

**1400 Broadway  
Electronic Tenant® Portal**

**Created on May 17, 2025**

# **Construction & Other Policies: Building Rules & Regulations**

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

# **Construction & Other Policies: Construction Rules and Regulations**

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

# Construction & Other Policies: Design Guidelines

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

# **Construction & Other Policies: Required Specifications and Performance Criteria**

Click [here](#) to download a complete copy of the Required Specifications and Performance Criteria.

## **Construction & Other Policies: Freight Dock**

The Freight Dock is located on 39th Street and is open Monday through Friday from 8:00 a.m. to 6:00 p.m. for normal business hours. Large items being moved, including but not limited to tenant move-ins and move-outs, deliveries or removal of furniture, and deliveries or removal of construction materials, must be done after hours in order to preserve use of the freight elevators for normal business deliveries. The freight dock and elevators can be reserved for afterhours activity by Tenants with at least 24 hour advance notice to the Building Office via work order system and subject to availability of staff.

Entry to the freight dock is controlled by our Security Guards. All freight delivery personnel are required to show picture identification and indicate the floor and tenant to which they are making a delivery. Delivery people removing property from the building will be required to show a property removal pass signed by an authorized member of your staff. Please note that the movement of large items such as furniture are restricted to after-hours delivery requiring prior notification of the Building Office.

# **Construction & Other Policies: Smoking**

We would like to remind all of our Tenants and their visitors that in compliance with NYC Law there is a strict "NO SMOKING" policy in effect throughout the entire building and entrance way lobby.

# Construction & Other Policies: Life Safety & Emergency Procedures

## Bomb Threat

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

In the event of a bomb threat, either through a telephone call or by other means, the following procedures should be followed:

- If a threat is received by phone, immediately call 911.
- Try to attract someone's attention in the office discreetly and quietly while listening to the caller.
- Try to keep the caller talking as long as possible. Ask the person to repeat parts of the message. Remain calm.
- Write down the message and obtain as much relevant information as possible.
- Immediately after the call, notify the Building Management Office at 212-354-5675, who will notify the following:
  - Local Police
  - In-house Security
  - Staff
  - Tenants
- The building staff will assist the local authorities in:
  - Evacuation in part or in full
  - Search for the device
- Building Staff will maintain a close relationship at all times with the local authorities to ensure maximum protection of the occupants, the building, and themselves.
- When the alert is over, the Building Office shall notify all Tenants.

## Suspicious Packages

If you find a suspicious package in your space or in a common area of the building, do not touch or move it. Do not use a cellphone near the package. Get someone's attention and ask them to call Building Security to come investigate. Keep others away from the package until Security can evaluate the situation, and if they deem it necessary, they will call 911. Isolate the package by keeping people away from it, and if possible contain the area by closing off doorways leading to it.

## Elevator Malfunction

In the event that an elevator stops with passengers in it, remember to remain calm. Pressing any emergency button within the cab will alert Building Management that the cab is malfunctioning, what cab number it is, and what floor it is stuck on. The Guard will continue two-way communication with passengers until help arrives.

In the event of a power outage, the battery back-up lighting will continue to operate.

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

## Emergency Contacts

Security Desk (All-hours Emergency Line)	212-354-5675
Building Management Office	212-354-5675

## New York City Emergency Service Telephone Listings:



Fire Department	212-628-2900
Police Department - Midtown South	212-477-7431
Police Department - Midtown North	212-760-8300
Ambulance	911

### **Hospitals:**

NYU Medical Center	212-263-7300
NY Presbyterian	212-746-5454
Poison Control Center	800-343-2722

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

The emergency team consists of the Fire Safety Director, Deputy Fire Safety Director, Building and Security staff, Fire Wardens and the Deputy Wardens (appointed by each Tenant from among their respective employees). The primary function of the Fire Wardens and Deputy Wardens is to ensure the safe and orderly evacuation of the occupants of the building in the event required by an emergency. This is accomplished by communication and the joint efforts of all members of the Emergency Team.

Fire and emergency evacuation drills are held once every six (6) months and all tenants are expected to cooperate, and learn the procedures to be followed in the event of an emergency. Tenants and their employees should familiarize themselves with the all exits and fire alarm devices on their floor and should understand the fire safety plan, found below.

Any questions should be directed to the Building Office.

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

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

### **Actions to be Taken by Anyone Discovering a Fire**

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

Alarm to be Transmitted as Follows:

- Dial 911.
- Pull interior fire alarm in corridor by stairway "A" or stairway "B."
- Call the Fire Department (212) 628-2900.
- Call the Police Department Midtown South (212) 477-7431 or Midtown North (212) 760-8300.

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

BUILDING MANAGEMENT TELEPHONE NUMBER: 212-354-5675

### **Fire Wardens and Deputy Wardens Duties**

- The Tenant or Tenants on each floor shall, upon request of Building Management, designate responsible and dependable employees for the positions of Fire Warden and Deputy Fire Wardens.
- Each floor of a building shall be under the direction of a designated Fire Warden for the evacuation of occupants in the event of fire. The Warden will be assisted in his duties by Deputy Fire Wardens.
- Each Fire Warden and Deputy Fire Warden shall be familiar with the Fire Safety Plan, the location of exits and the location and operation of any available fire alarm system.
- In the event of fire, or fire alarm, the Fire Warden shall establish communication with the Fire Safety Director, and assist in the evacuation of the floor in accordance with the directions received from Fire Safety Director.
- Have available an updated listing of all personnel with disabilities who cannot use the stairs unaided.

- Assure that all persons on the floor are notified of the fire emergency and assist in the evacuation of all personnel. A search must be conducted in the lavatories to assure all are unoccupied. The Warden should assign other personnel to check the lavatories.

## **Flooding**

If a flood or leak should occur, Building Management should be notified immediately. While waiting for emergency personnel to respond, Tenants should safeguard and remove any valuable papers or documents from the affected area. Stay away from electrical equipment and outlets in a flooded area. Do NOT attempt to unplug or operate electrical equipment near water damaged areas. The building engineering department will disconnect electricity serving a water damaged area, and will alert you when it is safe to resume operation of electrical equipment.

## **Medical Emergency**

If an accident occurs within your office suite, please notify the Management Office or call the Security Desk immediately at 212-354-5675. An employee of 1400 Broadway will be dispatched to the scene of the accident and will perform the following:

- Notify the police and/or ambulance if required and if not done so already.
- Provide assistance to the injured party until emergency crew arrives.
- Complete an incident report.

It is important to notify the Building whenever an ambulance is called so that we can facilitate the EMT's passage to your floor.

## **Power Failures**

In case of a power outage, the Building is equipped with emergency lighting throughout the building and in the stairways.

If any Tenant should experience a loss of electrical power, they should notify the Management Office immediately. Emergency personnel will be dispatched immediately to determine if the power loss is localized or building wide. If the problem is localized, personnel will check circuitry for corrective action.

## **Severe Weather**

In the event of severe weather, including high winds, the following will be performed:

- To the degree possible, Tenants will be notified via the Building's internal internet system.
- Building personnel will secure equipment and material on the roof, building exterior and sidewalk, which could move and cause damage to the building occupants and the public.
- Depending upon the severity of the storm, it may require a shutdown to some or all HVAC equipment for safety. Tenants will be notified accordingly.
- Glass swing doors in the Lobby may be locked.
- Tenants may be requested to close their blinds or shades to limit their exposure to glass breakage, should it occur. Where possible, Tenants should temporarily relocate their workstations away from the windows.
- If any window should break, Tenants should close off area involved and notify the Management Office immediately.

## **Toxic Hazards**

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give the building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials. Notify the Building Management Office immediately so we can respond to contain the affected area.

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

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

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

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

## **Introduction: Welcome**

On behalf of Empire State Realty Trust, we are pleased to welcome you and your employees to our building. At Empire State Realty Trust, we pride ourselves on quality service and proactive attention to our buildings and our tenants. We hope to show you that being a tenant in one of our buildings is a pleasurable experience. Our tenants are our number one priority.

This informative tenant manual should answer most questions that you and your colleagues may have about 1400 Broadway amenities and services, safety and security regulations and operating procedures. We have provided you with contact names, phone numbers for building personnel, as well as information concerning emergency situations, including community emergency service organizations and phone numbers.

Please take the time to review the contents of this online tenant handbook in order to become familiar with the building and its procedures. As necessary, we will provide you with additional or updated information reflecting staff or policy changes. If you have additional questions or concerns, please contact the Building Office at 212-354-5675, or stop by our office located on the 1st Floor, Room 106, anytime between 8:00 a.m. and 6:00 p.m. Monday through Friday.

We look forward to servicing all your requirements and look forward to enjoying many years of your tenancy.

We perform for you.

Building Management

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

[Empire State Realty Trust](#) is one of the most forward-looking, tenant and broker-friendly ownerships in Manhattan. All of our properties are premier Class A Trophy office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the Empire State Realty Trust Portfolio is located in a vital, enduring submarket of New York City with exceptional access to transportation and amenities. Each building is staffed with on-site management chosen to address the needs of tenants and brokers.

Our tenants - be they small, mid-sized, or multi-floor - are entitled to superior work places and the responsive building management necessary to conduct productive, profitable businesses. Our mission is to be a responsive, tenant-focused, quality landlord. Every client relationship is important to us.

Our attention is focused on the needs of tenants and the brokerage community: swift service; turn-key leasing; and superior pre-built, built-to-suit, and raw space ready for build-out.

Your business' success is our business. Let Empire State Realty Trust perform for you.

## **Introduction: About 1400 Broadway**

Located in the heart of the historic Garment District, 1400 Broadway is proud to provide a home for major international clothing designers and showrooms. This classic Pre-War building has long been a centerpiece of the garment industry and is currently undergoing a \$45 million capital upgrade to maintain its leading status in the district.

The Building is located within walking distance of Pennsylvania Station, Times Square, and Herald Square and is near to major subway lines. In-building services include a full service hair salon and Newsstand.

We have a variety of superior pre-built suites featuring efficient layouts as well as turn-key and build-to-suit opportunities making 1400 Broadway the choice location for any firm desiring the unparalleled service, access, and amenities of the best showroom option in the Garment District.



## Introduction: Contact Information

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

### Emergency / Lobby Security Desk

212-354-5675

#### Property Management

Laura Palombo  
Portfolio Manager 212-354-5675  
[lpalombo@esrtreit.com](mailto:lpalombo@esrtreit.com)

#### Property Management

Elizabeth Collazo  
Tenant Services Coordinator 212-354-5675  
[ecollazo@esrtreit.com](mailto:ecollazo@esrtreit.com)

#### Property Management

Natalie Bovell  
Administrative Assistant 212-354-5675  
[ntaitt@esrtreit.com](mailto:ntaitt@esrtreit.com)

#### On-line Work Order System

<https://secure.workspeed.com>

#### Management Office - Suite 106

212-354-5675  
Fax 212-730-8094

#### Accounting and Rent Bills

Camille Cha Tom  
[cchatom@esrtreit.com](mailto:cchatom@esrtreit.com) 212-850-2728

**Security** 212-354-5675

**Concierge Desk** 212-354-5675

**Loading Dock Security** 212-354-5675

# Introduction: Operating Instructions

## Navigation

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

## Special Features

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

## Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about 1400 Broadway's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at 1400 Broadway. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the property management office.

# Introduction: Mobile Property

## Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking 1400 Broadway's Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

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

### **Step 1: Access the Mobile Site:**

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

<http://1400broadwayny.info>

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

#### ***iPhone / iPad:***

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

#### ***BlackBerry:***

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

#### ***Android:***

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

## **Security: Overview**

1400 Broadway is manned by security personnel 24 hours a day, 7 days a week. All security staff has been trained to meet or exceed NY State requirements and to act in a professional and courteous manner at all times. In the event of an emergency, contact the security staff at the concierge desk via the All-hours Emergency Line at 212-354-5675 x 5607.

# Security: Building Access

## Tenant Access – Weekday Business Hours

Effective August 22, 2011, 1400 Broadway will require all tenants to swipe building-issued ID cards at designated card readers upon entering the building:

- At the Broadway entrance, there are turnstiles in the lobby corridor, just before the first set of elevators. A security guard will be stationed here to provide assistance and ensure use of ID cards for access.
- Tenants may also continue to use either the 38th or 39th Street entrances and swipe their ID card at the rear turnstiles. The 38th Street and 39th Street entrances will be card access only; security officers will no longer release the side doors.
- If you lose or forget your ID card, you must register as a building visitor until an ID card is brought in or reissued. (See below for guest/visitor entry.)

## Building Visitors

We want to ensure that all guests at 1400 Broadway are processed through our check-in system in a timely manner.

- During weekday business hours, all guests are to enter the Broadway entrance and check in at the Concierge Desk at the front of the lobby.
- Guests will be required to show a form of photo identification
- Prior to guest arrival, we strongly encourage that tenants pre-register their visitor, which can be completed through the Tenant Resources section of the 1400 Broadway website at <https://1400broadway.shortpath.com>. Instructions are also attached.
- Pre-authorizing guests will ensure quick processing through visitor check-in
- Frequent guests can be entered into the system one time as a recurring visitor
- During market week, we will pre-print guest badges to assist the flow of visitors
- We can pre-print guest badges only for those who are entered into the system
- Pre-registering of guests is critical during market week due to the higher volume of building visitors

## Lobby Access – Weekday Evenings and Weekends

On weekday evenings from 8 p.m. until 7 a.m. and on weekends, Tenants and Visitors will access the building from the 38th Street entrance only. The Broadway and 39th Street entrance will be secured at these times. Tenants will swipe in at the rear Concierge Desk and guests will check in with lobby security at this same location.

## ID CARD MANAGEMENT

### New Hires

A Workspeed service request will need to be placed for issuance of access cards for all newly hired employees. Photos for cards can be taken between 9:00 a.m. 12:00 p.m., Monday thru Friday, at the building office. Once the photo has been taken the card is activated. New cards are \$27.22 per employee.

### Replacement Cards

A Workspeed service request will need to be placed for issuance of access cards for all replacement cards (lost, stolen or damaged). The tenant will receive an email confirmation when the card(s) are ready to be picked up. Replacement cards are \$54.44 per card.

### Terminated Workers/Reusing Cards

When an employee is no longer employed by your company, their access card should be recaptured and a Workspeed service request should be placed indicating the name of the individual and card number to be deactivated. The tenant can reuse these cards for new hire or replacement cards by submitting a Workspeed request indicating the name of the new hire or replacement card user and the access card number s/he will be using. A new picture must be taken to activate the card.

### **New Companies**

All new tenant companies will receive an access card allotment according to their lease upon move-in. Any cards requested after the initial move are considered New Hire cards and will be subject to respective fees.

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## **Security: General Office Security**

It is our mutual goal to make 1400 Broadway a safe and secure building.

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

At all times and in all situations, Tenants should immediately complete the [Incident Checklist](#) provided in this handbook and advise the Building Management Office at 212-354-5675 of any security incident or emergency situation within your offices or within the building. After hours, please contact the Security Desk at 212-354-5675 x 5607.

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

For access in emergencies, all main entrance doors to tenant space should be keyed to the Building Master Key system, provided by the Building's exclusive bonded locksmith. Please note that no outside locksmith is allowed to do lock work in the building. There is a fee for key duplication.



## **Security: Lost and Found**

Please contact the [Management Office](#) at 212-354-5675 regarding items that have been lost or found in the building.

# Security: Reception Area Security

## Reception Area

The key to reducing most, if not all, security problems in a tenant's office space, is the receptionist in the reception area. He/She is one of the most valuable employees in any firm. A receptionist can make it difficult, if not impossible, for an unwelcome visitor to enter their firm's office space. This is accomplished in the following ways:

All Visitors Should be Requested To:

- State their name
- State their business
- Show identification (upon request)
- State who they wish to see
- Wait and be seated
- The receptionist should then call the person concerned and have them meet the visitor in the reception area and escort him or her to their office. Upon completion of business conducted, the visitor should be escorted back to the reception area and shown to the door. If the guidelines are following, there should be no unwelcome visitors roaming around your office space.
- It is every tenant's responsibility to request a source of identification from a repairman, telephone employee, computer worker, etc. This should be obtained before an individual is allowed access into your office space. He/she should be escorted to the work area and escorted back to the reception area when he/she finishes work. Any unknown person should be observed in an inside office area should be challenged at all times. Wallets and valuables should be locked in a desk or drawer in the office and kept out of view from anyone passing by.
- SECURITY IN A TENANT'S OFFICE DURING BUSINESS HOURS IS THE RESPONSIBILITY OF THAT TENANT. IF BUILDING SECURITY CAN BE OF ANY ASSISTANCE TO YOU, FEEL FREE TO CALL (212) 354-5675.
- Deliveries should be made through the freight loading dock on 39th Street to allow for security to sign in and check the ID of all delivery personnel.
- Never leave your reception area unattended. Do not allow visitors or couriers to pass beyond the reception area unless the receptionist who is aware of the nature of their business knows them.
- Beware of the repairman attempting to pick up a machine for repair. Question the person, obtain identification and check with his office for verification.
- Never leave purses, wallets, or other valuable items on or under desk. Keep these items out of sight.
- Do not keep cash or stamps in an unlocked drawer. Valuables should be kept in a safe, if available.
- Do not carry large sums of money. Do not leave your wallet in a jacket hung over your chairs or behind your door.
- Never allow visitor traffic in storage areas. Do not make storage rooms easily accessible from the main business area.
- Be alert to persons who enter an office under the pretext of seeking employment. Keep applicants in your sight at all times. Distribute applications while you phone your firm's personnel manager.
- Immediately report all suspicious persons, peddlers, or others purporting to be canvassing to the Management Office or the security desk. Do not attempt to apprehend or detain these persons.
- Do not allow a person unknown to you to follow you into the building when entry is required by an access card.
- Inspect locking hardware on your office suite doors. Notify the Building Management Office if repair or replacement is necessary.
- Do not keep valuable or moveable belongings near doors. Record serial numbers of office equipment.
- Contact the Management Office if security system access cards, or office keys cannot be accounted for or are missing.
- Report all lost security cards to the Management Office immediately so that they cannot be used by unauthorized persons.
- Always lock your door from inside when working late or early.
- Be certain that your employees who require after-hours access to the building are given access cards.
- Alert Building Management immediately following any employee termination so that the security card issued to the former employee can be immediately voided which will restrict access to the building.

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## Security: Security Procedures

1. Building Identification Cards: The purpose of this card is for identification of the tenant to gain entrance into the building after hours. Requests for I.D. cards, must be submitted via the on-line work order system.
2. Messengers & Food Vendors: All deliveries must pass through the freight dock area. All messengers, food vendors and delivery personnel passing through the lobby will be redirected by the concierge to the freight dock area. No deliveries are permitted beyond the freight dock area after 6:00 p.m. until 8:00 a.m. All delivery people will be stopped at the freight dock after hours, Saturdays, Sundays and holidays. Security will notify the tenant of his/her delivery and they will be personally responsible to come down to the lobby to sign and retrieve it.
3. Any unknown person observed within your office should be questioned and identified. Request the nature of his/her business and whom they are there to see. **WHEN IN DOUBT, NOTIFY YOUR BUILDING SECURITY IMMEDIATELY AT (212) 354-5675 x 5607 OR YOUR BUILDING MANAGEMENT OFFICE AT (212) 354-5675.** Whenever reporting a breach of security, try to be as specific as possible. Describe clothing, features, location, possible destination, etc., as well as providing your name and suite number
4. Loitering and soliciting is prohibited in the building. Whenever loiterers are observed in the building, call the lobby and give a description to Security: sex, color, age, height, weight, and clothing. Telephone workers must provide I.D. before you allow them to work in your office space. Messengers, etc., should provide I.D. whenever picking up or delivering packages.
5. Special care should be taken during the times best suited for pilferage: the beginning of the day, during lunch hours and 30 minutes before the closing day, and when there is a maximum of movement by personnel and absence from work area and offices.
6. Property Theft or Crime – Please dial 911 as well notify Building Security and Building Management at (212) 354-5675.

## **Security: Your Role in Security**

Many thefts and crimes against people occur during regular business hours and are usually perpetrated under the pretext of legitimate business. Offenses committed during after-hour periods often indicate laxity in control of passkeys, security cards, and alarm systems.

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

Remember that security depends on the cooperation and concern of each individual. Protect yourself and your assets.

## **Services: The On-Line Work Order System**

### **On-line Work Order System**

Except in the case of an emergency, the easiest and fastest way to request services from building management is to submit a Work Order Request through our online system. To use the system, visit [Workspeed](#), where you can log in with your user name and password and submit all requests.

To register for a user name and password, please contact Elizabeth Collazo in the building office at [ecollazo@esrtreit.com](mailto:ecollazo@esrtreit.com).

## **Services: Accounting**

Questions regarding rent bills or payments should be directed to Camille Cha Tom at [cchatom@esrtreit.com](mailto:cchatom@esrtreit.com) or 212-850-2728.

## **Services: Building Management**

The staff of 1400 Broadway is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in suite 106. Please do not hesitate to contact the management office at:

**Phone:** 212-354-5675

**Fax:** 212-730-8094

**Address:**

Empire State Realty Trust

1400 Broadway

Suite 106

New York, NY 10018



## **Services: Building Signage**

### **Door Signs**

Approval must be obtained from the Building Office for all door signs. Please notify building via the on-line work order system, do not start work until approval is obtained. In order to maintain the first class nature of the Building, paper signs are not allowed, nor are signs on common hallway walls.

## **Services: Cleaning Service**

### **Cleaning Service**

Building Staff provide cleaning of common areas, including the Lobby, public restrooms, common corridors, and the exterior of the building. Tenants are responsible for the cleaning within their own space. Tenant cleaning must be done by Landlord-approved vendors using Local 32 BJ affiliated workers

First Quality Maintenance is the exclusive cleaning service provider for the Building (subject to the terms of your Lease). A dominant player in the New York market, FQM offers a wide variety of conventional, advanced, and special cleaning services that exceed the industry standard. Please contact the Building's FQM representative Catherine Coleman at 212-947-7800 Ext. 438 who can develop a maintenance program to address your organization's needs in a way that fits your budget.

### **Garbage and Recycling**

Royal Waste Services, Inc. is the exclusive waste hauler for the Building. All Tenants must have a separate contract with Royal Waste Services, Inc., per the terms of your Lease. Please contact our account representative, Bob Guarnaccia of Royal Waste Services, Inc. at (718) 526-2623 if you have questions about your account. Note that Royal Waste Services, Inc. must rinse out your dumpster periodically in order to reduce odors and to enhance pest control.

1400 Broadway is working with Great Forest to establish a state-of-the-art recycling program for the Building. Recycling will include paper, glass, metal, batteries, and fluorescent light bulbs. Information on the program will be provided to tenants in individual meetings with Great Forest.

Tenants must contact Royal Waste Services, Inc. to cart away bulk items left in the freight/garbage area. The building will discard tenant's trash, bulk items and other objects left outside the trash receptacle or freight are at the tenants expense.

## **Services: Closed Circuit Television**

The CCTV system is in place to assist the security staff in performing their jobs by extending the range of their visibility in certain common areas of the Building. The system consists of cameras at strategic points in the building with associated monitors at the security desk. The security staff members are trained in monitoring these cameras and in how to respond to any emergency. The cameras are digitally recorded. There are no CCTV cameras in the tenant freight lobbies or in the staircases, and we do not monitor individual tenant spaces.

## **Services: Extermination Services**

Our exterminator is in the building on the second Friday of every month. If you would like to request additional service, please submit your request via the on-line work order system.

## **Services: Forms**

The Building uses a four-part work permit system to make sure that tenant work orders are clearly communicated to Building Staff and Security Staff. The work permit forms are available from the Building Office. Please fill out and submit a work permit whenever you or your contractors plan to perform alteration, maintenance, or other such work in your space. The work permit forms will alert the Building Staff to needs such as disabling smoke detectors, draining back sprinkler lines, and also allow us to be able to consult with you regarding the most efficient times for your work to proceed.

## Services: Holidays

1400 Broadway is officially closed on the following union holidays. If you require any services on any of these holidays, such as HVAC (heating, ventilation, and air conditioning), freight access, cleaning, etc., please contact the Building Management Office at least two business days in advance of the holiday. Subject to your lease, there may be a charge for services on these holidays.

President's Day  
Good Friday  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Italian Heritage Day/Indigenous People's Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Day  
New Year's Day

If you require any services on Saturday or Sunday or after business hours on weekdays, such as overtime HVAC (heating, ventilation and air conditioning), special or supplemental cleaning, etc., please contact the [Building Management Office](#) at least two business days in advance of the weekend. Subject to your lease, there may be a charge for services on the weekend.

## **Services: HVAC**

Please refer to your Lease for information regarding the repair and maintenance of your HVAC system. Please call the Building Office if you have questions on this matter.

## **Services: Leasing**

The leasing company for 1400 Broadway is Newmark Grubb Knight Frank. Please contact the following for questions regarding leasing space at the building:

Neil Rubin  
212-372-2423  
[nrubin@ngkf.com](mailto:nrubin@ngkf.com)



## **Services: Maintenance and Service Requests**

**Requests for the Following Services Must be submitted via the [on-line work order system](#):**

1. Directory Listings
2. New locks and additional keys
3. Building I.D. Cards
4. Building passes to remove objects from the building
5. Freight elevator reservations before and after hours and weekends
6. Maintenance Requests

Burned out light bulbs, problems with plumbing, heating, etc., should be reported to the Building Management Office via the [on-line work order system](#).

The Building Management Office Staff is available to assist you with maintenance of your office, such as painting, carpeting, hanging pictures, moving furniture or file cabinets, minor repairs, etc. If you require any such services, please submit your request via the on-line work order system. There may be a fee for such services.

## **Services: Outgoing Material Pass Program**

All materials leaving the building require an outgoing material pass. Request for passes must be done via the [on-line work order system](#).

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

### **Concierge/Security Desk**

The Concierge/Security Desk is staffed 24 hours a day, 7 days a week. In addition to monitoring the closed circuit security cameras and the fire emergency system, the Concierge greets visitors and assist them if they are trying to locate a tenant. Should you have questions regarding security, please contact the Building Management Office.

### **Men's and Ladies' Lavatories**

Each floor is equipped with one Mens and one Ladies lavatory for Tenant's use. All doors are keyed to a building keyset for security purposes.

Periodically, these keys or codes will be changed. Each tenant will be notified in writing prior to changing the keys.