

The Century Tenant Handbook

Created on December 26, 2017

Revised on May 15, 2019

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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 Richard Wagner at (248) 310-0278.

AMENITIES

CONFERENCE CENTER

Do you need a great space for holding company conferences, training seminars or business meetings? The Century offers affordable and convenient meeting rooms to meet your business needs. Space is customizable for a variety of room configurations to accommodate small and large groups (maximum 48). Projectors and screens are also available as needed for an additional fee.

Please contact the Management Office at 248-746-6000 for pricing and availability.

TENANT LOUNGE

Where Tenants from different organizations can gather for informal meetings, collaborate, watch TV, play games and also to relax and rejuvenate without having to step out of the building.

FITNESS CENTER

State-of-the art cardio equipment to include treadmills, elliptical trainers, stationary bikes, row machines, free weights and dumbbells. Flat screen televisions for entertainment while working out, along with private showers for Tenant use.

ZAGSTER BIKE SHARE PROGRAM

Biking is a great exercise for the mind and body. It is a convenient and green form of transit that helps reduce air pollution, it takes up less space than cars, freeing up parking spaces and creates a more community-based and sustainable business model for communities of all sizes.

Another fantastic amenity at The Century; the Zagster Bike Share Program. A total of three (3) self-serve bikes are available for rent. Riders can use the bicycles by downloading the Zagster Mobile App available for iPhone and Android or online at www.zagster.com/southfield. Rent a bike from Zagster for as low as \$2.00 per hour or opt to purchase an annual membership for \$20.00. For more information on how the ride share system works, download the Zagster App and get riding!!

AMENITIES

RETAIL SERVICES

The Century features the following retail services you may wish to take advantage of:

Alpha Fresh Choices (dining, catering, takeout)	(248) 357-1580
Suite L-10	

Automatic Teller	(888) 486-4949
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Huntington Cleaners	(248)-414-3760
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Call these businesses today and discover how they can save your 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 tenant's expense.

BUILDING SERVICES

BUILDING/SUITE SIGNAGE AND DIRECTORY

Building standard signage is available on all directories and at suite entrances. Special logos or special colors 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 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

HEATING, VENTILATING AND AIR CONDITIONING (HVAC)

The Century 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. Contact Building Management for types and rates of service.

BUILDING SERVICES

MAIL SERVICES

Mail is picked up daily at 5:00 PM at the mailbox located along the main drive in front of the Tower Building. Incoming mail is delivered to the building mailroom located on the lower level of the Tower Building next to the Management Office. 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 a key to your mailbox, you can contact the Southfield Post Office at (248) 357-3310 or you may contact the Maccabees postal carrier at 10:00 AM and 11:00 AM.

For your convenience, The Century also features overnight delivery through [Federal Express](#). The box is located next to the mailroom. Additionally, a drop box for after hour deliveries not specific to this service is available at the delivery entrance located just outside the loading dock doors.

[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 Service 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.

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 the MRI Workspeed Service Request System](#)

For detailed instructions for using the MRI Workspeed Service Request System please download the Tenant's Guide to Workspeed or contact Building Management.

[Click here to download the Tenant's Guide to Workspeed](#)

BUILDING SERVICES

RECYCLING

The Century 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 AN 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 yellow "Alarm Bell" button within the cab will alert Building Management that the elevator is malfunctioning.

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 Alarm Bell. 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

Southfield 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 Building Management/Security at 248-746-6000.

All Emergencies	911
Building Management/Security	248-746-6000 ext. 103 / after hours ext. 105
Southfield Fire Department (non Emergency)	248-796-5650
Southfield Police Department (non Emergency)	248-796-5500
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/
Center for Disease Control and Prevention	https://emergency.cdc.gov/
Emergency Preparedness and Response	

Important Note

If you call 911 as a result of a medical emergency, please be sure also to notify Building Management 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.

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 Stairwell, No 2, exits down through the building and out at MAIN LEVEL
 - West Stairwell, No 1, exits down through the building and out through the LOWER LEVEL emergency door
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 below evacuation maps.

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.
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 main level of the building 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 the public address system 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 Maccabees Area Maps](#)

EMERGENCY PROCEDURES

FIRE AND LIFE SAFETY

FIRE ALARM PROCEDURES

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 will receive an Emergency Procedures Manual at the time of move-in showing the location of all exits and emergency equipment.

[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 Maccabees Area Maps](#)

THE CENTURY 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 the evacuation according to the following guidelines:
 - Call the Fire Department at 911 and, only if time permits, Building Management at 248-746-6000.
 - 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 The Century 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 Management at 248-746-6000 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

A pandemic is the worldwide spread of a new disease, for which people do not have immunity, and that has spread globally at an alarming speed and at alarming levels, according to the World Health Organization (WHO). The pandemic disease can cause serious illness because people do not have immunity to the new virus or influenza.

Coronavirus disease is an infectious disease caused by a newly discovered coronavirus (COVID-19). The disease was first identified in 2019 in Central China and has since spread globally resulting in the 2019-20 coronavirus pandemic. Because it was a new disease, the best way to prevent getting the illness was to avoid being exposed to the virus and practicing good hygiene.

- Wash hands often with soap and water for at least 20 seconds
- Avoid close contact with people who were exposed and practice social distancing.
- Wear personal protective equipment (PPE) when out in public.
- Cover coughs and sneezes.
- Clean and disinfect frequently touched surfaces.

An influenza (flu) pandemic is an outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before or in a long time. Seasonal influenza is caused by the influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic and influenza vaccines (flu shot and nasal-spray vaccine) are available to help prevent widespread illness. Both the COVID-19 and influenza flu can infect people of all ages; however, found to be more deadly among the elderly or people with existing medical or compromised health conditions.

COVID-19 and the influenza (flu) 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 the virus activity that last for weeks and 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 viruses/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> or <https://www.cdc.gov/coronavirus/2019-ncov/index.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 a pandemic unfolds.

Pandemic Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu and virus 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.

World Health Organization -<https://www.who.int/health-topics/coronavirus>

Centers for Disease Control and Prevention (CDC)— <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CORONAVIRUS DISEASE-2019 (COVID-19)— <https://www.coronavirus.gov/>

COVID-19-OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION--<https://www.osha.gov/SLTC/covid-19/>

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 3-hour battery back-up will activate exit signs, egress and stairwell lighting fixtures.

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.

DO NOT CALL Building Management unless it is necessary to identify the location of a disabled employee.

EMERGENCY PROCEDURES

SEVERE WEATHER

The Century 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

TORNADOES

In the event of severe or threatening weather conditions, The Century 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 main lobby 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 Rules and Regulations](#)
[Building Standard Signage](#)
[Application Bomb Threat](#)
[Checklist](#)
[Evacuation Diagrams](#)
[Equipment Removal Pass Form](#)
[Fire Drill Evaluation Form](#)
[Security Access Cards](#)
[Location Map](#)
[New Mail Box](#)
[Form Vehicle](#)
[Registration](#)
[Form Safety](#)
[Warden List](#)
[Suite Information Form](#)
[Overnight Parking Form](#)
[Safety Warden List](#)

OPERATIONS BUILDING HOURS

Regular building hours at The Century 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 7:00 AM, Monday through Friday, and 8:00 AM on Saturdays. 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 level criteria. 24-hour advance notice is required in all instances to insure timely processing of all requests.

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

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

Please refer to the contact information below for all of your leasing needs.

Lease Type	Company	Name	Phone Number	E-Mail
Renewals & Expansions	Schostak Brothers	Paula Goldman-Spinner	248-849-9503	goldmans@schostak.com
New Tenants	JLL	A.J. Weiner	248-581-3335	aj.weiner@am.jll.com
New Tenants	JLL	Ben Schrode	248-581-3325	Ben.schrode@am.jll.com

OPERATIONS MANAGEMENT

The staff of The Century is dedicated to making your work environment as safe and pleasant as possible. The Building Management Office is located in Suite L-01. Please do not hesitate to contact us at:

Phone: 248-746-6000

Fax: 248-746-6006

Address:

The Century
25800 Northwestern Hwy, Suite L-01
Southfield, MI 48075

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

The following personnel are available to address your needs:

Title	Name	Phone Number	Email
Vice President of Property Management	Lynore M. Clark	248-357-6277	clark@schostak.com
Director of Property Operations	Art Fields	248-357-6193	fields@schostak.com
Property Manager	Judy Tovia-Manning	248-849-9504	toviomanning@schostak.com
Property Services Coordinator	Courtney Rogers	248-849-9506	rogers@schostak.com
Security Supervisor	Ken Henderson	248-310-2073	macsecurity@schostak.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 and Procedures

Insurance Protection

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

Contractor Requirements – Contractor shall furnish 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 Procedures

MOVE IN/ MOVE OUT

In order to ensure a smooth, well organized move into The Century, it is essential to communicate with the management office plans, dates, and times. Generally, the loading dock and freight elevator are best accessible after 4:30 p.m. weekdays and most anytime on weekends. 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. Please contact Building Management to arrange your move-in plans.

Policies and Procedures

Parking

Parking at The Century is first come first served. 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. Building Security and the City of Southfield Police Department patrol our lot regularly seeking violators. Reserved parking is available for an additional monthly fee. Contact Building Management for details and availability.

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

Valet parking may be instituted from time to time. Specific dates, hours of operation and procedures will be communicated as the need arises.

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

Policies and Procedures

Smoking

NON-SMOKING POLICY

In the interest of providing a clean, safe and healthy environment in The Century, and in compliance with Michigan's Dr. Ron Davis Smoke Free Air Law P.A. 188 of 2010 the following policy on smoking has been adopted:

Smoking is prohibited throughout all interior areas and exterior grounds comprising the The Century facility which encompasses the Tower (Real Estate One) and Doner buildings, the attached parking structure and the surrounding property grounds. This includes tenant leased premises, vacant offices, building entrance vestibules, stairwells, lobbies, corridors, restrooms, loading docks, all levels of the parking structure and elevators, all entrance drives, parking areas, sidewalks, planter areas, landscape areas, flagpole, courtyard and all other exterior areas up to perimeter public sidewalks except as noted below.

- Smoking is permitted only in the designated area located just outside and adjacent to the Tower Building loading dock area.

The designated smoking area, as defined above, is identified with visible signage. The Century Management reserves the right, at any time, to remove or relocate this area on a temporary or permanent basis. All other areas of the property are considered smoke-free and require strict compliance.

This policy will be enforced as provided in the lease and in accordance with guidelines established by the State of Michigan. Failure to comply is a violation of State Law and penalties will apply.

While it is not the intent of The Century 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, reduce the prevalence of second-hand smoke 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.

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.

SECURITY

AFTER HOURS BUILDING ACCESS

Building access for Card Holders

A person with a card should:

- Present their proximity card to the card reader
- Enter their 4-digit PIN code followed by “#”

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:

- Enter their 4-digit PIN code followed by “#”
- 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 and unlock the door momentarily to allow entry

Other

Under any other circumstance, pushing 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 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 combination of name, company employed by, PIN or Verbal ID codes, and/or photo (if on file)

Reminder: Duress Code- 2580#

THE CENTURY BUILDING ACCESS SYSTEM

GENERAL DO'S & DON'TS

DO:

- Be sure that the green LED on the reader/keypad is solid green before presenting your card or Entering your Pin Code
- Be sure to enter “#” after any PIN code, even with the use of a card or duress code.
- 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 hold your card near the keypad while entering your PIN code.
- DO NOT enter your PIN code or push red button repeatedly. Give the security personnel time to respond.

[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 the freight elevator 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 main and secondary 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.

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 The Century 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 additional keys for your use.

SECURITY LOST AND FOUND

Please check with Security to claim items that have been lost or found in the building.

SECURITY OVERVIEW

In the event of an emergency, dial 911. Then, and only if time permits contact security for supplementary assistance.

The Century 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. There is also a security marked vehicle which patrols the parking areas at various hours, Monday through Friday. Call 248-746-6000 Extension 105 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 is available to escort you to your car when leaving the building after hours with the exception of 10:45 PM to 7:00 AM, Monday through Friday, after 2 PM on Saturday and all day on Sundays and Holidays. Contact Building Management during normal business hours or Security, at any time, to arrange for special needs. 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. A portable battery booster is available for your on-site use as well.

This building is equipped with an Automatic External Defibrillator (AED) located at the lower level security desk. Should the need arise, please contact 911 then security for assistance or proceed to the desk to retrieve the equipment.

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

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.

