

Laurel Park Place Office Center Tenant Handbook

REVISED on March 08, 2018

AMENTITIES

RETAIL SERVICES

Laurel Park Place Office Center features the following retail services you may wish to take advantage of:

Alterations by Mary and Paul Suite P-70 www.Alterationsbymaryandpaul.com	(734) 779-0771
<u>Phoenix Theatres</u>	(734) 457-2398
AP Impressions (Engraving) Suite P-10 www.promousa.com	(734) 464-8009
Automatic Teller Machine Near Security Desk www.lmccu.org	(888) 486-4949
<u>Laurel Park Place Mall</u> www.laurelparkplace.com	(734) 462-1100
<u>Marriott Courtyard</u> www.marriott.com	(734) 462-2000
<u>Marriott Hotel</u> www.marriott.com	(734) 462-3100
Sweet Hour (Snacks & Sundries) Suite P-60	(734) 432-6020
Wu Xing Acupressure, Reflexology and Massage Suite P-50	(734)-953-6788

Call these businesses today and discover how they can save you and your company time and money!

AMENITIES

TELEPHONE SERVICE

Telephone service is provided by a variety of independent service providers. In many cases, telephone service has already been installed up to and including the telephone closets located on each floor of the building. Your chosen installer must locate your telecommunications control equipment within the confines of your leased space and coordinate with the telephone service provider on how best to route the wiring to the appropriate closet.

Any addition to the communication cabling through the ceiling above your suite needs to be cleared through Building Management. New cabling shall meet all the requirements of the NEC and other national and applicable safety codes. Any cabling in the plenum and building risers that will no longer be used must be removed at the tenant's expense.

BUILDING SERVICES

BUILDING/SUITE SIGNAGE AND DIRECTORY

ELECTRONIC DIRECTORY

Laurel Park Place Office Center utilizes state-of-the-art computerized touch screen directories to better serve our clients and their visitors. They are located at both of the North atrium entrances and at the Security desk. For your convenience changes or deletions can be made at no charge to you by simply notifying Building Management with your request. In the near future we will be incorporating advertisement opportunities that may be of interest to you.

SUITE SIGNAGE

Building standard signage is available at suite entrances. Special logos or colors may be included at your cost. Signage for retail tenants located in the South Atrium must meet building criteria. All other signage may be strictly prohibited by your lease agreement. Contact Building Management for more information regarding costs and criteria.

[Click here to download a Building Standard Signage Application](#)

BUILDING SERVICES

CLEANING

Specific information regarding cleaning is contained in your lease agreement. Typically, suites are cleaned and rubbish removed five nights per week, Monday through Friday. Please contact Building Management should you require special attention or services.

BUILDING SERVICES

ELEVATORS

There are eight elevators conveniently located in the center of the building and two elevators on the north and south sides that lead to a covered parking structure.

BUILDING SERVICES

HVAC

AFTER HOURS HEATING, VENTILATING, AND AIR CONDITIONING

Laurel Park Place Office Center is climate controlled. All requests for temperature adjustments should be referred to Building Management. Heating, ventilating and air conditioning (HVAC) is provided during all normal business hours. After hours, HVAC is available at an additional charge with prior notification of your request. All requests should be made 24 hours in advance and by contacting Building Management during normal business hours. Contact Building Management for types and rates of service.

BUILDING SERVICES

MAIL SERVICES

Mail is picked up daily at 1:00 p.m. and 5:00 p.m. at the mailboxes located at the exterior of the Southeast atrium entranceway. Incoming mail is delivered to the building mailroom located in the east tower behind the loading dock area. You will receive an assigned mailbox and key for your use. Mail is typically delivered by 1:00 p.m., Monday through Saturday.

To obtain a mailbox and a key to your mailbox, you can contact Building Management at (248) 746-6000. Express mail services are arranged directly between the tenant and the express mail service provider. There are currently no drop boxes on the property.

[Click here to download a New Mail Box Form](#)

Building Services: Maintenance Services

Maintenance services are provided upon submittal of a service request through an MRI Workspeed Services Request Portal. Use this system to submit routine maintenance requests directly to Building Maintenance, to track the status of previously submitted requests, to download important documents, and to communicate with Building Management.

- Simply click on the link below,
- Enter your username and password
- Choose the action you would like to complete

[Click here to log into the MRI Workspeed Service Request System](#)

For detailed instructions for using the Tenant Service Request System please see the following pages or contact Building Management.

[Click here to download the Tenants Guide to Workspeed](#)

BUILDING SERVICES

RECYCLING

PAPER RECYCLING PROGRAM

Laurel Park Place Office Center offers a paper recycling program in which you are encouraged to participate. Costs are minimal requiring only the purchase of replacement bins and desktop recycling containers. Both environmental and economical advantages result from this service. Contact Building Management regarding this program.

EMERGENCY PROCEDURES

ACTIVE SHOOTER IN THE WORKPLACE

Response to Active shooter – **Quickly determine the most reasonable way to protect your own life.**

CONTACTING AUTHORITIES – When you are safe:

Call Security or 9-1-1, and be prepared to give the following information concerning the incident:

1. Your exact location (building, floor, room number)
2. Specific location and direction of the assailant(s)
3. Number of assailant(s)
4. Sex, race and age of assailant(s)
5. Clothing color and style
6. Number injured, types of injuries

Run – if there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

1. Have an escape route and plan in mind
2. Evacuate regardless of whether others agree to follow
3. Leave your belongings behind
4. Help others escape, if possible
5. Prevent individuals from entering an area where the active shooter may be
6. Keep your hands visible
7. Follow the instructions of any police officers
8. Do not attempt to move wounded people
9. Call 9-1-1 when you are safe

[Click here to view the Active Shooter Presentation](#)

[Click here to view the RUN. HIDE. FIGHT. Active Shooter Video](#)

Hide – if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

1. Be out of the active shooter's view
2. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
3. Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

1. Lock the door
2. Blockade the door with heavy furniture

If the active shooter is nearby:

1. Lock the door
2. Silence your cell phone and/or pager
3. Turn off any source of noise (i.e., radios, televisions)
4. Hide behind large items (i.e., cabinets, desks)
5. Remain quiet

If evacuation and hiding out are not possible:

1. Remain calm
2. Dial 9-1-1, if possible, to alert police to the active shooter's location
3. If you cannot speak, leave the line open and allow the dispatcher to listen

[Click here to view the Active Shooter Presentation](#)

[Click here to view the RUN. HIDE. FIGHT. Active Shooter Video](#)

Fight – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

1. Acting as aggressively as possible against him/her
2. Throwing items and improvising weapons
3. Yelling
4. Committing to your actions

If you would like more information on how to respond to an Active Shooter please go to the U.S. Department of Homeland Security, <http://www.dhs.gov/active-shooter-preparedness>.

[Click here to view the Active Shooter Presentation](#)

[Click here to view the RUN HIPE FIGHT Active Shooter Video](#)

EMERGENCY PROCEDURES

BOMB THREAT

With an increasing number of “bomb threats,” many of which are directed toward private industry, the Property has established a general plan to alert the public and employees.

Anyone who is responsible for answering the telephone at the Property should be aware of the following procedures in case of a telephoned bomb threat:

WHILE THE CALLER IS STILL ON THE LINE:

Complete the “[Bomb Threat Checklist](#)” while talking to the individual.

AFTER THE CALLER HAS HUNG UP:

- DO NOT TELL ANYONE ELSE OF THE TELEPHONE CALL!
- Notify the Security office, if available.
- Notify local Police Department
- Notify the Property Manager.

The Property Manager or a member of the Property Management Staff will determine from the content of the call:

- The reliability of the call – whether it is real or a hoax.
- Within the timeframe given – whether to conduct an immediate search or evacuate the premises.
- The ultimate responsibility for evacuation rests solely with a member of Property Management. The police department cannot make the decisions, nor will they attempt to.

In the event of an ordered evacuation, follow the procedures as outlined for fires. However, DO NOT TAKE ANYTHING other than your own personal possessions, purses or coats, as you leave.

[Click here to download a Bomb Threat Checklist](#)

EMERGENCY PROEDURES

CIVIL DISTURBANCE

Should a riot or civil disturbance start outside the Building, Security will immediately lock all entrances to the building. The police will be notified. Building Management will keep you informed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

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 Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. Building Management will establish two-way communication with elevator occupants until help has arrived. The elevators are also equipped with emergency telephones which may be used in the event there is no response to the activated emergency call button. When activated, the phone will automatically contact the elevator service provider who will dispatch assistance immediately.

IN THE EVENT OF A FIRE, ELEVATORS WILL AUTOMATICALLY RETURN TO THE FIRST FLOOR OF THE BUILDING AND MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

EMERGENCY PROCEDURES

EMERGENCY CONTACTS

Livonia Police, Fire, and Emergency Medical Service are all dispatched through **911**. In the event of an emergency, dial **911** first. Then, if time permits contact Security at **734-953-1077**.

All Emergencies **911**

IMPORTANT NOTE

If you call **911** as a result of a medical emergency, please be sure to also 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 noise, as well as the source of the alarm, 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.

Building Security **734-953-1077**

Fire Department (non Emergency) **734-466-2444**

Police Department (non Emergency) **734-466-2470**

Providence Hospital **248-849-3000**

Department of Homeland Security – <http://www.dhs.gov/dhspublic>

Federal Emergency Management Association – <http://fema.gov/>

American Red Cross – <http://www.redcross.org/>

Centers for Disease Control and Prevention Emergency Preparedness and Response – <https://emergency.cdc.gov/>

EMERGENCY PROCEDURES

EVACUATION

EMERGENCY EVACUATION PLAN

OBJECTIVE: To familiarize our tenants with the emergency plans of the building in an attempt to minimize loss of human life and/or serious injury and to assist in the protection of property.

GENERAL INSTRUCTIONS

1. Become familiar with the locations of the fire alarm pull stations on your floor.
2. Become familiar with the location of the fire extinguishers on your floor.
3. Become familiar with the fire exit routes from your building area.
 - North East Stairwell, exits down through the building and out at the MAIN LEVEL to the North parking lot or through the East loading dock.
 - North West Stairwell, exits down through the building and out at the MAIN LEVEL to the North parking lot or West parking lot.
 - North Center Stairwell, exits down through the building and out at the MAIN LEVEL to the North parking lot.
 - South East Stairwell, exits down through the building and out at the MAIN LEVEL of the South Atrium. Exits to the parking lot are located at the East and West entrances of the South Atrium.
 - South West Stairwell, exits down through the building and out at the MAIN LEVEL of the South Atrium. Exits to the parking lot are located at the East and West entrances of the South Atrium.
 - South Center Stairwell, exits down through the building and out at the MAIN LEVEL of the South Atrium. Exits to the parking lot are located at the East and West entrances of the South Atrium.
4. Remain calm and assist others to remain calm.
5. Stay as quiet as possible so that special instructions can be heard.
6. If time permits, telephone the security desk and give exact location of the trouble or alarm.
7. Assist others as needed and if you are capable.
8. Never use the elevators.
9. Never go up the stairway to the roof.
10. Never re-enter the building until an official all clear signal is given.
11. Always test closed doors for heat before opening them.
12. Push firmly against stairwell doors after turning the handle to open them. They are pressurized in order to help prevent the spread of the fire.
13. If an alarm is set off accidentally, notify Building Management or Security immediately.

Note: Specific locations of all fire extinguishers, alarm pull boxes and the fire exits are contained on the Evacuation Diagrams linked to these instructions.

[Click here to download Evacuation Diagrams](#)

[Click here to download Laurel Park Place Office Center Area Maps](#)

TO ALERT THE BUILDING OF A FIRE

1. Assist anyone in immediate danger.
2. Extinguish the fire if at all possible with a fire extinguisher.
3. Pull the fire alarm.
4. Call the fire department at 911.
5. Confine the fire by closing all the doors as you are leaving the area.
6. Exit area through the nearest stairwell or approved fire exit.
 - If the stairway is filled with smoke, re-enter the floor, close the door, and proceed to an alternate stairway.
 - DO NOT USE THE ELEVATORS TO EXIT THE FLOOR.
7. DO NOT RUN but proceed in a prompt and orderly fashion.
8. Listen to the public address system as you are proceeding for any special instructions.

IF YOU HEAR A FIRE ALARM

1. Walk promptly to the nearest stairwell or approved fire exit.
 - Assist any visitors who may be with you and are unfamiliar with the building.
 - If the stairwell is filled with smoke or has evidence of fire below you, re-enter the floor, close the door, and go to the alternate stairwell.

• DO NOT USE THE ELEVATORS

2. Exit the stairway at the ground level fire exits when coming down from the floors above.
3. Exit the building at ground level fire exits when in the lower level.
4. DO NOT RUN but proceed in a prompt and orderly fashion.
5. Listen to announcements as you are proceeding for any special instructions.
6. Proceed to your pre-determined designated assembly area and check in with your supervisor.

[Click here to download Evacuation Diagrams](#)

[Click here to download Laurel Park Place Office Center Area Maps](#)

EMERGENCY PROCEDURES

FIRE AND LIFE SAFETY

FIRE ALARM PROCEDURES

DO NOT USE THE ELEVATORS

- Proceed calmly to the nearest fire exit.
- Follow stairs and signs out of AND AWAY FROM the building.
- Do not stand near the building or in fire lanes.
- Follow the instructions of the Police and Fire Department authorities.

Your designated Safety Wardens should review and implement the Tenant Coordination of Emergency Action Plan located on this website and become familiar with the Evacuation Diagrams showing the location of all exits and emergency equipment.

[Click here to download Evacuation Diagrams](#)

[Click here to download Laurel Park Place Office Center Area Maps](#)

LAUREL PARK PLACE OFFICE CENTER TENANT COORDINATION OF EMERGENCY ACTION PLAN

TENANT SAFETY WARDENS AND DEPUTY WARDENS

1. Each tenant shall designate responsible and dependable employees as Safety Warden and Deputy Wardens for each floor on which they lease space.
2. Each tenant floor space will be under the direction of a designated Safety Warden. It is recommended that the Safety Warden be assisted by one Deputy Warden for every exit on each floor. You may want more to allow for possible absenteeism or circumstances effecting availability.
3. Each Safety Warden and Deputy Warden shall be familiar with fire safety plans and emergency procedures for the building and their tenant space. This includes the location of all exits and the locations and operation of the alarm system and fire equipment. Also included is the knowledge of the location of any handicapped individuals on their floor and the confirmation of their evacuation. All wardens should become familiar with the preplanned escape routes. Refer to the Evacuation Diagrams for assistance in identifying these locations.
4. In the event that a fire or other emergency is spotted, or an alarm is activated, evacuation must commence immediately on that floor. The Safety Warden should make sure the fire alarm has been activated and, if conditions permit, the Safety Warden shall conduct evacuation according to the following guidelines:
 - Call the Fire Department at 911 and, only if time permits, Security Desk at **(734)-953-1077**.
 - Attempt to extinguish the fire, if minor.
 - Isolate the fire by closing the doors in the fire area to safety. Assist people in the immediate fire area to safety.
 - Evacuate by leading people calmly and quickly through the nearest stairwell or preplanned escape route, closing doors behind you.
 - DO NOT use elevators.
 - If the preplanned escape route is full of smoke, direct people to an alternate stairwell or secondary escape route.
 - Do not attempt reentry until the all clear signal is given by the Fire Department.

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

[Click here to download a Safety Warden List](#)

[Click here to download Evacuation Diagrams](#)

[Click here to download Laurel Park Place Office Center Area Maps](#)

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

HOMELAND SECURITY

Schostak Brothers and Co, Inc. recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Centers for Disease Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

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

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 Building Security at **734-953-1077** and inform them that you have called **911** and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 - Name, address and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - A local doctor

EMERGENCY PROCEDURES

PANDEMIC PREPAREDNESS

What you need to know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>.
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

- Pandemicflu.gov
This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
- **Centers for Disease Control and Prevention (CDC)**
The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-**800-232-4636**)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-**888-232-6348**). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.
- **Department of Homeland Security (DHS)**
DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - DHSPandemic@dhs.gov.
- **BOMA Resources**
[BOMA/Greater Toronto Pandemic Flu Report](#)
The report addresses the threat to commercial buildings from an avian flu pandemic.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

EMERGENCY PROCEDURES

POWER FAILURE

In the event of power failure, emergency lights powered by 2-hour battery back-up will activate exit signs, egress and stairwell lighting fixtures throughout the building.

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.

Please **DO NOT CALL** Building Management unless you need to notify us of the location of a disabled employee.

EMERGENCY PROCEDURES

SEVERE WEATHER

Laurel Park Place Office Center is designed to structurally withstand the effect of the most extreme severe weather conditions. In case of severe weather conditions:

- Do not evacuate the building unless instructed to do so.
- The building core areas, which include restrooms and stairwells, are designated assembly and evacuation areas.
- Follow your internal guidelines for leaving your areas of the building for designated assembly areas.
- Avoid all areas with exposed exterior glass.
- If damage occurs, stay in the assembly areas until otherwise instructed by the emergency personnel. You should not re-enter the damaged area.

EMERGENCY PROCEDURES

TORNADO PROCEDURES

In the event of severe or threatening weather conditions, Laurel Park Place Office Center monitors emergency broadcasts.

If you are notified that a severe storm or tornado warning is in effect, take cover immediately. Proceed calmly to the nearest fire exit stairwell and remain there until you are notified that the threat is over.

Do not stand in the glass atrium or anywhere that glass is present.

EMERGENCY PROCEDURES

TOXIC HAZARDS

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call **911**. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard, close doors behind you, and always follow all safety procedures when working with toxic materials.

FORMS AND DOCUMENTS

LIST OF FORMS

For your convenience, we have included downloadable and printable PDF document forms that will expedite various service requests. Hard copies of all forms are available from Building Management 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.

[Authorized Representatives Form](#)

[Bomb Threat Checklist](#)

[Building Standard Signage Application](#)

[Evacuation Diagrams](#)

[Equipment Removal Pass](#)

[Fire Drill Evaluation Form](#)

[Location Map](#)

[New Mailbox Form](#)

[Overnight Parking Memorandum](#)

[Rules and Regulations](#)

[Safety Warden List](#)

[Security Access Cards](#)

[Suite Information Form](#)

[Vehicles Registration Form](#)

OPERATIONS

BUILDING ACCESS

BUILDING HOURS

Regular building hours at Laurel Park Place Office Center are from 8:00 a.m. to 6:00 p.m., Monday through Friday. All doors open at 6:00 a.m., Monday through Friday, and Southeast and Southwest atrium doors only open 7:00 a.m. on Saturdays and 10:00 a.m. on Sundays. All doors will be locked after hours. The Southeast and Southwest entrance doors are scheduled to be locked consistent with Movie Theater hours. Any tenant wishing to gain access after hours must follow established protocols for electronic access.

Permanent building access authorization may be arranged with Building Management during normal business hours. Employee and visitor access must be arranged through your designated key contact representative who will authorize and request the appropriate access level criteria. 24-hour advance notice is required in all instances to insure timely processing of all requests.

All non-business hour functions **MUST** be communicated to Building Management using established protocols in order that proper written instruction is relayed to security personnel and access criteria is programmed.

[Click here to download instructions for Activating or Deactivating Security Access Cards](#)

OPERATIONS HOLIDAYS

The Building Holidays observed each year are listed below in order to aid your planning operations.

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

Certain services are not provided on weekends and the holidays listed above. Additional building closings will be communicated as necessary.

OPERATIONS BUILDING MANAGEMENT

The staff of Laurel Park Place Office Center is dedicated to making your work environment as safe and pleasant as possible. Please do not hesitate to contact us at:

Phone: (248) 746-6000

Fax: (248) 746-6006

Address:

Laurel Park Place Office Center
17800 Laurel Park Drive, N Suite 200 C
Livonia, MI 48152

Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

The following personnel are available to address your needs:

MANAGEMENT SERVICES

Director of Commercial Properties
Paula Goldman-Spinner

248-849-9503

goldmans@schostak.com

Director of Operations
Art Fields

248-357-6193

fields@schostak.com

Assistant Property Manager
Judy Tovio-Manning

248-849-9504

toviomanning@schostak.com

Property Services Coordinator
Claire Chouinard

248-849-9506

Security Supervisor

Bob Grindle

734-953-1077

Lposecurity@schostak.com

LEASING

Renewals & Expansions

Schostak Brothers

Paula Goldman-Spinner

248-849-9503

goldmans@schostak.com

New Tenants

Colliers International

John Fricke

248-226-1887

John.fricke@colliers.com

OPERATIONS RENTAL OBLIGATIONS

Unless your lease agreement specifically states otherwise, all rental obligations are due and payable on the first of the month. Please arrange to meet these important obligations by the due dates. The Building Management Office is neither equipped nor authorized to accept payments.

POLICIES & PROCEDURES

INSURANCE PROTECTION

Tenant Requirements – Please refer to your lease agreement for required coverages and obligations.

Contractor Requirements – Contractor shall furnish Newburgh / Six Mile Limited Partnership II (“Owner”) with a Certificate of Insurance showing current policies of insurance in effect for (a) Commercial General Liability and, if necessary, Commercial Umbrella Insurance with a limit not less than \$2,000,000 each occurrence; and (b) contractual liability coverage sufficient to cover Contractor's indemnity obligations. Such certificate shall name Owner and Schostak Brothers & Company, Inc., Managing Agent, as additional insureds and provide primary coverage for all covered claims. In addition, the Certificate shall show current primary policies of insurance in effect for automobile liability and Workers' Compensation and shall provide for thirty days written notice of cancellation or nonrenewal to Owner. Contractor shall furnish such Certificate(s) of Insurance to Owner prior to performing any work under this contract and shall keep the policies in force at all times during the term of this contract

POLICIES & PROCEDURES

MOVE IN / MOVE OUT

MOVING IN

In order to ensure a smooth, well organized move into Laurel Park Place Office Center, it is essential to communicate with Building Management plans, dates, and times. Generally, the loading dock is best accessible after 5:30 p.m. weekdays and most anytime on weekends.

Any elevators used must have the walls and floors properly protected. Often we can arrange for your exclusive use of these facilities if given advance notice of your plans.

Furniture and equipment deliveries are not allowed other than through the loading dock area. The North and South Atrium doors are strictly prohibited for this use.

Please call Building Management to coordinate your move-in plans.

POLICIES & PROCEDURES

NON-SMOKING POLICY

In the interest of providing a clean, safe and healthy environment in Laurel Park Place Office Center, and in compliance with Michigan's Dr. Ron Davis Smoke Free Air Law P.A. 188 of 2010, the following policy on smoking is hereby adopted:

Smoking is prohibited throughout all enclosed and defined common areas within the Laurel Park Place Office Center facility. This includes tenant leased premises, building entrance vestibules, glass atriums, stairwells, lobbies, corridors, restrooms, loading dock, all levels of the parking structure and elevators. Smoking is also prohibited on the exterior grounds within twenty (20) feet of the building except as noted below:

- East side canopied entrance by the loading dock

Designated smoking areas as defined above are identified with visible signage. All other areas of the property are considered non-smoking and require strict compliance. Laurel Park Place Office Center reserves the right to remove or relocate these areas on a temporary or permanent basis.

This policy will be enforced as provided in the lease and in accordance with guidelines established by the State of Michigan.

While it is not the intent of Laurel Park Place Office Center or Schostak Brothers to take issue with the smoking preferences of individuals, smoking in the work place is a matter of continuing concern. This policy is intended to protect and enhance indoor air quality and contribute to the health and well-being of all employees. For more information on the Dr. Ron Davis Smoke Free Air Law or for resources to aid in smoking cessation, please visit www.michigan.gov/smokefreelaw.

The success of this policy will depend on the thoughtfulness, consideration and cooperation of smokers and non-smokers alike.

Any questions or concerns may be directed to Building Management at **(248) 746-6000**.

POLICIES & PROCEDURES

PARKING

Parking at Laurel Park Place Office Center is first come first served with more than adequate parking and general lighting for visibility and safety. Please park between designated lines only. Do not park in front of entrances or in driveways. These are fire lanes. Honor all designated handicapped and reserved parking spaces. Building Security and the City of Livonia Police Department patrol our lot regularly seeking violators. Reserved parking is available for an additional monthly fee. Contact Building Management for details and availability.

The Laurel Park Place Complex is a very dynamic customer oriented facility. We have a concern that the customers of the retail stores, restaurants, hotel and office tenants receive convenient and prime parking. Employees of tenant spaces are encouraged to use the upper levels (C & D) of the parking deck or the outer portions of the North and Northwest surface lots. No short term or overnight parking is allowed in either the deck or surface lot.

Towing services are contacted as needed to remove violators parked in unauthorized areas of the surface lots, deck and drives. The costs of these services are ALWAYS the responsibility of the owner of the vehicle.

Each floor of the parking deck contains emergency call boxes that contact security directly in the event of an emergency.

[Click here to download a Parking Registration Form](#)

[Click here to download an Overnight Parking Memorandum](#)

SECURITY

BUILDING ACCESS / BUILDING HOURS

Regular building hours are from 8:00 a.m. to 6:00 p.m., Monday through Friday. All doors open at 6:00 a.m., Monday through Friday, and Southeast and Southwest atrium doors only open at 7:00 a.m. on Saturday and 10:00 a.m. on Sundays. All doors will be locked after hours. The southeast and southwest entrance doors are scheduled to be locked consistent with Movie Theater hours. Any tenant wishing to gain access after hours must follow established protocols for electronic access.

Permanent building access authorization may be arranged with Building Management during normal business hours. Employee and visitor access must be arranged through your designated key contact representative who will authorize and request the appropriate access level criteria. 24-hour advance notice is required in all instances to insure timely processing of all requests.

All non-business hour functions **MUST** be communicated to Building Management using established protocols in order that proper written instruction is relayed to security personnel and access criteria is programmed.

[Click here to download instructions for Activating or Deactivating Security Access Cards](#)

SECURITY DELIVERIES

Please notify Building Management as soon as possible of major equipment delivery dates so that arrangements can be made to schedule usage of an elevator and to ensure that there are no conflicts with other deliveries or tenant move-ins. Deliveries between the hours of 11:30 a.m. to 1:00 p.m. are discouraged. Also, regular deliveries through main and secondary building brass clad door entrances are strictly prohibited. All deliveries must be made through the shipping and receiving entrance. Please contact Building Management in order to discuss suitable delivery routes to your suite.

Please note, in particular, the building regulation in your lease agreement which specifies that the tenant is liable for any damages to the building or any individual caused by or resulting from any acts of negligence on the part of the mover, his employee or agents. Individuals should be cautioned to use care.

SECURITY

EQUIPMENT REMOVAL

In order that we may assist you in providing proper security controls, we ask that you notify Building Management in advance whenever equipment is to be removed from your suite. Please complete an Equipment Removal Pass and forward to Building Management for authorization. Person(s) removing equipment must present a fully authorized pass to Laurel Park Place Office Center Security before exiting the building. Equipment removal should not be allowed after normal business hours. Equipment removal occurring during non-business hours will be under recorded video surveillance.

[Click here to download an Equipment Removal Pass](#)

SECURITY

GENERAL OFFICE SECURITY

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call Security and/or Building Management immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as “May I help you locate someone?” will be enough to deter a potential thief. Suspicious encounters of this type should be reported to Security and/or Building Management immediately.

SECURITY

KEY AND LOCK POLICY

Your lease addresses this issue specifically. Additional keys and/or lock changes are available for a nominal fee. Your office manager must authorize these services.

SECURITY
LOST AND FOUND

Please contact the Building Security at (734) 953-1077 to claim items that have been lost or found.

SECURITY OVERVIEW

In the event of an emergency, dial **911**. Then, and only if time permits, contact Security for supplementary assistance. Laurel Park Place Office Center has in place a seven-day-24-hour security program through a combination of on-site guard services during regular business hours and electronic recording and intervention services during non-business hours.

Call **734-953-1077** if assistance is needed. These calls will be answered by Security personnel 24 hours a day. When available, Security may be requested to escort you to your car when leaving the building after hours. In the event you are locked out of your vehicle, suffer a flat tire or need a jump start, our staff will assist you by calling a towing or repair service.

SECURITY SOLICITATION

Solicitation is not permitted. If someone is soliciting in your suite, then please immediately notify Building Security at **(734) 953-1077** and we will send appropriate personnel to escort them off of the premises.

Introduction: Welcome

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

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

Welcome to Laurel Park Place Office Center a premier [Schostak Brothers and Co, Inc.](#) property.

Introduction: About Schostak Brothers and Co, Inc

"A family enterprise, successful in our relationships and our businesses, involved in the community at large."

[Schostak Brothers & Company, Inc.](#) is one of the largest, most diversified commercial real estate companies in the State of Michigan.

Since 1920, three generations of the Schostak family, including its founder Louis H. Schostak, his son, Jerome L. Schostak, and now his sons, Robert, David and Mark, have established a real estate leadership tradition. Founded as a brokerage concern, the company evolved into a leading developer and property manager in the Great Lakes region of the United States and continues as a dominant force in new development in the Metropolitan Detroit real estate community. Schostak operates nearly 60 properties in the United States, including office, retail and residential, employing 150 people at the corporate headquarters in Livonia, Michigan.

Focused upon shopping center acquisitions and real estate development, Schostak activity includes joint ventures, mixed-use developments and a variety of necessity-based retail and open-air centers. With investments throughout the United States, most of Schostak's ground-up development activities are focused within Michigan and the greater Midwest.

Community Involvement

Schostak is committed to a variety of civic and charitable organizations within the community. The company and family contributes to programs which support our troops overseas, stem cell research, and the Juvenile Diabetes Research Foundation. Within the metropolitan Detroit community, the company is actively involved in The New Detroit Science Center, The Detroit Institute of Arts, Detroit Opera House, Detroit Zoo, and Gleaners Community Food Bank of Southeastern Michigan.

The Schostak family's Philanthropic Foundation's strong emphasis on education provides scholarships, endowment funds and capital campaigns for facilities and worthy causes including the Jewish Federation of Metropolitan Detroit, University of Michigan, Oakland University, and Wayne State University.

Core Values

- Creating financial stability and growth
- Flexibility/open-mindedness
- Lasting and rewarding relationships
- Service to the community
- Opportunity for professional and personal growth
- Conduct the family enterprise with a high level of ethical behavior

Introduction: About Laurel Park Place Office Center

Welcome to Laurel Park Place Office Center. We are excited that you have chosen this location for your business operations and trust that this experience will be the beginning of a lasting working relationship.

Laurel Park Place Office Center is comprised of three 4-story office towers connected by glass atriums with many shops located in the heart of Livonia. Additionally, this Class "A" office complex is connected to the Laurel Park Place Mall via a covered walkway. This prestigious facility offers such amenities as state-of-the-art security access systems, a sundry shop, ATM, surface and covered parking for over 1000 cars and convenient access to all major freeways servicing the Detroit Metropolitan area.

Laurel Park Place Office Center is managed and leased by [Schostak Brothers & Company, Inc.](#) The on site Management Office is located in Suite 200 C and can be reached at 248-746-6000. Feel free to call any time for a variety of service needs to include renewals and expansions, reserved parking, construction and alterations, accounts payable/receivable, building access cards, electrical, plumbing, light bulb replacement, janitorial, heating and air conditioning, elevator repairs, keying and lock changes, directory and suite signage requests, picture hanging, furniture repair and minor repairs to doors, walls and carpeting.

Please follow the links on this website to locate valuable references for the many conveniences offered at Laurel Park Place Office Center. In order that we may best serve you, we ask that you regularly update the [downloadable forms](#) for Authorized Representatives, Suite Information, Building Access, Building Signage, Safety Warden List and Parking Registration and return to the Management Office as soon as possible. Should you have any questions regarding this information, please do not hesitate to contact us.

We can assure you our staff will provide the best in professional management services to accommodate all of your tenant needs. We look forward to working with you and your associates for many years to come.

Introduction: Operating Instructions

Navigation

You move through The 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 Tenant Handbook has special features, such as a [Service Request System](#) 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 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 Tenant Handbook or need assistance, please e-mail or call the Management Office.

