

# **Pointe Plaza Tenant Handbook**

**REVISED on May 15, 2019**

## **BUILDING AMENITIES**

### **CABLE SERVICES**

Cable Service is provided by Comcast. Comcast offers Business Class Internet, Telephone and Cable Television services to the building. For more information, please contact Mark Phillips at 313-406-4904 or email him at [Mark\\_Phillips@comcast.com](mailto:Mark_Phillips@comcast.com).

## **BUILDING AMENITIES RETAIL SERVICES**

<b>TENANT</b>	<b>PHONE NUMBER</b>
<a href="#"><u>ATM</u></a>	(248) 363-5347
<a href="#"><u>ATI Physical Therapy</u></a>	(313) 308-0913
<a href="#"><u>Better Health</u></a>	
<a href="#"><u>Buddy's Pizza</u></a>	(313) 884-7400
<a href="#"><u>Childtime</u></a>	(313) 886-6565
<a href="#"><u>Dress Barn</u></a>	(313) 884-3817
<a href="#"><u>General Nutrition Center</u></a>	(313) 881-4462
<a href="#"><u>LA Fitness</u></a>	(313) 732-9188
<a href="#"><u>Supercuts</u></a>	(313) 886-0540
<a href="#"><u>SVS Vision</u></a>	(313) 882-7883
<a href="#"><u>Verizon</u></a>	(313) 458-8+28
<a href="#"><u>TravelWorld</u></a>	(313) 882-8190

## **BUILDING AMENITIES**

### **TELEPHONE SERVICES**

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 Office Buildings and in the delivery tunnel servicing the Shopping Plaza. 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 tenant's expense.

## **BUILDING SERVICES**

### **BUILDING/SUITE SIGNAGE AND DIRECTORY**

Mack Office Building standard signage is available on all directories and at suite entrances. Special logos or colors should be camera ready or in digital format and may be included at your cost. All other signage may be strictly prohibited by your lease agreement. Contact Building Management for more information regarding costs.

Shopping Plaza tenants are responsible for their own signage and must meet criteria established in your lease.

[Click here to download a Building Signage Request Form](#)

## **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 in the Mack Office Building.

Shopping Plaza tenants are responsible for their own cleaning.

## **BUILDING SERVICES**

### **HEATING, VENTILATING AND AIR CONDITIONING (HVAC)**

Pointe Plaza 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.

Shopping Plaza tenants are responsible for any internal HVAC equipment.

## **BUILDING SERVICES**

### **MAIL SERVICES**

Mail is picked up daily at 1:00 PM and 5:00 PM at the mailbox located along the driveway outside of the parking structure entrance. Incoming mail for Mack Office Building tenants is delivered to the building mailboxes located at the first floor east stairwell. You will receive an assigned mailbox and key for your use. Mail is typically delivered between 10:00 AM and 11:00 AM, Monday through Saturday.

To obtain a mailbox and key, you can contact Dianne Flournoy, Manager for the [U.S. Postal Service](#) at (313) 884-8147.

In the event that you are to receive a parcel or package that will not fit in the postal box assigned, the mail carrier will deliver it to your space.

Shopping Plaza tenants receive their mail directly from the postal carrier.

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



## **BUILDING SERVICES**

### **MAINTENANCE SERVICES**

For your convenience this Handbook includes an Tenant® Service Request System. 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.

1. Simply click on the link below
2. Enter your username and password
3. Choose the action you would like to complete

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

For detailed instructions for using the MRI Workspeed Service Request System please see the download the Tenants Guide to Workspeed or contact building management.

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

## **BUILDING SERVICES RECYCLING**

Pointe Plaza 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 for more information 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

**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

**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. HIDE. 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 PROCEDURES**

### **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 Security that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. Security 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 MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## **EMERGENCY PROCEDURES**

### **EMERGENCY CONTACTS**

Grosse Pointe 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 313-884-0430.

Security calls involving St. John suites should first be made to St John Security and then Building Security.

All Emergencies	911
Building Management Office	248-746-6000
Building Security	313-884-0430
St. John Security	313-343-3860
Fire Department (non Emergency)	313-343-2400
Police Department (non Emergency)	313-343-2400
St. John Hospital & Medical Center	313-343-4000

#### **Important Notes**

If you call 911 as a result of a medical emergency, please be sure also to notify Security with your name, callback number, and location so that they may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call Building Management, 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.



# EMERGENCY PROCEDURES

## EVACUATION

**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.
  - East and Center Stairwells exit down through the building and out at MAIN LEVEL
  - East, Center and West Stairwells exit up from the lower level and out at MAIN LEVEL.
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. If an alarm is set off accidentally, notify Security or Building Management 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.

### FIRE

#### 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.

#### 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 main level of the building when coming down from the floors above.
3. Exit the building at main level fire exits when in the lower level.
4. DO NOT RUN but proceed in a prompt and orderly fashion.
5. Listen for 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 Pointe Plaza Area Maps](#)

# **EMERGENCY PROCEDURES**

## **FIRE AND LIFE SAFETY**

### **DO NOT USE THE ELEVATORS.**

In the event of an alarm:

1. Proceed calmly to the nearest fire exit.
2. Follow stairs and signs out of AND AWAY FROM the building.
3. Do not stand near the building or in fire lanes.
4. 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.

### **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 at 313-884-0430.
  - Attempt to extinguish the fire, if minor.
  - Isolate the fire by closing the doors in the fire area.
  - 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 Pointe Plaza 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 Security at 313-884-0430. 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 PEPAEDNESS

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

## **EMERGENCY PROCEDURES**

### **POWER FAILURE**

In the event of a 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.

### **SHOPPING PLAZA**

- If you are near a mall service corridor, direct your staff and customers into this area. If this is not possible or the corridor is not near your store, stage people in your back storeroom or at the extreme back of the sales floor.
- As soon as everyone is as far back as your store as possible, direct them to keep away from glass, mirrors, etc.
- Everyone should immediately sit on the floor with their backs to the front of the store and/or any glass that is nearby.
- If a tornado or high winds should hit the property, all security and maintenance will be directed to assist in emergency procedures. Please use extreme caution.
- After the weather event is over, Security and Staff will direct tenants, employees and customers to use extreme care in working their way through the building.

## **EMERGENCY PROCEDURES**

### **SEVERE WEATHER**

In the event of severe or threatening weather conditions, Pointe Plaza monitors emergency broadcasts and is designed to structurally withstand the effect of the most extreme severe weather conditions. If you are notified that a severe storm or tornado warning is in effect, take cover immediately.

#### **In case of severe weather conditions:**

##### **MACK OFFICE BUILDING**

- 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.

##### **SHOPPING PLAZA**

- If you are near a mall service corridor, direct your staff and customers into this area. If this is not possible or the corridor is not near your store, stage people in your back storeroom or at the extreme back of the sales floor.
- As soon as everyone is as far back into your store as possible, direct them to keep away from glass, mirrors, etc.
- Everyone should immediately sit on the floor with their backs to the front of the store and/or any glass that is nearby.
- If a tornado or high winds should hit the property, all security and maintenance will be directed to assist in emergency procedures. Please use extreme caution.
- After the weather event is over, we will direct tenants, employees and customers to use extreme care in working their way through the building.



## **EMERGENCY PROCEDURES**

### **TORNADOES**

- In the event of severe or threatening weather conditions, Security 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 glass is present
- Do not evacuate the building until instructed to do so.

## **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 building management 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](http://www.adobe.com).

[Authorized Representatives](#)

[Bomb Threat Checklist](#)

[Building Signage Request Form](#)

[Equipment Removal Pass](#)

[Evacuation Diagrams](#)

[Fire Drill Evaluation](#)

[New Mailbox Request Form](#)

[Overnight Parking Form](#)

[Parking Registration Form](#)

[Rules and Regulations](#)

[Safety Warden List](#)

[Suite/Store Information](#)

## **OPERATIONS BUILDING HOURS**

Mack Office Building: Hours of operation are from 8:00 AM to 6:00 PM, Monday through Friday and 8:00 AM to 2:00 PM on Saturdays. Doors open at 6:00 AM, Monday through Saturday. All doors will be locked after 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 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 in order that proper written instruction is relayed to security personnel and access criteria is programmed.

Professional Building II: Hours of operation are established by St. John.

Shopping Plaza: Regular hours are from 10:00AM to 9:00 PM Monday through Saturday and 10:00 AM through 5:00 PM on Sunday. Some stores hours may vary

[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 during the year.

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 LEASING**

### **NEW TENANTS**

Jones Lang LaSalle  
Benjamin Schrode  
248-581-3325  
[Ben.Schrode@am.jll.com](mailto:Ben.Schrode@am.jll.com)

Jones Lang LaSalle  
AJ Weiner  
248-581-3335  
[AJ.Weiner@am.jll.com](mailto:AJ.Weiner@am.jll.com)

### **RETAIL TENANTS**

Schostak Brothers  
Justine O'Brien  
248-357-6220  
[Obrien@schostak.com](mailto:Obrien@schostak.com)

## OPERATIONS

### BUILDING MANAGEMENT

The staff of Pointe Plaza is dedicated to making your work environment as safe and pleasant as possible. The Building Management Office is located at 25800 Northwestern Hwy, Suite #L-01; Southfield, MI 48075. Please do not hesitate to contact us at:

**Phone:** 248-746-6000

**Fax:** 248-746-6006

**Address:**

Pointe Plaza  
25800 Northwestern Hwy, Suite L-01  
Southfield, MI 48075

Office hours are 8:00 AM to 5:00 PM, Monday through Friday. Please feel free to stop by the office at any time to introduce yourself.

**The following personnel are available to address your needs:**

Title	Name	Phone Number	E-Mail
Vice President of Property Management	Lynore M. Clark	248-357-6277	<a href="mailto:clark@schostak.com">clark@schostak.com</a>
Director of Property Operations	Art Fields	248-357-6193	<a href="mailto:fields@schostak.com">fields@schostak.com</a>
Property Services Coordinator		248-849-9506	
Property Manager	Judy Tovio-Manning	248-849-9504	<a href="mailto:toviomanning@schostak.com">toviomanning@schostak.com</a>
Security Supervisor	Terry Summers	313-884-0430	<a href="mailto:ppsecurity@schostak.com">ppsecurity@schostak.com</a>

**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 AND PROCEDURES**

### **INSURANCE PROTECTION**

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

**Contractor Requirements** – Contractor shall furnish Pointe Plaza Limited Partnership (“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.

[Click here to download contractor insurance requirements](#)

## **POLICIES AND PROCEDURES**

### **MOVE IN/ MOVE OUT**

In order to ensure a smooth, well organized move into the Mack Office Building, it is essential to communicate with Building Management plans, dates, and times. Advance notification will allow management to protect the elevator if necessary and provide you with instructions on protecting the floors. Regular deliveries through the main building entrance are strictly prohibited. Generally, the elevators are best accessible after 5:30 p.m. weekdays and most anytime on weekends. All deliveries must be made through the shipping and receiving entrance located in the back of the building. Please call Building Management to coordinate your move-in plans.

Retail tenants moving into the Shopping Plaza must do so through the delivery tunnel. Arrangements for other access can be made by contacting Building Management.

## **POLICIES AND PROCEDURES**

### **NON-SMOKING POLICY**

In the interest of providing a clean, safe and healthy environment at Pointe Plaza, 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 the entire Pointe Plaza site to include all interior and exterior locations of the Mack Office Building, Professional Building II and the Shopping Plaza. This includes tenant leased premises, building entrance vestibules, stairwells, lobbies, corridors, restrooms, elevators, loading docks, all levels of the parking structure, parking lots, sidewalks and landscaped areas. This policy applies more broadly to all areas within the site's property boundaries and requires strict compliance.

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 Pointe Plaza 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 air quality and contribute to the health and well-being of all employees and visitors. 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](http://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 AND PROCEDURES**

### **PARKING**

Parking for all employees and office tenant guests is restricted to the East Parking Structure and is on a first come first serve basis. Please park between designated lines only. Do not park in front of entrances or in driveways. These are fire lanes. Honor all designated handicapped, reserved and small car parking spaces. St. John Security patrols the parking structure regularly seeking violators. Reserved parking is available for a standard monthly fee. Contact Building Management for information on this program.

No employee parking shall be permitted in the surface lot as this area is restricted for retail use only.

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

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

## **SECURITY**

### **AFTER HOURS BUILDING ACCESS**

#### *BUILDING ACCESS FOR CARD HOLDERS*

A person with a card should:

- Present their proximity card to the card reader
- The door will unlock momentarily to allow entry.

Building access for those that have forgotten their card or only have a code

A person without a card should:

- Push the red button on the video/audio intercom station.
- After a short greeting, the person at the door will be connected with security personnel via the video/audio intercom station.
- Security will then verify that the person at the door has been previously authorized for building access by following established protocols and unlock the door momentarily to allow entry.

Should the individual seeking access to the building not be able to meet any of the above listed criteria, the key-contact person for the appropriate organization will be contacted for authorization. If the key-contact(s) cannot be reached, or if authorization is not given, the individual at the door will not be allowed access to the building.

Criteria for identification will be some established combination of name, company employed by, verbal PIN and/or photo (if on file).

#### **POINTE PLAZA BUILDING ACCESS SYSTEM**

##### **GENERAL DO'S & DON'TS**

**DO:**

- Be sure that the green LED on the reader is solid green before presenting your card.
- Push the red button for any other type of after-hours assistance.

**DON'T:**

- **DO NOT** enter the building after-hours behind another individual without using your provided method of access, or allow someone else in the door behind you. (No Tailgating). Each individual must access via the system on his/her own.
- **DO NOT** push the red button repeatedly. Give security personnel time to respond

## **SECURITY DELIVERIES**

Please notify Building Management as soon as possible of major equipment delivery dates so that arrangements can be made and to ensure that there are no conflicts with other deliveries or tenant move-ins. Deliveries between the hours of 11:30 AM to 1:00 PM are discouraged. Also, regular deliveries through the main building 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.

Shopping Plaza tenants will receive deliveries through the service tunnel entrances as applicable.

Please note, in particular, the 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 Mack Office Building tenants 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 Pointe Plaza 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**

### **Security Checklist**

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 Security at 313-884-0430 to claim items that have been lost or found on the property.

## **SECURITY OVERVIEW**

In the event of an emergency, dial 911. Then, and only if time permits contact Security for supplementary assistance. Pointe Plaza has in place a seven-day-24-hour security program with on-site guard services. There is also a security marked vehicle which patrols the parking areas daily. Call 313-884-0430 if assistance is needed. During regular business hours, these calls may be answered by Building Management and relayed to Security. During non-business hours, these calls will be answered by security personnel directly.

Security calls involving St. John tenants and employees should first be made to St. John Security at 313-343-3860 and then Building Security.

Security is available 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.

The Mack Office Building is equipped with an Automatic External Defibrillator (AED) located at the first floor security desk. Should the need arise, please contact 911 then Security for assistance or proceed to the desk to retrieve the equipment.

**SECURITY  
SOLICITATION**

Solicitation is not permitted. If someone is soliciting in your suite, then please immediately notify Building Management at 248-746-6000 and we will send appropriate personnel to escort them off of the premises.

