sophistication with the spark of vibrant business activity. Alexander Leiber's "Venture," a bright red 38 foot sculpture acting as gateway to the building's main entrance and hand-woven tapestries adorning the elevator interiors.



## Introduction: Operating Instructions

### Navigation

You move through The Electronic Tenant® Handbook 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® Handbook 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® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please call the Management Office at 214-761-6110.

## Leasing: Architecture

### [CORGAN](#)

Founded in Dallas in 1938, Corgan is nationally ranked among the top 10 design firms focused on architecture. Corgan's design professionals provide master planning, architecture, interior design and space planning services for new and existing facilities. Corgan has developed quality design solutions for a number of clients over the years, culminating in a long list of repeat clients that make up 90% of our yearly business. Corgan's history of success is based on:

- Exceptional design solutions
- Technical excellence
- Responsive Service

#### DALLAS

401 North Houston  
Dallas, Texas 75202  
214-748-2000



## Leasing: Amenities

### ***BANK OF AMERICA PLAZA BENEFITS OF TENANCY***

#### **Full Service Bank**

Bank of America offers full service banking in the lower level retail concourse.

#### **Location/Building Recognition**

**The most recognizable landmark building in the Metroplex.**

#### **Long-Term Commitment by Ownership**

Consistent Class A service delivery to building tenants throughout the life of their leases.

#### **Ingress/Egress**

Right turn into the Texas Club Garage from Lamar or left turn entry from Commerce Street provides for easy access to tenants entering the parking facility.

#### **Access to Dallas County Courthouse**

Original developers of the building anticipated that convenient access to the courthouse would be a benefit to law firm tenants. We found that many law firm tenants have indicated an interest in renewing at or locating to Bank of America Plaza because of courthouse access.

#### **DART Access**

Tenants are able to access DART bus service from all four sides of the building. DART light rail access is within one block of the building.

#### **The City Club**

Fine executive dining, private member owned, consistently providing quality service to the tenants.

#### **Architectural Design of Base Building Floor Plate**

Ability to provide up to 16 corner offices on each floor of the building.

#### **Parking**

Tenant shall receive the most preferential parking ratio, reserved and unreserved, of any building occupant.

#### **Additional Surface Parking Provided by Bank of America Plaza Ownership**

In addition to the Texas Club Garage, the owners currently own three (3) surface lots conveniently located to the building. The owners currently have a fourth surface parking area under contract for purchase.

#### **Telecommunications**

Onsite telecommunications management company available to service tenants' existing data centers. Landlord offers tenants a dedicated generator to back up their data centers.

#### **Energy Efficient Chill-Water Storage System**

Provides for the delivery at an off-peak rate to chill the HVAC condenser water, resulting in an estimated 10-15% reduction in energy costs to tenants.

#### **Retail Amenities**

The diverse amenities situated on the building's lower level provide the convenience to satisfy the daily needs of building employees. By minimizing the need for employee off-site travel during the work day, more time is available to maximize the productivity of every employee.

### **Convenient Covered Walkway**

Tenants are protected from all weather conditions through the Dallas CBD tunnel system via the Texas Club Garage. The underground tunnel system also provides for convenient services/support from neighboring buildings.

### **The Texas Club**

State-of-the-art health and fitness facility, which the ownership of the building is committed to maintaining and providing for quality physical fitness programs for building tenants that choose to join The Texas Club.

### **Security**

Bank of America Plaza currently provides highly visible security staff 24 hours per day, 7 days per week. Their responsibilities include: answering questions and providing tenant assistance in the building common area; manning the security control center; patrolling the interior and exterior premises, including the Bank of America Plaza garage; escorting tenants after hours to the parking garage; controlling ingress and egress of pedestrians, vehicles, and goods; and responding to tenant requests.

### **Tandem Elevator Systems**

The building is equipped with 12 tandem elevator cabs serving each bank of elevators (total of 48 elevator cabs) for fast convenient transportation of tenants to their work space.



## Leasing: Driving Directions

**NORTH – US – 75/Central Expressway (From the North):** Follow US75 South – Take the Downtown/Live Oak Exit (left hand exit) – The first stoplight is Live Oak; turn right – Stay on Live Oak until St. Paul, take a left staying in the second lane from right. Turn right onto Elm Street. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**SOUTH – I – 35 (From Waco/Oak Cliff):** Follow I-35 North – Exit onto I – 30 East – Take the Downtown Central Expressway. Exit to Live Oak – turn Left – the third light is Harwood, turn left. Go to Elm Street – turn Right. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**DALLAS NORTH TOLLWAY – (From the North):** Go through the last Toll Plaza – follow the Downtown/Harry Hines boulevard signs. Follow St. Paul signs. As you cross over Pacific be in the 2nd lane from the right. At Elm Street turn right. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**NORTH – I – 35 (From Denton/Carrollton):** Follow I – 35 South – exit at US75/I-45 to Houston exit 429A. Your second exit will be Pearl Street – Merge with traffic onto Pearl – Take Pearl about 4 blocks down to Live Oak and turn right. Go to St. Paul and turn left, get in second lane from right. At Elm Street turn right. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**I-45 / US – 75 (from Houston):** Follow the S75 North to Sherman signs – exit Elm Street – Merge with traffic onto Elm Street. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**WEST (from Fort Worth/Arlington):** Follow I – 30 East to the Downtown Central Exp. Exit – The first stoplight is Harwood, turn left – go to Elm Street and turn left. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**EAST I – 30 (from Maesquite/Garland):** Follow I-30 West. Exit at US 75 North to Sherman – Then exit Elm Street which is a left exit. Merge with traffic onto Elm Street. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**LOVE FIELD AIRPORT:** Take a right on Mockingbird – Take Mockingbird West to I – 35 South. – Follow I35 South to the US – 75/I – 45 to Houston exit 429A. Then your second exit will be Pearl Street – Merge with traffic onto Pearl. Take Pearl Street south about 4 blocks to Live Oak and turn right. Take a left turn on St. Paul and get into the second lane from the right. Turn right on Elm Street. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.

**FROM DFW AIRPORT:** Take the South Airport Exit to Hwy. 183 East. Follow 183 East to I – 35 South to the US75/I – 45 to Houston exit 429A, go East, take the second exit which is Pearl Street. On Pearl go south 4 blocks to Elm Street and turn Right. Stay on Elm Street until you reach N. Lamar Street. Turn left onto N. Lamar Street, Bank of America Plaza will be directly on the right.



## Leasing: Floor Plans

Rising Majestically from the northwestern quadrant of the CBD and bounded by Elm, Griffin, Main and Lamar streets, The Bank of America Plaza is a superior location for conducting business. The unique floor plan of Bank of America Plaza provides 16 corner offices on floors averaging 26,580 square feet available for rent. Completely column-free curtain walls of floor-to-ceiling glass on all sides offer spectacular, unobstructed views as well as more efficient use of office space. The open cruciform core structure facilitates circulation, offers easier access to elevators and allows direct lines of travel between all offices and areas on the floor. Additionally this structure offers the multi-floor tenant the option of central vertical circulation from floor to floor. Floor-to-ceiling windows provide panoramic views and abundant natural lighting. Core to window wall dimensions range from 28 feet to 50 feet, providing maximum flexibility in office planning and design.

[Click here to view the current space stacking plan](#)

[Click here to view a typical floor plan](#)

[Click here to view the ground floor plan](#)

[Click here to view the concourse level floor plan](#)



# CUSHMAN WAKEFIELD Leasing: Location Map





## Leasing: Personnel

Peloton Commercial Real Estate, the leasing company for 901 Main Street, has an on-site leasing office at Bank of America Plaza in suite 501. The main phone number is 214-722-7200. Listed below is the contact information for the authorized representatives.

### Leasing Representatives:

Joel Pustmueller  
[jpustmueller@pelotoncre.com](mailto:jpustmueller@pelotoncre.com)  
214-220-0660

Sarah Hinkley  
[sarah.hinkley@pelotoncre.com](mailto:sarah.hinkley@pelotoncre.com)  
214-722-7206

[www.pelotoncre.com](http://www.pelotoncre.com)

## **LEED and Sustainability: Introduction**

Cushman & Wakefield is committed to providing a “green” building for its clients to extend the life of the asset, provide higher customer satisfaction, and higher values. Cushman & Wakefield understands the affects that our Environmental Stewardship has on the community, land and natural resources and pledges to achieve successful performance results that will create a greener life for future generations.

At Bank of America Plaza, Cushman & Wakefield has a sustainability plan that includes LEED-EB, energy conservation, recycling, green cleaning, purchasing sustainable products, landscaping, indoor air quality, and pest control.



## LEED and Sustainability: ENERGY STAR

Bank of America Plaza has earned U.S. Environmental Protection Agency's (EPA's) prestigious ENERGY STAR, the national symbol for superior efficiency and environmental protection. An Energy Star qualified building meets strict energy performance standards set by EPA and uses less energy, is less expensive to operate, and causes fewer greenhouse gas emissions than its peers. Bank of America Plaza improved its energy performance by managing energy strategically across the entire facility and by making cost-effective and operational improvements to the building.

For more information, refer to [www.energystar.gov](http://www.energystar.gov)



## LEED and Sustainability: LEED

LEED is an internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

Developed by the U.S. Green Building Council (USGBC), LEED provides building owners and operators a concise framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions. LEED works throughout the building lifecycle – design and construction, operations and maintenance, tenant fitout, and significant retrofit.

Currently, Bank of America Plaza is pursuing LEED certification. Stay tuned for updates on our progress and exciting project highlights!

For more information, refer to [www.usgbc.org](http://www.usgbc.org)



## LEED and Sustainability: Sustainability

Bank of America Plaza has implemented many sustainable practices, some of which are incorporated into the Tenant Handbook to encourage Tenants to adopt them and further the improvement our project makes to the environment.

- Green Cleaning Operations
- Purchase of Sustainable Products
- Indoor Air Quality Best Practices
- Reduce Indoor and Outdoor Water Consumption
- Reduce Energy Consumption
- Purchase of Ongoing Consumables
- No Smoking Policy
- Waste Management and Extensive Recycling Program
- Indoor Integrated Pest Management
- Bicycles-secured Storage
- DART Ridematch and Vanpool/Carpool Program

## **Policies and Procedures: Contractors**

All general contractors, subcontractors and service groups performing work in Bank of America Plaza must, prior to beginning a job, register with the Tenant Services Coordinator in the Management Office located on floor 5, suite 500 of the Building. Additionally, contractor supervisors must check in and out daily with Security Control in order to obtain and return Contractor Badges. The supervisors' drivers' license will be required to check out Contractor Badges.

All work is to be performed in accordance with the Tenant Information Package available in the Management Office.

Contractors must produce the City and/or State licenses necessary to perform their work.

### **The following insurance coverage's are required throughout the duration of work.**

- Builder's Risk Insurance providing coverage on an all risk basis in an amount sufficient to cover the cost to replace the Tenant's Work in place as well as all materials, equipment and supplies intended to form part of the Tenant's Work while stored in the streets or alleys adjacent to the building or within storage areas, designated by the Landlord, adjacent to the building with such insurance naming those parties designated by the Landlord as an additional insured as its interest may appear;
- Comprehensive General Liability Insurance for bodily injury or death or property damage with a combined single limit of not less than \$2,000,000 with respect to any one accident or occurrence with those parties designated by the Landlord as an additional named insured with respect to the operations of the Tenant, its employees, agents or those for whom in law the Tenant is responsible and containing a cross-liability clause; and,
- Worker's Compensation insurance insuring against, and satisfying Contractors obligations and liabilities under, all applicable workers' compensation laws, of the State of Texas, excluding the rejection clause of the Act; endorsed with a waiver of subrogation naming Cushman & Wakefield of Texas, Inc., as Property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc. as "Additionally Insured" parties.
- In addition, the Tenant agrees to require all contractors or subcontractors engaged in the performance of the Tenant's Work to take out and maintain throughout the performance of the Tenant's Work, the following insurance coverage:
  - Comprehensive General Liability Insurance for Bodily Injury or Death or Property Damage, with a combined single limit of not less than \$2,000,000 with respect to any one accident or occurrence, with those parties designated by the Landlord as an additional named insured with respect to the operations of the contractor, its employees, agents or those for whom, in law, the contractor is responsible, and containing a cross-liability clause;
  - Workers' Compensation insurance insuring against, and satisfying Contractors obligations and liabilities under, all applicable workers' compensation laws, of the State of Texas, excluding the rejection clause of the Act; endorsed with a waiver of subrogation naming Cushman & Wakefield of Texas, Inc. as Property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc.
  - Auto Liability - \$1,000,000 combined single limit (Hired & Non-owner auto coverage).
  - Contractor's Equipment Insurance in an amount sufficient to cover the cost of replacement of all tools and equipment owned by the contractor and used to install the Tenant's Work.
  - Umbrella/Excess - \$4,000,000
  - Employer's Liability - \$500,000

The Builder's Risk Insurance policy to be obtained by the Tenant and the Contractor's Equipment Insurance policy to be obtained by the contractor or subcontractor shall contain a waiver of subrogation clause in favor of the Landlord.

The Tenant shall supply the Landlord with Certificates of Insurance or such other evidence as the Landlord may require prior to the commencement of any of the Tenant's Work. The Tenant shall cause all contractors and subcontractors to supply Certificates of Insurance or such other evidence as the Landlord may require prior to contractor or subcontractor commencing any of the Tenant's Work.

In all cases, the Landlord shall be named as additional insured on these certificates.

1. A job permit from the Dallas Building Department must be properly displayed in the approved building format at the job site upon start up of the project if required. Contact the Tenant Services Coordinator

for instructions on displaying the permits. All permits will be displayed on a clean board with a separate plastic jacket for each inspection.

2. All tools, equipment and building materials must enter the building via the service tunnel and freight elevator system. Removal of trash, tools, and equipment must be made via the same route and on a frequent basis to keep the site free of debris and congestion.
3. Freight elevator hours are from 7:00 a.m. to 6:00 p.m. daily, Monday through Friday, Saturday 8:00 a.m. to 2:00 p.m. Use of the freight elevator on weekends and other than normal business hours (for which there is a charge) may be arranged through the Tenant Service Coordinator. **PASSENGER ELEVATORS ARE NOT TO BE USED FOR THE TRANSPORTING OF TOOLS, MATERIALS, TRASH OR PERSONNEL.**
4. Trash bins are not to be stored outside the building during the daytime. When on the loading dock awaiting pickup, they are to be positioned at least one foot from any part of the building structure and out of the way of traffic, in a location pre-approved by the Tenant Services Coordinator.
5. The loading dock in the garage must be used when bringing materials into or removing them from the building. Access to the dock is available from Austin Street (between Main and Commerce). Freight dock hours are from 6:30 a.m. to 6:00 p.m. Monday through Friday and closed on Saturday and Sunday. Other arrangements are to be coordinated through the Tenant Services Coordinator.
6. All work for a tenant must be confined within the Tenant's space. Public corridors, stairways, and vacant floors are not to be used for the storage of materials or as a workshop. Tracking of construction dirt into the public corridors or stairways must be prevented. If the janitorial sink room is used, it must be cleaned properly before leaving for the night.
7. Any damage caused by the contractors' employees is to be reported to the Property Management Office immediately and will be the financial responsibility of the contractor.
8. Construction noises must be limited during normal business hours (7:00 a.m. to 6:00 p.m. weekdays and 7:00 a.m. to 2:00 p.m. Saturdays) to such that they are inaudible to other tenants. Unavoidable noisy demolition or construction work must be scheduled other than during normal business hours.
9. Any and all construction variances from the construction plans must have prior written approval from the Property Manager. This includes any core drilling. Due to the existing conduits in the slab, all core drilling will need to be approved and scheduled through the Operations Manager. X-Ray of the specified area to be drilled is mandatory. Failure to adhere to this policy could result in serious injury or death.
10. Mechanical Room keys may be checked out from the Operations office (Executive Parking Level) between 7:30 a.m. and 5:00 p.m. (Monday – Friday). A driver's license must be left with Operations until the key is returned. All keys must be returned before 5:00 p.m.
11. All connections tie-ins or alterations to the building life safety and sprinkler systems must be performed by the Landlords specified contractor.
12. Smoke evacuation will be utilized for all operations creating smoke, obnoxious, or noxious fumes within the building (i.e., spray painting and welding). The cost for this service is \$21.00 per hour. This operation will be performed only after building hours. Arrangements are to be made through the Tenant Services Coordinator at least 24 hours in advance.
13. After-Hours Security - Security personnel must accompany construction workmen requiring after hours access to occupied/leased space. The cost for this service is \$21.00 per hour. Arrangements are to be made through the Tenant Services Coordinator at least 24 hours in advance.
14. Hazardous materials are never to be brought into, stored, disposed of or located on the premises.
15. Exceptions to any of the regulations can only be made through the consent of the Operations Manager.
16. Violation of any of the regulations will be cause for immediate and permanent termination of permission to perform work in or to enter Bank of America Plaza.
17. Concealed weapons, knives or explosives are not permitted on the property.
18. Any inappropriate behavior, actions, or gestures will result in immediate removal from the property.
19. Any activity such as sanding, or stripping a surface by mechanical means which causes dust or other particles to become airborne, shall be accomplished by using sanders with vacuum bags. Orbital or buffer type floor sanders will not be allowed to refinish floors. Barrel type sanders shall be used for this type of floor preparation.



## Policies and Procedures: Elevator Scheduling

Elevators No. 26 and No. 27 are supervised and operated by Property Management and are to be utilized for deliveries and/or construction activities. Both elevators will have building Operators at all times when in service, and will be turned off at all other times.

### Construction Materials and Trash Removal

- Each General Contractor will coordinate all trades needing access for material deliveries to the construction floor(s) with Property Management. Each subcontractor must schedule elevator time through the General Contractor.
- All construction material deliveries and trash removal must be scheduled on Service Elevator No. 26. This will require a minimum of 48 hours advance notice. To schedule freight elevator time, please contact the Tenant Services Coordinator at 214-761-6111.
- All material deliveries and/or trash removal must utilize Elevator No. 26 during the hours indicated as follows and by reservation only.

### Construction Materials and Trash Removal - Weekends

6:00 a.m. Saturday until 6:00 a.m. Monday By reservation only.

During a reservation period, Property Management will make every effort to provide Operator controlled independent service for the exclusive use of the requesting contractor.

### Other Construction Activities

#### Elevator No. 26

Monday - Friday, 6:30 a.m. - 6:30 p.m. Carry on equipment and materials, tenant deliveries, and personnel movement.

6:30 p.m. - Midnight Not available for construction activities. Janitorial service only.

Midnight - 6:00 a.m. Material deliveries and trash removal by reservation only.

#### Elevator No. 26 - Weekends

6:00 a.m. Saturday until 6:00 a.m. Monday By reservation only.

During non-reserved operating hours, the elevator will remain on attendant service with an Operator.

#### Elevator No. 27 - Monday - Friday

7:00 a.m. - 5:00 p.m. Carry on equipment and materials, tenant deliveries and personnel movement.

5:00 p.m. - 6:00 a.m. Not available for construction activities. Janitorial services only.

## **Elevator No. 27 - Saturday**

8:00 a.m. - Midnight      Carry on equipment and materials, tenant deliveries and personnel movement.

### **Elevator Capacities**

<b>Service elevators at Tower:</b>	<b>(Concourse level through 71)</b>
Cab width:	6' 0"
Cab depth:	8' 10"
Cab height:	10' 0"
Maximum weight load:	4,500 pounds (including occupants)
Rated speed:	700 feet per minute at maximum weight
Door opening:	4' 0" x 8' 0"

### **Elevator Capacities (continued)**

<b>Freight Elevators at Garage:</b>	<b>(Garage Level to Lower Level/Concourse)</b>
Cab width:	6' 2"
Cab depth:	11' 2"
Cab height:	7' 10"
Maximum weight load:	4,000 pounds (including occupant)
Door opening:	5' 10" x 7' 10"

The approximate length of service corridor from the Garage freight elevators to the Tower service elevators is 640 feet.

### **Access to Dock & Freight Elevators**

#### **Materials:**

All deliveries will be made at the Lower Lobby (Concourse) service elevator lobby. Access is through the service tunnel from the Parking Garage Dock. The service tunnel is to be kept clear at all times. Materials may not be temporarily or permanently stored in any building common area.

No deliveries will be made through the ground level lobby without prior written approval from the Tenant Services Coordinator.

Normal business hours for the loading dock and freight elevators are 6:30 a.m. to 6:30 p.m., Monday through Friday, and 7:00 a.m. to 2:00 p.m. on Saturdays. Prior arrangements must be made with the Tenant Services Coordinator for use of the loading dock and freight elevators at all other times.

### **Access to Dock & Freight Elevators (continued)**

#### **Trash Removal:**

Trash removal must be scheduled by the same procedure as material deliveries and will not be allowed between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday unless approved by the Tenant Services Coordinator. The service tunnel is to be kept clear at all times. Trash buggies may not be left unattended in the service corridor, dock, or elevator lobbies.

**Personnel:**

All construction personnel will board the service elevators at the Lower Level only. There will not be any stops made on the Ground Level.

All construction personnel will use the service corridor for both ingress and egress between the hours of 7:00 a.m. - 6:00 p.m., Monday through Friday. Entry to the service corridor by personnel only is through the Garage elevator lobby Lower Level. Entry to the service tunnel for construction personnel with tools and materials that cannot be hand carried must be through the loading dock only.

**Access to Dock & Freight Elevators (continued)**

**After-Hours:**

After hours ingress and egress for personnel only will be the ground floor Main Street Entrance.

Monday - Friday 6:00 p.m. - 7:00 a.m.

Weekends 2:00 p.m. (Sat.) - 6:00 a.m. (Mon.)

**Enforcement and Recourse:**

Any and all expenses and damage attributable to the movement of personnel and/or material into or out of the building are the responsibility of the General Contractor. Violation of this procedure will be cause for immediate and permanent termination to perform work in or to enter Bank of America Plaza.



## Policies and Procedures: Insurance Requirements

1. Provide an original Certificate of Insurance to this office.
2. The Certificate Holder is Cushman & Wakefield of Texas, Inc. as Property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc.
3. Cushman & Wakefield of Texas, Inc. as Property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc. as "Additionally Insured" parties.
4. Coverage for the minimum required amounts is listed below:
  - Worker's Compensation (Statutory Amount)
  - Employer's Liability - \$500,000
  - Auto Liability - \$1,000,000 Combined Single Limit (Hired & No Owned Auto Coverage)
  - Commercial General Liability - \$2,000,000 per occurrence
  - Umbrella/Excess - \$4,000,000



## Policies and Procedures: Moving Procedures

The coordination and scheduling of reservations for dock space and freight elevator use is handled through the Tenant Services Coordinator. For reservations call 214-761-6111. Moving companies must provide Certificates of Insurance prior to move-in, and follow all move-in procedures.

### Policies

The following rules pertain to delivering and removing furniture, equipment, and supplies at Bank of America Plaza located at 901 Main Street, Dallas, Texas.

Any mover that does not adhere to the following rules or acts in an unprofessional manner, will not be allowed to enter the premises, or will be required to discontinue the move.

1. A Tenant may deliver or remove five (5) pieces or less per day (furniture equipment, or supplies) during normal business hours (Monday - Friday) using the dock and the service elevator on a first come - first serve basis. Also, construction materials and supplies must be moved in the freight elevator. Six (6) or more pieces must be moved after hours using the passenger elevators, which will be padded by Property Management. Passenger elevators must be reserved in advance with the Tenant Services Coordinator at 214-761-6111, and are available Monday through Thursday between 6:30 p.m. and 3:00 a.m. and weekends between 6:30 p.m. Friday until 3:00 a.m. Monday. The service elevator may also be reserved through the Tenant Services Coordinator, for a fee (\$21.00 per hour with a four (4) hour minimum), and is available Tuesday through Friday from 12:01 a.m. until 3:00 a.m. and on weekends from 12:01 a.m. Saturday until 3:00 a.m. Monday.
2. The Tenant must make arrangements with the Tenant Services Coordinator at 214-761-6111, to reserve the passenger elevator(s) for their move (Note: we recommend reservations be made well in advance to ensure elevator availability). The Tenant must send a follow-up letter (prior to the move) on their company letterhead stating the date, time of the move, the floor(s) to which the product will be delivered or removed, the mover's name and the number of elevators requested (maximum - 2 elevators). Tenant must arrange for someone with their company to open the doors to their suite and allow the moving company to enter and then secure the space. Building security will NOT unlock the doors to a Tenants suite.
2. (continued) A definite arrival time must be established for each move. If the mover is one hour late, it will be assumed the move is canceled, unless the mover phones (214) 761-6129 and advises us of a delay.
3. The moving company's truck may be parked on the street curb outside the building. Clean masonite sheets (at least 4' x 8' and 3/8" thick) are to be utilized as runners when dollies are being used to transport product from the curb to the elevators. Plywood may only be used on stone surfaces on street level and may not be used on any common area carpeted surfaces. On a multi-tenant floor, masonite sheets must also be used from the elevator lobby through the corridor to the tenant's entrance. Doorways into the tenant's space may require 34" wide sheets. All sheets of masonite must be taped end-to-end, in such a manner as to prevent any trips and falls, and not taped to any walls or flooring. If you do not have adequate masonite to cover all areas, you will NOT be allowed to move.
3. (continued): The following is an approximate guideline to follow:
  - Number of Sheets of Masonite:
    - 10 to outside doors (from Main Street curb or from the Elm Street curb)
    - 10 to the Low Rise bank of elevators
    - 10 to the High Rise bank of elevators
    - 14 to Service elevators
    - 10 to the Low Mid Rise bank of elevators
    - 12 to the High Mid Rise bank of elevators

PLUS: the appropriate number of sheets from the passenger elevator(s) to the tenants door(s) on their floor.
4. The moving company must provide and install protective coverings on all door and elevator facings,

walls, and other areas along the route to be followed during the move. These areas will be inspected for damage prior to and after the move.

5. Any damage to the building or fixtures caused by the move will be the financial responsibility of the moving company. The Property Manager shall unilaterally decide to what extent the repairs will be made and who shall perform the services.
6. The moving company will be required to remove all boxes, trash and etc. when leaving the building. Any materials left behind will be disposed of and charges for such will be the responsibility of the Tenant.
7. Service elevators will not be used during a tenant move unless prior arrangements have been made with the Tenant Services Coordinator.
8. The moving company must carry Occurrence insurance including, but not to be less than, the following:
  - Workers Compensation of statutory limit for the State of Texas.
  - Employers Liability - \$500,000.
  - Auto Liability - \$1,000,000.
  - Commercial General Liability - \$2,000,000.
  - Umbrella/Excess - \$4,000,000.
  - The limits set forth above are minimums.
  - The moving company shall secure and present a current valid Certificate of Insurance reflecting these coverage's to the Property Management office and show both Cushman & Wakefield of Texas, Inc. as Property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc. as "Additionally Insured" parties, at least 24 hours before the move takes place at Bank of America Plaza.
9. The capacity and dimensions of the passenger elevators (when padded) are:
  - Width: 4' 10"
  - Height: 9'
  - Depth: 5' 8"
  - Weight Capacity: 3,000 pounds

The capacity and dimensions of the tower service elevators are:

- Width: 5' 9"
- Height: 10'
- Depth: 8'
- Weight Capacity: 4,500 pounds

9. (continued) The capacity and dimensions of the garage dock freight elevators are:
  - Width: 5' 6"
  - Height: 6' 11" (at the front), 6' 3" (at the rear)
  - Depth: 10' 5"
  - Weight Capacity: 4,500 pounds

Note: Any article too large to fit inside the service elevator may be transported on top of a service elevator cab. An Otis elevator technician(s) is required and there is a minimum charge of approximately \$300.00 per hour, one (1) hour minimum. The Tenant and the moving company are required to sign a "Release" holding Otis and Landlord harmless. This is a special service and requires advanced scheduling.

10. All moving company employees must have proper identification, i.e. company hats, shirts, armbands, or other visible identification. No one else will be allowed in the building or to assist with the move without the above identification.
11. Moves that are unable to come in from the street curb, due to below freezing temperatures or inclement weather, may be rerouted to the lower level elevator cabs via the freight dock and service tunnel. Priority will be given in the order that reservations were received.
12. Any violation to or breach of this policy may be cause for terminating the right of the mover/supplier to do business in the building.
13. Any inappropriate behavior, gestures, or actions by the moving company personnel will result in the individual(s) being removed from the property, the move being suspended, or both.
14. Concealed weapons, knives and explosives are not permitted on the property.





## Policies and Procedures: Office Building Rules and Regulations

Subject to the Lease, Tenant shall observe the following rules, regulations, and standards:

1. Except as expressly permitted in the Lease, Tenant shall not use the Premises, the Building or any other part of the Property to sell any items or services at retail price or cost to the general public without prior written approval of Landlord. The sale of services for stenography, typewriting, blueprinting, duplicating and similar businesses shall not be conducted from or within the Premises, the Building or any other part of the Property for the service or accommodation of occupants of the Building or users of any other part of the Property without prior written consent of Landlord. Tenant shall not conduct any auction on the Premises or any other part of the Property or store goods, wares or merchandise on the Premises (except for Tenant's own personal use. or any other part of the Property).
2. Sidewalks, halls, doorways, vestibules, passageways, stairwells, and other similar areas shall not be obstructed or used by Tenant for a purpose other than normal ingress and egress to and from the Premises and Building.
3. Except as expressly permitted in the Lease, Tenant shall not make any alterations or improvements to the Premises without the prior written consent of Landlord. Landlord must approve all improvements and the methods of installing and constructing such improvements in writing prior to commencement of installation and/or construction. Should Tenant require telegraphic, telephonic, announcement or other communication service, Landlord will direct the electrician as to where and how wires are to be introduced and placed, and none shall be introduced or placed except as Landlord shall direct. All contractors and technicians performing work for Tenant within the Building shall be referred to Landlord for approval before performing such work.
4. Movement into or out of the Building of freight, furniture, office-equipment or other material for dispatch or receipt by or on behalf of Tenant that requires movement through public corridors or lobbies or entrances to the Building shall be done at hours and in a manner approved in writing by Landlord for such purposes from time to time. Only licensed commercial movers shall be used for the purpose of moving freight, furniture, or office equipment to and from the Premises and Building. All hand trucks shall be equipped with rubber tires and rubber side officers. Tenant shall be responsible for all damage to the Building inflicted by Tenant's agents and employees in moving equipment or furniture into or out of the Building.
5. Requests by Tenant for building services, maintenance or repair shall be made in writing to the Management Office.
6. Tenant shall not change locks or install additional locks on doors without the prior written consent of Landlord. Tenant shall not make or cause to be made duplicates of keys procured from Landlord without the prior written approval of Landlord. All keys to the Premises and combinations to vaults shall be surrendered to Landlord upon termination of tenancy.
7. Tenant shall give prompt notice to the Management Office of any damage to or defects in plumbing, electrical fixtures or heating and cooling equipment. Liquids, or other materials or substances which may cause injury to the plumbing, shall not be put into the lavatories, water closets or other plumbing fixtures by Tenant, its agents, employees or invitee's, and damages resulting to such fixtures or appliances from misuse by Tenant or Tenant's agents, employees or invitee's shall be paid by Tenant, and Landlord shall not in any case be liable therefore. The water closets and other water fixtures shall not be used for any purpose other than those for which they were constructed and any damage resulting to them from misuse shall be borne by the Tenant. Tenant shall not waste water by interfering with the faucets or otherwise.
8. Except as expressly permitted in the Lease, no food shall be prepared in or distributed from the Premises without the prior written approval of the Building Manager. Tenant will not place vending machines or dispensing machines of any kind in the Premises unless prior written approval has been obtained from Landlord.
9. Landlord shall have the power to prescribe the weight and position of safes, filing cabinets, or other heavy equipment, which may over stress any portion of the floor. Any damage done to the Building by the improper placement of heavy items, which over stress the floor, will be repaired at the sole expense of Tenant. Tenant shall notify the Building Manager when safes or other heavy equipment

are taken in or out of the Building, and the moving shall be done under the supervision of the Building Manager, after prior written permission from Landlord. Persons employed to move such property must be pre-approved by Landlord. Any costs associated with the investigation of floor loading will be borne by the Tenant.

10. Tenant shall cooperate with Building employees in keeping the Premises neat and clean.
  - Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways.
  - Trash shall only be disposed of in appropriate receptacles approved by Landlord.
11. Tenant, its employees, or agents, or anyone else who desires to enter the Building after normal working hours, will be required to identify themselves and to sign in upon entry and sign out upon leaving, giving their location during their stay and their time of arrival and departure. The Building will normally be open for business from 7:00 a.m. until 6:00 p.m., Monday through Friday and 7:00 a.m. until 2:00 p.m. on Saturdays, the following holidays excepted: January 1st (New Year's Day); Last Monday in May (Memorial Day); July 4th (Independence Day); First Monday in September (Labor Day); Fourth Thursday in November (Thanksgiving Day); December 25th (Christmas Day) and any other day on which tenants in other buildings comparable to the Building are generally closed.
12. Tenant shall not install any solar screen material, window shades, blinds, drapes, awnings, window ventilators, or other similar equipment and any window treatment of any kind whatsoever, without Landlord's prior written consent. Landlord will control all internal lighting, signage and furnishings that may be visible from the exterior of the Building or Common Areas and shall have the right to change any unapproved item, without notice to Tenant, at Tenant's expense.
13. No sign, advertisement, notice or handbill shall be exhibited, distributed, painted or affixed by Tenant, its employees or agents, on, about or from any part of the Premises or from any other part of the Property without the prior written consent of Landlord. Landlord will provide and maintain a directory in the Building and no other directory shall be permitted.
14. Tenant shall not permit any improper, objectionable or unpleasant noises or odors in (or to be emitted from) the Premises or the Building, nor shall Tenant permit the operation of any machinery or equipment in the Premises that could in any way annoy any other tenant in the Building, nor shall Tenant otherwise interfere in any way with other tenants in the Building or adjoining landowners or persons having business with such other tenants or adjoining landowners.
15. Tenant shall keep all corridor doors, when not in use, closed.
16. Tenant shall not use, or permit the use of, the Premises or any portion thereof as sleeping or lodging quarters.
17. Tenant agrees to cooperate and assist Landlord in the prevention of canvassing, soliciting, and peddling within the Building and on the Property.
18. Tenant shall not sell lottery tickets or conduct any other form of gambling from or within the Premises or any other part of the Property.
19. Except for Seeing Eye dogs assisting the disabled, Tenant shall not keep any animals or birds in or about the Premises or the Building.
20. Tenant shall comply with parking rules and regulations as may be posted and distributed from time to time.
21. Landlord will not be responsible for personal property, equipment, money, or jewelry lost or stolen from the Premises.
22. Smoking is not permitted in the Common Areas of the Building. This includes, but is not limited to, the building corridors, restrooms, elevators, elevator lobbies, stairwells, ground level lobby, lower level lobby, concourse level, garages, and within 25 feet of any building entrance or exit.
23. Tenant will not use or keep in the Premises or the Building any kerosene, gasoline, or any flammable, combustible or explosive fluid, chemical or substance or use any method of heating (including but not limited to space heaters) or air conditioning other than those supplied by Landlord.

Landlord reserves the right to rescind any of these rules and regulations and to make such other further rules and regulations as in its reasonable judgment shall from time to time be needed for the safety, protection, care and cleanliness of the Building or any other portion of the Property, the orderly management of the Building and/or the protection and comfort of the tenants and their agents, employees and invitee's, which rules and regulations need not be uniform for each tenant and, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed. These Building Rules and Regulations and no amendments hereto shall ever be construed to create any obligations on Landlord. In the event of any conflict between these Building Rules and Regulations and the Lease of which they are a part, the Lease shall control.





## Policies and Procedures: Vendor & Contractor Building Access

There are special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the management office, which states the name(s) of the individual(s) and the company to be performing the work, along with the date they will be coming and the approximate time of arrival. A brief description of the work to be done should be included in the written notification to our office. This notification will be used to generate a building permit for use by our security personnel, and to explain and issue a copy of Building Rules and Regulations for performing work. A copy of the office Building Rules and Regulations appears on the pages following. If you have any questions regarding retail Building Rules and Regulations, please contact the Property Manager in the management office.

### Construction Rules and Regulations for Contractors:

1. Prior to the commencement of any construction, tenant must submit plans and specifications to the landlord for review. Plans must reflect the following work: all demolition, new construction, reflected ceiling with light fixture layout, new finishes, and all HVAC electrical and plumbing work. Purdy-McGuire is the M.E.P Engineer of record for Bank of America Plaza and must review all Mechanical, Electrical, and Plumbing (M.E.P.) plans prior to work commencing.
2. Plans that reflect a concentration of weight or other potential structural problems must be reviewed by the Structural Engineer of record, Thorton, Tomasetti, Ellisor & Tanner.
3. All contractors and subcontractors must be approved by the landlord prior to commencement of work at Bank of America Plaza. Once a contractor is selected, it is his responsibility to provide a subcontractors list that reflects an emergency contact person and telephone number for each trade.
4. The contractor is to contact the Tenant Services Coordinator to schedule all after hours access, elevator reservations and the removal, relocation, or re-keying of any existing or new lock sets.
5. All general contractors, subcontractors and service groups performing work in Bank of America Plaza must, prior to beginning a job, register with the Tenant Service Coordinator.
6. All work is to be performed in accordance with the Construction Information Package available in the Property Management Office.
7. Contractors must produce the City and/or State licenses necessary to perform their work.
8. The following insurance coverage's are required throughout the duration of work:
  - This Certificate of Insurance for coverage in Bank of America Plaza should include the following:
  - Certificate Holder: Cushman Wakefield of Texas, Inc., as property manager for Dallas Main L.P.
  - Additionally Insured Parties: Cushman & Wakefield of Texas, Inc., as property Manager for Dallas Main L.P. and Metropolis Investment Holdings, Inc. named as "Additionally Insured" parties.
  - Coverage for minimum required amounts is listed below:
    - Worker's Compensation (Statutory Amount)
    - Employer's Liability - \$500,000
    - Commercial General Liability - \$2,000,000
    - Business Auto Liability including hired and non-owned auto coverage - \$1,000,000 combined single limit
    - Umbrella /Excess - \$4,000,000
9. A job permit from the Dallas Building Department must be properly displayed in the approved building format at the job site upon start up of the project if required. See the Tenant Services Coordinator in displaying the permits.
10. All tools, equipment and building materials must enter the building via the service tunnel and freight elevator system. Removal of trash, tools, and equipment must be made via the same route and on a frequent basis to keep the site free of debris and congestion. Freight elevator hours are from 6:30 a.m. to 6:00 p.m. daily, Monday through Friday, Saturday 7:00 a.m. to 2:00 p.m. Use of the freight elevator on weekends and other than normal business hours (for which there is a charge, may be arranged through the Tenant Services Coordinator). PASSENGER ELEVATORS ARE NOT TO BE USED FOR THE TRANSPORTING OF TOOLS, MATERIALS, TRASH, OR PERSONNEL.
11. Trash bins are not to be stored outside the building during the daytime. When on the loading dock

awaiting pickup, they are to be positioned at least one foot from any part of the building structure and out of the way of traffic, in a location pre-approved by the Tenant Services Coordinator.

12. The loading dock in the garage must be used when bringing materials into or removing them from the building. Access to the dock is available from Austin Street (between Main and Commerce). Freight dock hours are from 6:30 a.m. to 6:00 p.m. Monday through Friday and closed on Saturday and Sunday. Other arrangements are to be coordinated through the Tenant Services Coordinator.
13. All work for a tenant must be confined within the Tenant's space. Public corridors, stairways, and vacant floors are not to be used for the storage of materials or as a workshop. Tracking of construction dirt into the public corridors or stairways must be prevented. If the janitorial sink room is used, it must be cleaned properly before leaving for the night.
14. Any damage caused by the contractors' employees is to be reported to the Operations Manager immediately and will be the responsibility of the contractor.
15. Construction noises must be limited during normal business hours (7:00 a.m. to 6:00 p.m. weekdays and 7:00 a.m. to 10:00 p.m., Saturdays) to such that they are inaudible to other tenants. Unavoidable noisy demolition or construction work must be scheduled other than during normal business hours.
16. Any and all construction variances to construction plans must have prior written approval from the Operations Manager. This includes any core drilling. Due to the existing conduits in the slab, all core drilling will need to be approved and scheduled through the Operations Manager. X-Ray of the specified area to be drilled is mandatory. Failure to adhere to this policy could result in serious injury or death.
17. Mechanical Room keys are checked out between 7:30 a.m. and 5:00 p.m. In Operations (Executive Parking Level) a driver's license must be left with Operations until the key is returned. All keys must be returned before 5:00 p.m.
18. All connections tie-ins or alterations to the building life safety and sprinkler systems must be performed by the Landlord or specified subcontractors, at the Tenant's expense.
19. Smoke evacuation will be utilized for all operations creating smoke, obnoxious, or noxious fumes within the building (i.e., spray painting and welding). The cost for this service is \$21.00 per hour. This operation will be performed only after building hours. Arrangements are to be made through the Tenant Services Coordinator at least 24 hours in advance.
20. After Hours Security - Security personnel must accompany construction workmen requiring after hours access to occupied/leased space. The cost for this service is \$21.00 per hour. Arrangements are to be made through the Tenant Services Coordinator at least 24 hours in advance.
21. Hazardous materials are never to be brought into, stored, disposed of, or located on the premises.
22. Any inappropriate behavior, actions, or gestures will result in immediate removal from the property.
23. Concealed weapons, knives or explosives are not permitted on the property.
24. Violation of any of the above regulations will be cause for immediate and permanent termination of permission to perform work in or to enter Bank of America Plaza.
25. Any activity such as sanding, or stripping a surface by mechanical means which causes dust or other particles to become airborne, shall be accomplished by using sanders with vacuum bags. Orbital or buffer type floor sanders will not be allowed to refinish floors. Barrel type sanders shall be used for this type of floor preparation.
26. Contractors shall use smoke detector covers during work to prevent the activation of the buildings fire detection system. Contractors shall notify building management prior to installing smoke detector covers and will maintain an adequate number of personnel to serve as "fire watch" personnel during the time the detectors are covered. Upon completion of work, contractor shall remove the covers and notify building management. A minimum charge of \$150.00 will be charged to contractor for activation of the buildings fire alarm system.



## **Policies and Procedures: Smoking**

Bank of America Plaza maintains a no smoking policy throughout all areas of the building. Please do not smoke at building entrances, maintain a 25 foot distance.



## The Neighborhood: Downtown Dallas

### [Downtown Dallas: The Association](#)

DOWNTOWNDALLAS is a privately funded 501(c)(6) organization with approximately 200 member companies. Affiliated organizations include Dallas Civic Ventures, Inc. and the Central Dallas Transportation Management Association.

### [Downtown Dallas: The Improvement District](#)

THE DOWNTOWN IMPROVEMENT DISTRICT (DID) is a public improvement district created to offer enhanced safety, maintenance, communications/events and capital improvement projects in Downtown Dallas. DID is managed by Dallas CBD Enterprises, Inc., a private nonprofit corporation governed by thirty-one directors representing the City of Dallas, owners of private real property in the district and tenants in the district. Geographic boundaries of DID are the freeways surrounding Downtown Dallas: Woodall Rodgers, North Central, Julius Schepps, R.L. Thornton and Stemmons.

**Please also see:** <http://www.dallas-ecodev.org/incentives/tifs-pids/did.htm>

[Click here to view a number of helpful links for more information on Downtown Dallas.](#)