

**111 West 33rd Street
Electronic Tenant® Portal**

Created on July 12, 2025

Building Security: Overview

At 111 West 33rd Street, it is our goal to have a safe and secure building while continuing to provide you, our Tenants, with free and easy passage.

Safety and security requires your cooperation as well. We ask that you work within your firm to create security awareness among the staff and your visitors and to communicate the concept that “an ounce of prevention” is in everyone’s best interest. To assist you in this endeavor, we ask that you review the section entitled “Your Role in Security” in this handbook.

At all times and in all situations, Tenants should immediately complete the [Incident Checklist](#) provided in this handbook and advise the [Management Office](#) at (212) 695-3617 of any security incident or emergency.

Building Security: Closed Circuit Television

The CCTV system is in place to assist the building staff in performing their jobs by extending the range of their visibility. The system consists of cameras at strategic points in the building with associated monitors at the Lobby desk. The building staff members are trained in monitoring these cameras and in how to respond to any emergency.

Building Security: Security Theft Response Protocol

When Security is notified of an alleged theft from a Tenant's suite, Building Management will:

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

Building Security: Outgoing Material Pass Program

Building personnel and guards are required to request a security pass from anyone leaving the building with items not obviously of a personal nature. This system has been put in place for your protection. A request for security passes must be submitted to the [Building Management Office](#) by hand, fax, or calling (212) 695-3617. The pass will then be given to the bearer of the package and/or materials to show Security upon exiting the building.

Building Security: Security Cards

Each employee is required to use a security card to gain access to the building during off-hours. New Tenants will be provided cards through the Management Office for any additional or replacement cards. We ask that cards be collected from employees that have ended their employment with you or are otherwise terminated.

Building 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 normal working hours, holidays, and weekends. These ID cards will always be required for the Turnstiles for access.
2. **Visitors' Pass:** All visitors must be registered via the visitor link system. The visitors will then stop at the Lobby Desk on the stated date, identify themselves, the floor, and Tenant they wish to visit. Once processed, they will be photographed and given a visitor pass.
3. **Messengers & Food Vendors:** Messengers, food vendors, or deliveries of any kind will not be permitted beyond the Lobby Desk. All deliveries must be made through the Loading Dock. On Saturdays, Sundays, and Holidays, all delivery people will be stopped at the security desk, and the Tenant will be notified of their delivery; they will be personally responsible to come down to the lobby to retrieve it.
4. Any unknown person observed in an inside office should be challenged. Request the nature of their business and whom they are there to see. **WHEN IN DOUBT, NOTIFY THE LOBBY DESK IMMEDIATELY AT (212) 695-3617 OR YOUR BUILDING MANAGEMENT OFFICE AT (212) 695-3617.** Whenever reporting a breach of security, try to be as specific as possible. Describe clothing, features, location, possible destination, etc., as well as providing your name and suite number.
5. Loitering and soliciting is prohibited in the building. Whenever loiterers are observed in the building, call the Lobby Desk and give a description to the attendant: 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. All building employees will be in standard Empire State Realty Trust uniforms and have their I.D. cards displayed at all times.
6. Special care should be taken during the times best suited for pilferage: the beginning of the day, during lunch hours, 30 minutes before the closing day, when there is a maximum of movement by personnel, and absence from work area and offices.

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

Building Security: Security Staff

111 West 33rd Street is manned by security personnel 24 hours a day, 7 days a week. All security staff has been trained to act in a professional and courteous manner at all times. The building has some of the highest standards in the industry and we require strict adherence to these standards from our personnel. In the event of an emergency, contact the [Building Management Office](#) at (212) 695-3617 during business hours. After hours calls should be directed to the Lobby Desk at (212) 695-3617.

Building 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. She/he 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

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 the receptionist'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 his work. Any unknown person observed in an inside office area should be challenged at all times. If a messenger service is required or a messenger is making a delivery, he/she should remain in the reception area and the party concerned should meet him there. When a sneak thief gets past the main line of defense; the receptionist and secretaries should be made aware, that the first place the thief will look for a purse is under a desk. Wallets and valuables should be locked in a desk or drawer in the office.

SECURITY IN A TENANT'S OFFICE DURING BUSINESS HOURS IS THE RESPONSIBILITY OF THAT TENANT. IF BUILDING STAFF CAN BE OF ANY ASSISTANCE TO YOU, PLEASE CALL (212) 695-3617.

- 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 repair person attempting to pick up a machine for repair. Question the person, obtain identification, and check with their office for verification.
- Never leave purses, wallets, or other valuable items on or under desks. 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 purported to be canvassing to the Management Office or the Lobby 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.
- Do not enter an elevator if it is occupied by a suspicious looking person. Simply walk away.
- 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 or deactivate them 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 with proper authorization levels.

Building 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.

Construction & Other Policies: Overview

At 111 West 33rd street. Management staff has experience and knowledge to assist and advise you on any project or renovation, large or small. Please contact the Building Management Office (212) 695-3617 to discuss your company's needs.

The on-site Property Manager is Robert Pender, who can be contacted at (212) 695-3617. The Assistant Property Manager is Bob Horn. Please contact either Robert Pender or Bob Horn if there are any questions - a list of approved contractors is located in the Building Office.

[Click here](#) to view the Construction Rules and Regulations

[Click here](#) to view the Standard Building Rules and Regulations

Construction & Other Policies: Design Guidelines

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

Construction & Other Policies: Insurance Requirements

All Vendors and/or Contractors performing construction-related work in the building will be required to submit an original copy of their Certificate of Insurance to the 111 West 33rd Street Management Office Suite 1501 at 111 West 33rd Street in the format as noted below:

Minimum Liability Coverage:

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

Additional Insured:

ESRT 112 West 34th Street Company L.P., ESRT 112 West 34th Street GP,L.L.C., Empire State Realty OP, L.P.,Empire State Realty Trust, Inc., as additional insured as respected to their interest regarding 112 West 34th Street

Certificate Holder:

ESRT 111 West 33rd Street
ESRT 111 West 33rd Street GP, LLC
111 West 33rd Street
New York, NY 10120 USA

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

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

Construction & Other Policies: Moving and Delivery Guidelines

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

- The Building's freight entrance is located at 112 West 33rd Street (just to the west of the building entrance on 33rd street). The freight elevators are available Monday through Friday from the hours of 8:00 AM to 5:30 PM free of charge for deliveries of everyday items (needed for regular conduct of business and requiring a minimal number of trips). The service is provided on a first come/first served basis. If weekends, holidays, extended service (service past 5:30 PM), or if exclusive service are required during the normal business hours, applicable charges will be applied to the Tenant. This charge starts prior to 8:00 AM or service after 5:30 PM and continues until completion of service.
- On a first come basis and no special service.
- To reserve the freight elevator after normal working hours, you must request OT Freight service via the online work order system 48 hours in advance of the required service date.
- There is a 4-hour minimum for freight service on a Saturday, Sunday, or Holiday.
- Any outside vendor (not including DHL, FEDEX, UPS, etc.) being used to make a move must provide a CERTIFICATE OF INSURANCE prior to the move. The vendor must be bonded and carry a minimum of \$5 million combined single limit, property damage, and public liability insurance. The Certificate of Insurance should be issued as follows:

Certificate Holder

ESRT 111 West 33rd Street
ESRT 111 West 33rd Street GP, LLC
111 West 33rd Street
New York, NY 10120 USA

Additional Insured

ESRT 112 West 34th Street Company L.P., ESRT 112 West 34th Street GP, L.L.C., Empire State Realty OP, L.P., Empire State Realty Trust, Inc., as additional insured as respected to their interest regarding 112 West 34th Street

- You and your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move (wall to wall) with appropriate material, e.g. brown paper and Masonite.
- Your moving contractor must immediately report to the Security Desk any electrical problems or equipment breakdowns that occur during the move which may affect building operation.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park vehicles in marked Fire Lanes.
- Please use the service elevator for all deliveries.
- Tenant move-ins/move-outs will not be allowed during normal business hours. They shall be scheduled for after 6 p.m. (Monday-Friday) or on a weekend.

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: No Smoking Policy

111 West 33rd Street would like to remind all our Tenants and their visitors that in compliance with NYC law there is a strict "NO SMOKING" policy in effect for all common areas and Tenant spaces.

[Click here to view the No Smoking Policy](#)

[Click here to view the Smoke Free Air Act](#)

Construction & Other Policies: Safety

The safety of the Tenants at 111 West 33rd Street is the number one priority of ownership and management.

Construction & Other Policies: Life Safety & Emergency Procedures

Fire Safety Emergency Team and Procedures

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

Fire drills are held once every six (6) months and all Tenants are expected to cooperate and learn the procedures to be followed in the event of an emergency. Tenants and their employees should familiarize themselves with 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 Management Office](#) at (212) 695-3617.

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:

1. Pull interior fire alarm pull station in corridor by any exit stairwell
2. Dial 911.
3. Call lobby desk via Warden phone in elevator lobby
4. Call Midtown South 212-477-7431

Immediately after transmitting alarm, notify the Lobby Desk ((212) 695-3617) and the Fire Warden on your floor.

Fire Wardens and Deputy Wardens Duties

1. 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.
2. Each floor of a building shall be under the direction of a designated Fire Warden for the evacuation of occupants in the event of a fire. The Warden will be assisted in his/her duties by Deputy Fire Wardens.
3. 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.
4. In the event of a fire, or fire alarm, the Fire Warden shall establish communication with the Fire Safety Director, Assistant Fire Safety Director and assist in the evacuation of the floor in accordance with the directions received from the Property Manager or other authority (ex. Police or Fire Dept.)
5. 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. (Designated searchers (one male and one female at a minimum are to be identified as part of the fire plan).

Evacuation Procedure (Fire Safety Plan)

Evacuation Hints

1. Walk quickly when directed, but do not run.
2. Become acquainted with the nearest fire stairs location.
3. Do not use elevators for emergency evacuation- use stairs unless otherwise directed.
4. Do not panic. Remain calm, and wait for help if necessary.
5. If exposed to heat or smoke, stay low near the floor.
6. Do not open doors that feel hot.
7. Close all doors behind you.
8. Know location of floor Fire Warden Station, fire exits, and extinguishers.
9. Do not fight a fire by yourself.
10. Keep several flashlights with fresh batteries accessible for emergency use.
11. Do not evacuate floor unless directed by Fire Warden, Fire Safety Director, or Fire Department Personnel.
12. Do not go back for personal property for any reason.
13. Always plan two (2) means of escape, should one be blocked. Consider the roof as a safe area of refuge, if nearby.
14. Do not smoke while leaving floor.
15. Special procedure for evacuating handicapped personnel should be arranged by the Fire Safety Director. Handicapped personnel should register their locations with the Fire Safety Director.
16. Do not return to the building until advised to do so by responsible authorities.
17. Do not prop fire stair doors open or permit doors to remain open.

Flood

If a flood or leak should occur, Building Management ((212) 695-3617) or Lobby Desk ((212) 695-3617) should be notified immediately. While waiting for emergency personnel to respond, Tenants should safeguard and remove any valuable papers or documents from the affected area, and, if possible, safely unplug electrical equipment in this affected area.

Power Outage

In case of a power outage, the building is equipped with emergency lighting throughout the building and in the stairways. The stairwells are also equipped with photo-luminescent guide strips to assist egress as necessary.

If any Tenant should experience a loss of electrical power, they should notify the Management Office immediately. Building 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.

Accidents

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:

1. State their name
 2. State their business
 3. Show identification (upon request)
 4. State who they wish to see
 5. Wait and be seated
- The receptionist should then call the person concerned and have them meet the visitor in the reception area to escort him/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 these guidelines are followed, there should be no unwelcome visitors roaming around your office space.
 - It is every Tenant's responsibility to request a source of identification from a repairperson, 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 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) 697-0696.

Hurricane / Tornado Procedure

Building Management continuously monitors weather conditions. If a hurricane or tornado alert is in effect, the following will be performed:

- All Tenants will be notified
- Building personnel will secure all equipment and material on the roof, building exterior and sidewalk, which could move and cause damage to the building occupants and the public.
- Depending upon the severity of the storm, it may require a shutdown to some or all HVAC equipment for safety. Tenants will be notified accordingly.
- All glass swing doors in the Lobbies will be locked.
- Tenants will be requested to close their blinds or shades to limit their exposure to glass breakage, should it occur. Where possible, Tenants should temporarily relocate their workstations away from the windows.
- If any window should break, Tenants should close off area involved and notify the [Management Office](#) immediately.
- Tenants will be kept informed of weather status.

Bomb Threat

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

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

- If a threat is received by phone, try to attract someone's attention in the office discreetly and quietly while listening to the caller.
- Try to keep the caller talking as long as possible. Ask the person to repeat parts of the message. Remain calm.
- Write down the message and obtain as much relevant information as possible.
- Immediately after the call, notify the Building Management Office (212) 695-3617, 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.

Security

The building is manned by security personnel 24 hours a day, 7 days a week. All security staff has been trained to act in a professional and courteous manner at all times. The building has some of the highest standards in the industry, and we require strict adherence to these standards from our personnel. In the event of an emergency, contact the Building Management Office at (212) 695-3617 during business hours. After hours calls should be directed to the Lobby Desk at (212) 695-3617.

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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 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 111 West 33rd Street 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 Management Office at (212) 695-3617, or stop by our office located on the 15th Floor, Suite 1501, anytime between 8:30 a.m. and 5:30 p.m. Monday through Friday.

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

Robert Pender
Property Manager

Introduction: About Empire State Realty Trust

[Empire State Realty Trust](#) is one of the most forward-looking, Tenant and broker-friendly ownerships in Manhattan. Most of our properties are premier pre-war office buildings in the most accessible areas of Midtown Manhattan. Upgraded to meet the demands of 21st century commerce, each property in the Empire State Realty Trust Portfolio is located 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 workplaces 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, superior pre-built, build-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 111 West 33rd Street

Located at Herald Square and Greeley Square between 6th and 7th Avenues, 111 West 33rd Street contains 26 floors and 723,883 rentable square feet of modern office space for Tenants, large and small. Tenants include Macy's and Empire State Realty Trust's corporate headquarters.

Renovations underway at 111 West 33rd Street consist of a completely refurbished stone and marble lobby, new elevators and new entryways on both 33rd and 34th Streets designed by STUDIOS Architecture. Additionally, the top to bottom substantially completed enhancement and upgrade program includes a sleek, modern and energy-efficient glass curtain wall, full-service visitor desk with concierge services, new restrooms and air-conditioned public corridors. Building-wide upgraded systems include state-of-the-art life safety, electrical, security, plumbing and HVAC with a direct digital control Building Management System (BMS), and other energy efficiency upgrades.

111 West 33rd Street has a variety of floor options, ranging from our standard high-end pre-built units to partial and full floors highlighting the building's efficient side core configuration.

The building offers versatility and unparalleled convenience for its Tenants. The neighborhood provides every amenity including office services, shopping, dining, lodging and the best views of the Macy's Thanksgiving Day Parade! Located in the middle of the Herald Square transportation hub, 111 West 33rd Street is a 3-minute walk to Penn Station, the PATH, 10 minutes to the Port Authority Bus Terminal, and steps from 15 subway lines.

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 several downloadable and printable administrative forms. 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. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the property management office.

Introduction: Contact Information

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

Emergency

Lobby Security Desk
(212) 695-3617

Building Management

Bob Horn

Assistant Property Manager
(212) 695-3617
BHorn@esrtreit.com

Leasing

Jordan Berger

Vice President, Leasing
(212) 850-2759
JBerger@esrtreit.com

Online Work Order System

Building Engines

Concierge Desk

(212) 695-3617

Building Management

Robert Pender

Property Manager
(212) 695-3617
RPender@esrtreit.com

Building Management

Building Operations

111Ops@esrtreit.com

Accounting and Rent Bills

Jackeline Diaz

Senior Accounts Receivable Manager
(212) 400-3346
JDiaz@esrtreit.com

Management Office

(212) 695-3617

Introduction: Mobile Property

Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking One Grand Central Place'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://111west33rdstreet.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.

Services: The On-Line Work Order System

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

To register for a username and password, please contact 111OPS@esrtreit.com.

Services: Accounting

Questions regarding rent bills or payments should be directed to Jackeline Diaz at (212) 400-3346 or email at JDiaz@esrtreit.com.

Rent Checks Should Be Sent To:

JP Morgan Chase P.O.
Box 28849
New York, New York 10087-8849
Re: ESRT 112 West 34th Street, L.L.C.

Services: Building Maintenance / Service

The online work order system must be used to report all conditions that require attention including problems with restroom plumbing, heat ventilation, air conditioning, odors, common area lighting, etc. Additional services can also be requested via the online system for such things as hanging pictures, moving furniture or file cabinets, minor repairs, light bulb changes (in premises), overtime heat ventilation, air conditioning, freight services, bulk trash removal, etc. There may be a fee associated with these services, subject to your lease.

[Click here to view the After-Hours HVAC Form](#)

Services: Building Management

The staff at 111 West 33rd Street is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in Suite 1501. Please do not hesitate to contact the management office at:

Phone: (212) 695-3617

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

Services: Door Signs

Signage on the entry doors to your premises must conform to the standard building signage program particularly as it relates to the location/size of the graphics to be added. Proposed changes/new installations should be submitted to the Building Management office for review to ensure compliance with Building Standards. Please call office for signage and door rendering.

[Click here to view the Signage Requirements Form](#)

Services: Cleaning Service

First Quality Maintenance is the cleaning service provider for 111 West 33rd Street. Rates are competitive and service is exceptional. Please contact our 111OPS@esrtreit.com should you have any questions regarding available services and/or rates.

Services: Extermination Service

Exterminator Services can be provided upon request via the on line work order system - (Pest Elimination System) to provide services.

Services: Holidays

111 West 33rd Street is officially closed on the following holidays. If you require any services on any of these holidays, such as HVAC (heating, ventilation, and air conditioning), cleaning, etc., please contact the Building Management Office at least two business days in advance of the holiday. Subject to your lease, there may be a charge for services on these holidays.

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

If you require any services on Saturday or Sunday or after business hours on weekdays, such as overtime HVAC (heating, ventilation, air conditioning), special or supplemental cleaning, etc., please contact the [Building Management Office](http://www.111west33rdstreet.com) via the Online Tenant Services System at www.111west33rdstreet.com ("Tenant Resources" option on the menu bar) at least two business days in advance of the date(s) for which service is required. Subject to your lease, there may be a charge for services on the weekend or after hours.

Services: Key Making

Requests for duplicate keys must be submitted via the online work order system (they will be billed at the current rate of \$20/key).

Services: Leasing

The leasing team for 111 West 33rd Street is:

Newmark Grubb Knight Frank
Scott Klau, Vice Chairman
Erik Harris, Executive Managing Director
Neil Rubin, Director
125 Park Avenue
New York, NY 10017
T (212) 372-2423
nrubin@ngkl.com

Services: Men's and Ladies' Lavatories

Each floor is equipped with one Men's and one Ladies' lavatory for Tenant use. The doors on the lavatories have locks and must remain closed at all times

Services: Recycling

111 West 33rd Street participates in all voluntary and mandated recycling programs. Please contact your carting company (Filco Carting (718) 456-5000) for more information regarding all applicable recycling laws and what you can do in your premises to better facilitate recycling efforts.

[Click here to view the Recycling Memo](#)

[Click here to view the Recycling Reference Guide](#)

[Click here to view the Recycling Program Guidelines](#)

[Click here to view the GF Sticker Templates for Recycling Form](#)