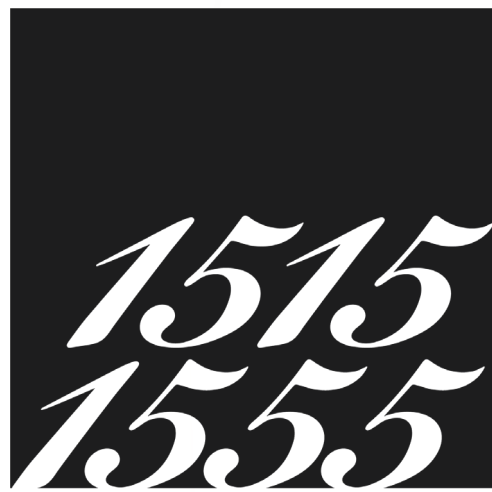


# Tenant Handbook



P O Y D R A S

Leased & Managed by



An Investment by



## Introduction

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This Tenant Handbook was prepared for you, the managers and employees of tenants at 1515 & 1555 Poydras. It is your primary source for answers to question you may have regarding rules, policies, procedures, services, amenities, and basic facts about 1515 and 1555 Poydras. Certain sections of the manual pertain to the specific building in which you are located. Each employee should review this Handbook. If you have any questions or suggestions, please contact the JLL Management Office at (504) 585-2670 or by email at [tsrpoydras@jll.com](mailto:tsrpoydras@jll.com).

**This Handbook does not cover emergency procedures for the building.** Please refer to your Occupant Emergency Procedures Handbook for all emergency procedures. **It is your responsibility to train your employees on all emergency procedures of the building.** Please keep this Handbook in a location accessible to all employees. Sections of this Handbook will be updated as policies are added and/or revised. Copies of such changes will be provided.

## Rental Payments

Rental payments and other monies due shall be paid in advance, on the first business day of each month. The JLL Management Office does NOT accept rental payments.

Landlord's federal tax ID number is 31-6401653.

Payments should be mailed to the following address with checks made payable to East Skelly:

**East Skelly, LLC**  
**33801 Treasury Center**  
**Chicago, IL 60694**

**Please direct any questions or concerns you may have about the information provided in this Handbook to [tsrpoydras@jll.com](mailto:tsrpoydras@jll.com) or at (504) 585-2670.**

**The Jones Lang LaSalle Property Management Team looks forward to your tenancy.**

## Helpful Contact Information

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### Management Office:

Jones Lang LaSalle, Americas, Inc.

Address: 1515 Poydras Street, Suite 105

Main Office Phone: (504) 585-2670

Hours: Monday-Friday, 8AM-5PM

- During non-business hours, please leave a message and your call will be returned the following business day. If it is an emergency, call (504) 585-2670, then dial 0 to speak to the courtesy officer on duty.

### Parking Office

SP+, Manager – Ekaterina Senova

Location: 1515 Poydras Street, 2<sup>nd</sup> floor of Parking Garage

Office Hours: Monday through Friday, 8AM to 5PM

(504) 585-2686

### Other ways to communicate:

- Email the Management Office – [tsrpoydras@jll.com](mailto:tsrpoydras@jll.com)
- Website – [www.1515poydras.com](http://www.1515poydras.com) or [www.1555poydras.com](http://www.1555poydras.com)
- Facebook - @1515.1555Poydras
- Instagram - @15151555Poydras
- Twitter - @15151555Poydras

### Local Emergency Services:

- Ambulance/Fire Department/Police 911
- New Orleans Police Department, Non-Emergency (504) 821-2222
- US Post Office - 701 Loyola Ave. (504) 589-1706
- Crisis Intervention 211 or 800-749-2673
- Crime Stoppers – [info@crimestoppersno.org](mailto:info@crimestoppersno.org) (504) 837-8477
- Highway Safety Hotline 800-259-4929
- Poison Control 800-222-1222

### Dry Cleaning:

- Young's Dry Cleaning (lockers located in building lobbies) (504) 866-5371

### Telecommunications:

- CenturyLink (504) 200-2193
- Cox Communications (504) 571-1000
- TW Telecom (504) 620-4832
- Verizon (504) 636-3646

## General Information

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### The Property Management Team

Jones Lang LaSalle Americas, Inc. – 1515 and 1555 Poydras are managed by a professional management team from Jones Lang LaSalle Americas (JLL). This management team has been chosen for its expertise in managing office properties. JLL offers a complete range of real estate services to major corporations, professional organization, and financial institutions throughout the country. The firm helps its clients identify, evaluate, and execute real estate strategies using state-of-the-art analytical techniques and computerized support systems. Each property is staffed with a trained team of property managers, engineers, and marketing specialists.

The main objective of the JLL Management Team is to provide the highest quality tenant service to ensure your comfort and satisfaction for the duration of your tenancy. The goal is to listen to tenants to ensure your service needs are met so each firm can maximize business performance. Annual tenant surveys and periodic quality control inspections ensure that JLL's performance is continually monitored.

The Management Team is comprised of the following individuals:

<b>Greg Riera</b> , <i>VP, Leasing Director</i>	585-2678, greg.riera@jll.com	Oversees all lease transactions and tenant space needs.	
<b>Sue Tucker</b> , <i>VP, Group Manager</i>	585-2660, <a href="mailto:sue.tucker@jll.com">sue.tucker@jll.com</a>	Provides on-site management for building projects.	
<b>Tina Sandrock</b> , <i>VP, General Manager</i>	585-2665, tina.sandrock@jll.com	Oversees day-to-day building operations and activities.	The
<b>Chelsea Ruiz</b> , <i>Sr. Property Associate</i>	585-2687, Chelsea.ruiz@jll.com	Coordinates tenant requests and general administrative support.	
<b>Laura Hane</b> , <i>Property Associate</i>	585-2681, laura.hane@jll.com	Oversees accounts payable and general administrative support.	

Engineering team oversees the efficient operation of all building systems affecting building services and tenant comfort and safety. The Engineering Team is comprised of the following individuals:

<b>Jacques Legrand</b>		<b>Billy Charree</b>	
1515 & 1555 Poydras	585-2697	1515 & 1555 Poydras	585-2675
Sr. Chief Engineer	<a href="mailto:jacques.legrand@jll.com">jacques.legrand@jll.com</a>	Operating Engineer	<a href="mailto:billy.charree@jll.com">billy.charree@jll.com</a>
<b>Nathan Lomonaco</b>		<b>Kenny Mayer</b>	
1555 Poydras	585-2662	1515 Poydras	585-2682
Operating Engineer	<a href="mailto:nathan.lomonaco@jll.com">nathan.lomonaco@jll.com</a>	Operating Engineer	<a href="mailto:kenny.mayer@jll.com">kenny.mayer@jll.com</a>
<b>Wade Beaumont</b>		<b>Andrew King</b>	
1555 Poydras	585-2671	1515 Poydras	585-2675
Operating Engineer	<a href="mailto:wade.beaumont@jll.com">wade.beaumont@jll.com</a>	Operating Engineer	<a href="mailto:andrew.king@jll.com">andrew.king@jll.com</a>

## Location & Building Information

The buildings are located in the heart of the New Orleans Central Business District (CBD). They are bordered by LaSalle Street to the West, South Robertson Street to the East, Perdido Street to the South, and Poydras Street to the North. Freret Street runs between the two buildings.

- **1515 Poydras** is a “Class A” multi-tenant high rise office tower. The building was designed by Skidmore, Owings, & Merrill and built in 1982. The exterior white architectural concrete creates a dramatic contrast to the gray granite exterior of neighboring 1555 Poydras. The 3-level open garage has similar expression with framed expanded metal mesh in East and West wall openings and smooth finish precast concrete planters on the North and South sides. The garage provides space for 483 cars. While the building contains a garage, parking can also be accommodated by the 5,000 covered parking spaces at Caesar’s Superdome located directly across the street.

The building contains 27 stories for a total of 529,474 rentable square feet. Typical floor plates of approximately 22,144 square feet comprise 24 tenant floors, with 3 parking levels on floors 2-4. The building is serviced by 14 computerized Otis elevators (11 passenger elevators, 2 garage elevators, and 1 freight elevator).

- **1555 Poydras** is a “Class A” multi-tenant high rise office tower. The building was designed by Sike, Jennings, & Kelly and built in 1981. The building features saw-tooth bay windows and sleek bands of double-paned reflective glass. Each floor is underlined by gray bands. Gray granite and anodized aluminum spandrel panels form the exterior. The attached garage includes spaces for 492 cars in a covered parking area that provides convenient access to the building lobby.

The building contains 22 stories for a total of 467,671 rentable square feet. Typical floor plates are approximately 22,331 square feet. The building is serviced by 13 computerized Schindler elevators (10 passenger elevators, 2 garage elevators, and 1 freight elevator).

**Building Hours** – Normal hours of operation for 1515 & 1555 Poydras are listed below. Public access to the buildings at all other times is restricted and monitored by security personnel.

<b>Monday through Friday</b>	<b>7:00AM to 6:00PM</b>
<b>Saturday</b>	<b>7:00AM to 12:00PM</b>
<b>Sunday</b>	<b>Closed</b>

To provide the most effective security, all tenants entering the building after normal hours are required to have a building access card. Anyone entering or leaving the buildings outside of normal business hours is required to sign in/out with the security desk. Security procedures are explained in detail in a later section of this handbook.

**Holidays** – 1515 & 1555 Poydras will be closed for the observance of the following holidays.

*Note – these holidays will be observed on the date that is locally and/or nationally recognized.*

<b>New Year's Day</b>	<b>Labor Day</b>	<b>Memorial Day</b>	<b>Christmas Day</b>
<b>Mardi Gras Day</b>	<b>Thanksgiving Day</b>	<b>Independence Day</b>	

A courtesy security officer will be on duty during each of these holidays. Building services are NOT provided on the observed day for the Holidays listed above. Should you require any cleaning, heating, air conditioning,

or other services on any of the above holidays, contact the Management Office at least 48 hours in advance. Building staff will make every effort to provide requested services. Your firm will be charged for services provided on these days. An estimate and cost approval are required before services are confirmed.

**Janitorial Services** – The majority of cleaning takes place Monday through Friday after 5:30PM. Standard service includes nightly, monthly, quarterly, and annual tasks. **Specific janitorial services are outlined in you lease.**

- Trash removal is provided nightly, Monday through Friday. Any items that do not fit into a regular trash bin must be clearly labeled as trash and placed in an accessible area for disposal. Cardboard boxes should be broken down before being labeled as trash.
- Do not place items on top of or near the trash bin that should not be thrown away to avoid any confusion.
- Electronic equipment cannot be disposed of by the janitorial service provider or the Management Office. Periodically, an electronic waste collection will be provided at no cost to all tenants. Outside of e-waste collection drives, disposal of unwanted electronic requirements will be your firm's responsibility.
- A rolling dumpster is available upon request on a first come, first serve basis. Complimentary use of the rolling dumpster allows for 2 “dumps” per day. Any additional “dumps” will incur a \$25 fee to your firm.
- Any cleaning requirements outside the normal scope of services may be provided at an additional cost to your firm. Examples include carpet shampooing, upholstered furniture cleaning, wood floor polishing, refrigerator/freezer defrosting and cleaning, and unwanted furniture disposal. Cost approval from a signing authority within your firm will be required before any work or services are performed.

**Tenant Contact & Authorization** – The appropriate tenant contact information is required for effective communication between the Management Office and tenants. The Management Office will request an updated Tenant Contact & Authorization Form from your firm at least once per year. This information is then utilized to coordinate building activities, share information regarding day-to-day operations, and emergency notifications. Your firm is asked to update this information as data changes. Communication from the Management Office will funnel through the contact information provided on this form. It is your firm's responsibility to share any pertinent information with your employees.

**5<sup>th</sup> Floor Conference Room & Collaboration Center** – 1515 Poydras offers 2 meeting spaces available for use by tenants of both 1515 & 1555 Poydras on a first come, first serve basis. Reservations are limited to 2 events per space, per month, per tenant. Reservations can be requested at <https://www.1515poydras.com/tenant-corner.html>. Once your reservation request is received, a confirmation email will be sent from the Management Office. Please be aware the room is not booked until you have received this confirmation.

**Guidelines for use:**

- The tenant is solely responsible for any loss or damage to the facilities or equipment within. Any resulting repairs will be charged to the tenant.
- A \$25 arrangement fee will be charged to your firm should seating and furniture needs fall outside of normal setup of the reserved space or if furniture is not returned to original set ups at the conclusion of your meeting.
- Do not pin, tape, or hang items on the walls or doors of these spaces.
- Neither room offers phones access.

- Spaces and/or audio-visual equipment are to be left in the same condition they are found. A post-use inspection by a Management Team member will be conducted.
- If you no longer need the use of a reserved space, please notify the Management Office as soon as possible to allow other tenants use of the space if needed.
- Internet access is available in both spaces. The network name is 1515 Poydras and does not require a password.
- The 5<sup>th</sup> Floor Conference Room consists of 18 tables and 54 chairs. Standard set up is classroom style. Maximum occupancy is 75 people. Audio-visual equipment is available for use with a \$50 deposit. Deposits must be delivered to the Management Office in check form. Cash is not accepted. Deposit checks will be returned to the tenant upon the return of AV equipment bag. The Management Office assumes anyone picking up AV bag and bearing the deposit has been given proper authority to do so by a signing authority within your firm.
- The 1<sup>st</sup> Floor Collaboration Center consists of a conference room table with 12 chairs. There are 2 break out rooms consisting of 1 table and 4 chairs each.

**Heating, Ventilation, & Air Conditioning Systems** – The 1515 & 1555 Poydras cooling systems are powered by Carrier Centrifugal Chillers. During warm weather, cool air is delivered via air-handlers located throughout the building. These fans are controlled by a computerized system designed to control energy costs. This state-of-the-art system is designed to provide tenants with superior indoor air quality as well as a consistency in temperature. During cool weather, electric resistance heat is provided at the perimeter, while the air continually provides cooling for interior zones (due to the heat load created by people, lights, and office equipment).

**Heating and cooling are provided Monday through Friday from 7:00AM until 6:00PM** or according to your lease. Heating and cooling services can be provided outside of normal building hours on an overtime basis, as outlined in your lease. Overtime HVAC service is requested using the [Overtime HVAC Request Form](https://www.1515poydras.com/tenant-corner.html) found at <https://www.1515poydras.com/tenant-corner.html>.

Tenants should not tamper with or attempt to adjust thermostats within your suite. Should you require a temperature adjustment, submit a work order and a building engineer will assist. Space heaters and portable cooling agents are not permitted on the premises.

Supplemental HVAC units may be required for your computer facilities or personnel-intensive areas. The Management Office can provide assistance with design and installation of additional vents or equipment to meet your needs. Contact the Management Office for details regarding supplement HVAC units.

**Elevator Service** – Elevator service is available 24 hours a day. After normal building hours, the on-site courtesy officer controls elevators. Upon signing in at the security console, an elevator will be called down for use.

If an elevator fails to operate properly, please let a courtesy officer know immediately. If you are detained inside of an elevator cab, REMAIN CALM. Use the alarm button inside the elevator to signal the situation to the security console. Use the phone in the elevator cab to speak directly to the courtesy officer on duty. The officer will remain in constant contact until the situation is resolved and all passengers are released. Your safety is our #1 concern so the elevator monitoring company will be contacted immediately to dispatch a trained professional as quickly as possible. After being released, the elevator will be removed from service until repairs are completed.

**1515 Poydras:**

- Elevators to floors 5 – 16 are located on the East side of the building. These elevators do not access floors 17-27
- Elevators to floors 16 – 27 are located on the West side of the building. These elevators do not access floors 5-15.
- The 16<sup>th</sup> floor is serviced by both banks of elevators and may be used as a transfer floor.
- The garage is serviced by 2 elevators located on the LaSalle Street side of the building. These elevators only provide access to floor 2-4.

**1555 Poydras:**

- Elevators to floors 2-13 are located on the West side of the buildings. These elevators do not access floors 14-22.
- Elevators to floors 13-22 are located on the East side of the building. These elevators do not access floors 2-12.
- The 13th floor is serviced by both banks of elevators and may be used as a transfer floor.
- The garage is service by 2 elevators located on the Freret Street side of the building. These elevators only provide access to the garage levels.

**Freight Elevator & Freight Corridor** – The freight elevator is in operation during normal building hours. It is available on a first come, first serve basis. It can be reserved in conjunction with the loading dock for a tenant's exclusive use only outside of normal building hours. To reserve the freight elevator and loading dock for any time after 5:00PM or on a Saturday or Sunday, submit a [Freight Elevator Request Form](#) to the Management Office. This form can be found at [www.1515poydras.com/tenant-corner.html](http://www.1515poydras.com/tenant-corner.html). Every attempt will be made to accommodate all requests but it is possible that a prior reservation or scheduled maintenance will prevent a request from being fulfilled.

The freight corridor is locked at all times. Access is limited to building personnel and deliveries only. Freight elevator lobbies are to be kept free of trash and other materials. Leaving unwanted items in freight elevator lobbies is prohibited.

**Deliveries & Loading Dock** – All tenant deliveries should be directed to the loading dock area. Deliveries are not permitted entrance through the building lobby. Please advise all vendors accordingly. This restriction extends to mail carriers and all package delivery services. Wheeled carts and bicycles must be kept out of the main atrium area of 1515 Poydras and entrance areas of both buildings to prevent accidents. No deliveries should be left outside of your leased premises at any time.

Since the loading dock does not provide for a holding area, arrangements for all deliveries to your office must be made immediately upon arrival. Building personnel, including courtesy officers, will NOT accept or sign for any tenant deliveries. Deliveries that cannot be made during normal building hours may be scheduled through the Management Office with 48-hour notice. Tenants must have a representative on site to provide access to the suite and sign for delivery if necessary.

All boxes, packing material, and pallets are to be removed from the property by delivery personnel. Should delivery personnel leave any of the aforementioned items in the loading dock or freight areas of the building, a \$150 fee will be charged to your firm.



Your firm is responsible for any vendors and delivery personnel that service your firm. Therefore, it is strongly recommended that your firm utilize service groups that carry proper insurance in the event they cause damage to the common areas of the building and/or your suite.

Loading dock parking for all vehicles, including deliveries, is limited to 30 minutes. Parking in the loading dock is on a first come, first served basis unless reserved. Reservation information can be found above in the Freight Elevator section of this Handbook.

**Property Removal** – When having equipment or property removed by an employee, repairman, or moving company, a completed and signed Property Removal Pass should be submitted to the Courtesy Officer on duty. The pass can be found at [www.1515poydras.com/tenant-corner.html](http://www.1515poydras.com/tenant-corner.html). Please list all items to be removed, the date of removal, and by whom. The pass should be signed by an authorized signer of your firm.

**Media Inquiries** – If any event should draw media or public attention to the buildings, the Management Office will have primary responsibility for handling the press. All media inquiries should be forwarded to the Management Office upon receipt. If a media inquiry pertains specifically to your firm, follow your internal policies and procedures. As soon as possible following a media drawing event, the Management Office gather all relevant information to draft a statement. Any statements made by the Management Office will be reviewed by corporate public relations and legal counsel. During this approval process, as well as throughout the entire event, the Management Office will assist and monitor the press from the incident site or another appropriate location. Approved statements will only be delivered to the press when specifically requested. Any subsequent release of information will follow the same review and approval process as the initial statement provided.

**Bicycle Racks** – Bicycles and non-mobility scooters are not permitted inside the building at any time. Bicycle racks are provided to secure bicycles at the following locations:

- 1515 Poydras – Bicycle racks are located on the LaSalle Street side of the building, near the garage exit, and also along Poydras Street.
- 1555 Poydras – Bicycle racks are located inside the garage on the ground floor along Perdido Street.
- If a bicycle is chained or locked to the property or items around the property, the lock will be cut and the bicycle will be moved

**Lost and Found** – Any items found in common areas of the buildings should be taken to the Management Office or the security console if found outside of normal business hours. Please provide the following information: where item was found, when item was found (date and time), and contact information.

**Mail Service** – Each tenant is assigned a mailbox prior to move-in. One key will be supplied at no charge. Additional keys are available for a nominal fee. The Management Office will notify the postman regarding your move-in and mailbox number.

**Note** – ***your mailbox number should NOT be included as part of your address.***

The mail service schedule is as follow but is subject to change without notice from USPS.

Delivery - Begins at 10:30AM

Pick-up - 12:00PM & 5:00PM

*The Management Office has no control or oversight over the mail services provided by the USPS. Complaints should be directed to the USPS (contact information listed above in this Handbook).*

**Overnight Couriers** – Couriers who have placed drop boxes in the 1515 & 1555 Poydras mailrooms are listed below with daily pick-up times.

Federal Express	1-800-238-5355	5:30PM, Monday - Friday
UPS (1515 Poydras only)	1-800-742-5877	6:00PM, Monday - Friday

**Work Order Requests** – Maintenance and service requests will be handled through the Management Office through authorized tenant contacts only. Work orders are only submitted online, through <https://connect.buildingengines.com>. If an emergency maintenance situation arises outside of normal building hours, contact the courtesy officer on duty. Any requests that incur a cost to the tenant, written cost approval will be obtained from an authorized tenant contact before any work is performed. Contact the Management Office for detailed instructions on submitting a work order.

**Move-in/out Procedures** – The move-in process begins with a discussion of your ideas and space needs and ends with the successful completion of your move. In between, there is a tremendous amount of planning, estimating and decision-making that must be done within a defined time frame. The Management Team will assist you in every way possible to ensure a smooth and seamless relocation.

- **Move-in** – All relevant information and forms will be sent to you near the completion of the construction phase. Your move-in will be coordinated with the Management Office including arrangements for various trades such as telephones, copiers, internet, etc. to facilitate a smooth and efficient relocation.
- **Move-Out** – Tenants will benefit by following the procedures listed below before moving out:
  1. Contact your telecommunications providers to discontinue or transfer service.
  2. Turn in your suite keys, mailbox key, and building access cards to the Management Office.
  3. Provide forwarding address and phone number to the Management Office.
  4. Follow the Moving Procedures described below.
- **Moving Guidelines** – In order for building personnel to accommodate the interests of tenants as well as to protect the property, the following policies regarding movement of furniture and equipment should be followed. Please contact the Management Office for a list of preferred movers who are aware of these moving procedures.
  1. Schedule as far in advance as possible. The availability of the freight elevator could impact your move date.
  2. Provide the Management Office with a Freight Elevator Request Form and any special arrangements (i.e., copier delivered before scheduled move date).
  3. All items to be moved must be taken to the loading dock using the freight elevator.
  4. Movers must check-in with security upon arrival. All movers will be required to provide photo identification and destination within the building.
  5. Movers, and ultimately the tenant, will be responsible for leaving the premises clean by removing all boxes and other trash generated by the move from the property. These items are NOT to be placed in the trash compactor.
  6. **Any and all damage to the building, elevators, doors, corridors, tenant spaces, or grounds caused by the tenant, moving company, or its employees will be the responsibility of the tenant. Required repairs will be billed to the responsible tenant.**

7. Mover instructions are included in the addendum at the end of this Handbook. The instructions provide specific information required by moving companies. It is recommended that a copy of these instructions be provided to any companies asked to bid on your move.

**Billing Procedures** – Rent and tenant charges are due and payable as outlined in your lease. Late fees will accrue as outlined in your lease. The mailing address for payments can be found above in the Tenant Information section of this Handbook. Rental statements will be sent to one billing email address provided by the tenant.

**Recycling** – 1515 & 1555 Poydras offer an extensive recycling program. Details and instructions on signing up for this program can be found on the Recycling Program Form at <https://www.1515poydras.com/tenant-corner.html>. If an unusually large amount of material needs to be removed (i.e., file purge, relocation), the recycling contractor will provide additional containers with a week's advance notice. There is no charge to participate in the building's recycling program.

**Tenant Improvements** – Any modifications to your leased space must be coordinated with and approved by the Management Office pursuant to your lease. Cost approval must be obtained from a lease holder before any work begins.

**Pest Control** – Pest control is provided regularly throughout common areas of the buildings. Should you require pest control service within your leased space, submit a work order request. A fee will be charged to your firm for this additional service.

**Fire Extinguishers** – Fire extinguishers can be found throughout the buildings and are inspected annually. It is your responsibility to visually inspect fire extinguishers within your leased space on a monthly basis. If an extinguisher is found to not be fully charged, contact the Management Office immediately.

**Insurance** – All tenants must provide proof of insurance coverage through a Certificate of Insurance on file with the Management Office for the duration of your tenancy, as outlined in your lease.

## **Building Security**

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Safety of tenants and their guests is the #1 priority for building security. Consequently, security measures have been developed to control access to the building and provide a 24-hour staffed security console in the lobby of each building.

**Security Staff** – 1515 & 1555 Poydras maintain a security desk in the main lobby of each building. Periodically, courtesy officers patrol the building and the tenant floors. Courtesy officers enforce building regulations and maintain order within the building.

**Building Access** – All persons are required to scan-in and out with a valid photo ID at the security console between 6:00PM and 6:00AM, Monday through Friday and all day on holidays and weekends. After-hours access to each building is limited to the Poydras Street entrance only. Courtesy officers are not permitted to provide access to any suites or other spaces in the buildings. **Any person who cannot furnish satisfactory identification, or any person who for any other reason using reasonable judgement, may be denied access to the premises.**

- Tenant After-Hours Access – To enhance building security, access cards are required for any individual entering the building outside of normal business hours. The card readers are located at the Poydras Street entrances of both buildings. Additional card readers providing access to the garage elevators

are located at the LaSalle Street (1515 Poydras) and Freret Street (1555 Poydras) entrances. **Access cards are managed through the use of an Access Card Request Form that can be found at [www.1515poydras.com/tenant-corner.html](http://www.1515poydras.com/tenant-corner.html).**

- Employees WITH contract parking can access the buildings through the garage elevators WITHOUT a building access card.
- Employees WITHOUT contract parking – Each firm will be provided as many access cards as requested to access the 1515 & 1555 Poydras entrances. Only employees that have approved access to your suite at all times should be issued an access card. These cards will only provide access to the main Poydras Street entrances of your respective building. All access card usage is tracked through the buildings access control system.
- Initially, all cards are provided free of charge. In the event a card is lost or stolen, a \$35 fee will apply to replacement of each card. Please notify the Management Office immediately if a card is lost or stolen so the card can be removed from the system to preserve the secure access of the building. If an employee is terminated from your employment, their access card should be collected to prevent their unauthorized access to the building. If the card is not collected, notify the Management Office to have it disabled. It is your responsibility to collect access cards and keys from individuals who have left your employment. Should replacement locks be needed due to a failure to collect keys, the cost will be charged to your firm.
- Non-Employee Guests – Visitors are permitted in the buildings outside of normal buildings hours when accompanied by you or an employee of your firm. Each guest must present a valid photo ID. If an unaccompanied visitor requires access to your suite, written notification including the names of guest, company affiliation, and approximate time of arrival must be received by the Management Office 24 hours in advance. These visitors must be provided a key to your suite by your firm as **courtesy officers will not provide access to any tenant spaces** or other areas of the building. As always, these visitors will be required to sign-in and out at the security console and provide the required information.

**Property Removal** – The removal of any equipment from the building will require a completed Property Removal Pass which can be found at [www.1515poydras.com/tenant-corner.html](http://www.1515poydras.com/tenant-corner.html). This pass should list all articles authorized for removal, date of removal, and name of company or individuals authorized to remove. The pass should be signed by an authorized signer in your firm. The completed pass should be given to the courtesy officer on duty at the time of removal. This does not apply to personal items.

**Vendor/Contract Access** – Should a vendor or contractor need to perform work in your suite outside of normal building hours, please provide written notification to the Management Office including the company name, names of individuals working (if available), date, expected arrival time, expected duration, and a brief description of work to be performed. All vendors, whether deliver after-hours or during normal building hours, should be informed of the photo ID required when signing in at the security console upon arrival. It is highly recommended that all companies working within a tenant space have a current Certificate of Insurance on file with your firm as each tenant is responsible for their invitees including vendors and contractors.

**Special Keying** – All keys in the buildings are included in a building master key system. This system is necessary to provide access to building staff in the event of an emergency. For this reason, building policy

states that no locks are changed and no additional locks are added to any door within your suite. Any additional locks or security measures must be approved by the Management Office.

Standard building policy is that each suite is re-keyed prior to a new tenant's move-in to ensure the security of that suite. Additional internal needs can be provided upon request and cost approval including separately keying individual offices and/or rekeying the entire suite. All key requests are managed using a [Tenant Key Request Form](#) and/or a [Re-Key Request Form](#) found at [www.1515poydras.com/tenant-corner.html](http://www.1515poydras.com/tenant-corner.html).

**Restroom Locks** – Part of overall building security, all restroom doors remain locked at all times. These locks use a code for entry. Please see the [Tenant Information](#) section of this Handbook for the codes to your floor. Periodically, it is necessary to change the codes. Should this happen to your floor, you will be notified via email.

**Tenant Precautions** – While one of the Management Office's primary goals is to maintain a safe working environment, in public buildings such as 1515 & 1555 Poydras, substantial responsibilities must rest with each tenant. The following precautions are advised:

- Lock all doors at the end of each working day. Even if employees are still working past 5:00PM, it is still recommended that you lock your entrance doors.
- Keep all valuables out of plain sight at all times. Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet or behind office doors. Do not leave wallets in a hanging jacket pockets.
- Keep all vault or safe combinations, credit card information, and other sensitive information in a locked desk drawer at all times.
- Notify the Management Office or the courtesy officer on duty immediately upon notice of a suspicious person loitering in or about your premises.
- Maintain a list of serial numbers for office equipment to aid police in located stolen property if necessary. Permanently marking your equipment with a company mark is recommended.
- Keys should never have an identifying tag attached.
- Do not leave your reception area unattended when your suite door is unlocked. Consider installing a door bell if you have an unstaffed reception area.
- Canvassing, soliciting, and peddling in the building are strictly prohibited. If a solicitor enters your suite, notify the Management Office or the courtesy officer on duty.
- Any suspected theft, no matter how small, should be reported to the Management Office. An incident report will be filed by building security. If necessary, you will be asked to call the police. The insurance policy for 1515 & 1555 Poydras does NOT cover the personal belongings of tenants. Tenants are required by the terms of their lease to provide insurance covering personal property within leased space.
- To provide an accurate record of any incident occurring on the property, building security is required to file an Incident Report. Your cooperation is greatly appreciated in answering questions from courtesy officers.

**Life Safety Procedures** - The safety of our tenants, guests, and staff is the #1 priority of the Management Office. Preparedness is the key to effectively navigating through an emergency. You will be provided an [Emergency Procedures Handbook](#). Please refer to that Handbook for all emergency procedures. This Handbook should be reviewed with your staff. It is your firm's responsibility to train your employees on all emergency procedures of the building. Upon request, members of the Management Team can provide an in-person training/review of emergency procedures for your firm.

## Parking

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The Parking Garages at 1515 & 1555 Poydras are managed by SP+. Hours and contact information can be found in the [Helpful Contact Information](#) section of this Handbook. The garages are open to the public Monday through Friday, from 6AM to 6PM. The garages are closed to the public after 6PM, on weekends, and holidays. **Monthly contract parkers have access to the garages 24 hours a day, 7 days a week.**

**IMPORTANT** – The 1515 & 1555 Poydras garages are self-park facilities. Any car parked at either garage is parked at car owner’s sole risk. The car owner alone is responsible for parking and locking their own car. The garage operator and garage owner are not responsible, nor do they assume any liability for any damages cause by fire, theft, casualty or any other cause with respect to any car (or its contents) parked in the 1515 or 1555 Poydras garages. Please report any damages believed to be sustained to your vehicle immediately to the courtesy officer on duty.

Garage clearance is 6’6”. Vehicles exceeding this height risk serious damage to their vehicle and are responsible for any damage caused to the garage structure or attachments.

### Garage Entry & Exit

- [1515 Poydras](#) – The entrance to the garage is on Freret Street. The garage exits onto LaSalle Street. Entrance to the building from the garage is via 2 garage elevators located on the LaSalle Street side of the garage.
- [1555 Poydras](#) – The main entrance to and exit from the garage is on South Robertson Street. This is the ONLY 24/7 entrance and exit. Outside of normal building hours, monthly contract parkers must use this entrance and exit. In addition, during normal business hours only, a second entrance on Perdido Street and second exit onto Freret Street are available for use. Entrance to the building from the garage is via 2 garage elevators located on the Freret Street side of the garage.
- [Monthly Contract Parking](#) - Billing for monthly contract parking is mailed on the 15<sup>th</sup> of every month. Payment is due on the 1<sup>st</sup> of every month. Payments can be made online at [www.spplus.com](http://www.spplus.com). If payment is not received by the 5<sup>th</sup> of the month, parking contracts are subject to cancellation until payment is received. Additionally, a \$25 late fee will apply. Daily rate charges as a result of late payment are non-refundable.
- In the event a contract parker pulls a ticket for any reason upon entry to the garage, the parker must contact the Parking Office immediately to avoid being charged the daily rate.
- For tenants wishing to provide parking validation for their visitors, “coupons” are available for purchase through the Parking Office.

**Daily Parking Payment Options** – Cash is **not** accepted as payment at the garage exits. Pay stations are located in the garage elevator lobbies of each building. These pay stations accept cash and credit card payments. Parking validation coupons can be used at the pay stations or at the garage exits.

**Special Event Parking** – The 1555 Poydras garage is open to the public for special event parking during Saints games and various other special events in the Superdome area. Special event parking rates will be charged to anyone entering the garage during these times, except monthly contract parkers. The 1515 Poydras garage does NOT open to the public for special event parking.

**Parking Rates** – Daily and monthly contract parking rates are subject to change. Your firm will be notified of these changes as they happen.

**Parking Rates as of January 2023 for 1515 & 1555 Poydras:**

0-1 Hour	\$4.00
1-2 Hours	\$6.00
2-3 Hours	\$8.00
3-24 Hours	\$10.00
Lost Ticket	\$15.00
50-1 Hour Validation Coupons	\$185.00
50-2 Hour Validation Coupons	\$285.00
50-24 Hour Validation Coupons	\$425.00
Unreserved Monthly Contract	\$145.00
Reserved Monthly Contract	\$190.00
Reserved Premium Monthly Contract (1555 Only)	\$235.00

**Building Rules & Regulations**

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In addition to policies set forth above in this Handbook, as well as those stated in your lease, the following rules and regulations apply:

**Tenant Lock Outs** – Should you or an employee of your firm be locked out of your suite, the courtesy officer on duty will NOT be able to provide access to your suite. Only upon authorization from the lease holder, or someone who has been designated by the lease holder, can the Management Office provide access to your suite. A \$25 fee per lockout will be assessed to your firm. A photo ID is required of anyone provided access following a lockout.

**Alterations, Installations, & Repairs** – Proposed plans for alterations affecting floors, walls, woodwork, trim, windows, ceilings, equipment, and/or other physical portions of the buildings must be approved in writing by the Management Office. Contact the Management office prior to any work performed or contractor arrival on site. This also applies, but not limited to, installation of telecommunication services (internet, phones, cable), electronic devices, security systems, and other attachments. All alterations and other work must comply with the buildings’ construction rules and regulations.

**After-Hours Emergencies** – Should an emergency arise outside of normal building hours, when the Management Team is not on-site, contact the courtesy officer on duty. The Management Team is reachable 24/7 through a courtesy officer.

**Incident Notification** – Please immediately notify the Management Office directly or through a courtesy officer of any accident or other emergency that occurs on the property.

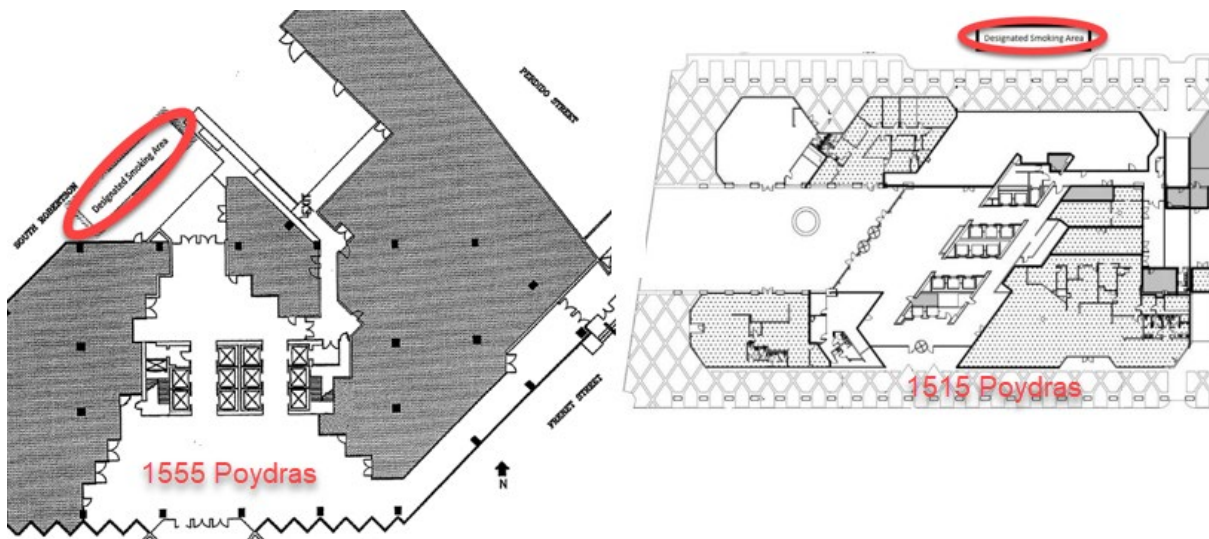
**Telecommunications** – Your firm is responsible for all desired telecommunications in your suite, such as but not limited to telephones, internet, and cable. Your selected vendors must be approved by and coordinated with the Management Office prior to arrival on-site. Your vendors are responsible for compliance with building cabling rules and installation policies. It is your responsibility to contract with each vendor at your expense, including the cost of the cabling connections.

Access to space occupied by other tenants may be required for the installation of electrical lines or other cabling. Attempts will be made to contact you ahead of a scheduled installation or an emergency repair should access to your space be needed. Work of this nature is typically scheduled in the evening or on a weekend so as not to disrupt tenants during normal business hours. The Cabling Rules & Installation Policy is available through the Management Office upon request.

**Damage/Loss of Property** – Building ownership shall in no way be responsible to your firm, its agents, employees, or invitees for any loss of property from the leased premises or public areas or for any damages to any property thereon from any cause whatsoever. This applies regardless of whether such loss occurs when the space is locked against entry or not.

**End of Working Day** - It is requested that lights are turned off and any suite doors leading into the common corridor are locked at the end of each day.

**Smoking** – 1515 & 1555 Poydras are smoke free buildings as required by the New Orleans Smoke-Free Ordinance and the Louisiana Smoke-Free Air Act. More information on the Smoke-Free Ordinance can be found at <https://nola.gov/smokefree>. Smoking outside of the buildings is ONLY permitted in the designated areas as indicated on the following maps.



**Rolling Carts** – Any wheeled carts, dollies, or hand trucks are not permitted in passenger elevators or the lobbies of either building. Deliveries should be made using the loading dock and/or freight elevator as discussed above in the Deliveries section of this Handbook.

**Floor Loads, Safes & Heavy Equipment** – Building code requirements limit weight per square foot. 1515 & 1555 Poydras have floor loads of 50 pounds per square foot. Any equipment that may exceed this floor load is subject to a building structural engineer's review. Upon written request from the tenant, the Management Office must approve in writing the weight and location of safes and other heavy equipment within your suite. You are responsible for the cost of review (by a structural engineer), design, and construction of any required stand or supporting device to distribute the weight of any such equipment. Any damages done to the building during installation, removal, or relocation of equipment shall be charged to the tenant.



**Machinery** – Machinery of any kind, including temporary HVAC units, are not permitted without prior written approval of the Management Office. The use or storage of any flammable or explosive substance is strictly prohibited.

**Vending Machines** – Vending machines of any type are not permitted within your suite without prior written approval of the Management Office. Consent shall not be unreasonably withheld.

**Common Areas** – Sidewalks, doorways, vestibules, common and internal suite corridors, stairwells, and other similar areas are not to be obstructed or used by any tenant for any purpose other than ingress and egress to and from the lease premises or another part of the building. Boxes, trash, furniture, or any other belongings are not to be placed in common corridors or freight elevator lobbies.

**Electronic Directory** – The buildings offer an electronic directory located in the main lobby near the security console. Initial set up of your listing, and any subsequent changes, should be submitted to the Management Office using the Lobby Electronic Directory Form found at <https://www.1515poydras.com/tenant-corner.html>.

**Signage** – Suite signage is provided for each tenant in the following format:

- Main entry door signs include an ADA compliant suite number and tenant name.
- The sign is placed on the door opening side of the main door of the suite, five feet from the door, adhering to ADA guidelines.
- Exceptions to building standard suite signs must be approved in writing by the Management Office.

Temporary signs, advertisements, and/or notices are not permitted outside of your leased premises without prior written approval of the Management Office. All signage, including your suite sign and electronic directory listing, shall use the legal or trade name of your firm, as demonstrated in your lease and filed with the Louisiana Secretary of State. Any signage displayed by a tenant that, according to the Management Office's sole and absolute discretion, has the potential to mislead the public will not be approved. Any signage violating this stipulation will be removed at the sole expense of the tenant.

**Plumbing** – Plumbing fixtures, drains, and appliances shall be used for their intended purposes only. No unsuitable material shall be discarded via a sink, toilet, or drain. Damage resulting to any such fixtures or appliances from misuse by a tenant, their employees, or visitors shall be the sole expense of the tenant.

**Manufacturing/Auction** – No space in the building shall be used for manufacturing or the sale of property of any kind at auction.

**Firearms** – No firearms are allowed on premises.

**Doors** – Corridor and/or entrance doors to your suite shall be kept closed at all times. Doors, including recessed doors, accessing common areas of the buildings are not permitted to be covered or obstructed in any way.

**Cleanliness** – Each tenant is expected to cooperate with the Management Office's contracted janitorial service provider to maintain a neat and clean space. If desired, tenants are responsible for maintaining pest control of your leased premises through a certified pest control company. Unless stipulated in your lease as being solely responsible for your space's cleaning, employment of an outside cleaning contractor is prohibited.

**Noise** – Noise should be kept to a proper level so as not to interfere with other tenants or visitors. Any in-suite music or AV sounds must be kept at a volume that cannot be heard outside of your suite.

**Odor** – Anything emitting an unnecessary or unpleasant odor is not permitted in or around your leased premises. Candles are never permitted in the building.

**Food Preparation** – Unless expressly permitted in your lease, food should not be prepared (other than microwaved) or distributed from the premises without prior written approval from the Management Office.

**Animals** – No animals, except service animals, are permitted in the building.

**Lodging** – Leased premises are not to be used or occupied as sleeping or lodging quarters at any time. Additionally, restrooms are not to be used for personal hygiene (i.e., hair washing, shaving).