

Welcome to the Electronic Tenant Handbook for

# 100 NORTH CENTRAL

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

[DOWNLOAD PDF](#)



[Introduction](#)

[Building Operations](#)

[Building Security](#)

[Emergency Procedures](#)

[Building Services](#)

[Building Amenities](#)

[Policies & Procedures](#)

[Neighborhood](#)

100 North Central · Richardson, Texas 75080 · 972-690-0451



## 100 NORTH CENTRAL

## Introduction

- Welcome • About Skyrise Properties • About 100 North Central • Operating Instructions

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ WELCOME

Page: 1 of 2

| [Next](#)

The Skyrise Properties management team welcomes you to a diversified environment of quality, convenience and efficiency. Our mission is to provide you with superior, value-added service and management through a commitment to excellence in all that we do. Your investment in office space at 100 North Central ensures for you a prestigious address in a business center backed by the expert management services of Skyrise Properties.

In support of your daily operations, Skyrise Properties is pleased to provide you with this Tenant Handbook especially designed to provide quick, useful information about your building's general policies, parking, emergency procedures, services and amenities.

The content in no way amends the terms of our lease or the rules and regulations of this building. In any question, your lease predominates. In the event of change or update in contents, supplemental pages will be provided.

# 100 NORTH CENTRAL

## Introduction

- Welcome • About Skyrise Properties • About 100 North Central • Operating Instructions

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ WELCOME

Page: 2 of 2

[Back](#) |

Skyrise Properties believes you are an integral part of this quality development. We welcome you to our select circle and extend our pledge of continuing cooperation and service.

100 North Central · Richardson, Texas 75080 · 972-690-0451

## 100 NORTH CENTRAL

## Introduction

- Welcome • About Skyrise Properties • About 100 North Central • Operating Instructions

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ ABOUT SKYRISE PROPERTIES

Page: 1 of 2

| [Next](#)

While we have properties across the United States and around the world, you'll always feel like we are right next door. Only Skyrise Properties provides strength, stability and experience while infusing true personal dedication to each property. The result is the ideal environment for tenants to grow and succeed.

**Skyrise Properties Philosophy**

We provide strong walls while making sure you can grow without boundaries.

We provide strong ceilings while allowing you to reach unprecedented heights.

At the heart of Skyrise Properties is a core belief that each tenant should be given the power to achieve, thrive and prosper. We treat every property as if it were our crown jewel. We treat every tenant as if they were our largest. The result is an environment you want to be a part of.... a special environment that you will only find from Skyrise Properties .

100 North Central · Richardson, Texas 75080 · 972-690-0451

- Welcome
- About Skyrise Properties
- About 100 North Central
- Operating Instructions

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ ABOUT SKYRISE PROPERTIES

Page: 2 of 2

[Back](#) |

#### **Skyrise Properties Philosophy (continued)**

All properties are continually maintained at pique levels.

Service requests are always handled quickly, competently and professionally.

Throughout the year, Skyrise Properties hosts special events in many of our properties as an extra way of showing our appreciation to our tenants.

Our flexibility and continually expanding property list ensures that your ideal space is always waiting no matter how large you grow.

# 100 NORTH CENTRAL

## Introduction

- Welcome • About Skyrise Properties • About 100 North Central • Operating Instructions

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ ABOUT 100 NORTH CENTRAL

The 100 North Central Office building sits at the Northwest corner of the Beltline and Central Expressway intersection. The optimum visibility provides easy access for your customers and clients. The convenient location, recent upgrades and the spectacular views from within make 100 North Central one of the most sought-after locations in Richardson.

100 North Central · Richardson, Texas 75080 · 972-690-0451

# 100 NORTH CENTRAL

## Introduction

- Welcome • About Skyrise Properties • About 100 North Central • Operating Instructions

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ OPERATING INSTRUCTIONS

#### Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

#### Special Features

This Electronic Tenant® Handbook has special features, such as an [Electronic Service Request System](#) and [Search Engine](#). In order to be able to use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. To obtain the software for free, [click here](#).

#### Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the property management office.



· [Chapter Overview](#)

· [Table of Contents](#)

# 100 NORTH CENTRAL

## Building Operations

- Management Office • Holidays • Leasing • Rental Payments

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ CHAPTER OVERVIEW

**Management Office:** This section provides information regarding the Building Management Office.

**Holidays:** This section provides a list of holidays observed at 100 North Central.

**Leasing:** This section provides contact information for the leasing agents of 100 North Central.

**Rental Payments:** This section provides information regarding rental remittance.



# 100 NORTH CENTRAL

## Building Operations

- Management Office • Holidays • Leasing • Rental Payments

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### MANAGEMENT OFFICE

The building management office is located at 100 North Central Expressway in suite 805. Our office hours are Monday through Friday 8:00 am until 5:00 pm. Our 24 hour phone number is 972-690-0451. Our fax number is 972-783-1866.



- [Chapter Overview](#)
- [Table of Contents](#)



100 North Central · Richardson, Texas 75080 · 972-690-0451

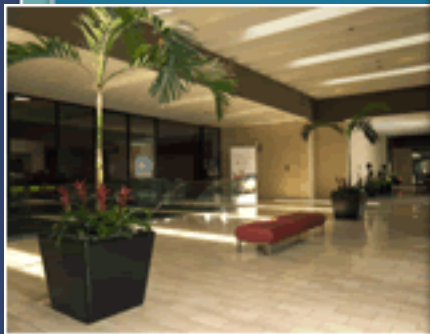
# 100 NORTH CENTRAL

## Building Operations

• Management Office • Holidays • Leasing • Rental Payments

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### HOLIDAYS

Listed below are the Building Holidays observed each year that will assist you in planning your operations during the year.

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

Certain services are not provided on weekends and the holidays listed above.

A Building Security Officer will be on duty 24 hours a day and may be contacted at 972-690-0451.

100 North Central · Richardson, Texas 75080 · 972-690-0451

## 100 NORTH CENTRAL

## Building Operations

• Management Office • Holidays • Leasing • Rental Payments

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ LEASING

The leasing company for 100 North Central is SAF 100 N Central, c/o Skyrise Properties. The main phone number is 972-458-7585. Listed below is the contact information for the authorized representatives.

Name	Phone Number	E-Mail
Chris Doggett	972-458-7585	<a href="mailto:cdoggett@fobare.com">cdoggett@fobare.com</a>



- [Chapter Overview](#)
- [Table of Contents](#)



100 North Central · Richardson, Texas 75080 · 972-690-0451

# 100 NORTH CENTRAL

## Building Operations

- Management Office • Holidays • Leasing • Rental Payments

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ RENTAL PAYMENTS

Per your Lease Agreements, rent is due on the 1st day of each month throughout your lease term. Payments should be made payable to: SAF 100 N Central, Ltd., c/o Skyrise Properties and remitted to the lock box: P.O. Box 678531, Dallas, TX 75267-8531. Your account information must be clearly visible on the remittance.



- [Chapter Overview](#)
- [Table of Contents](#)



100 North Central · Richardson, Texas 75080 · 972-690-0451

# 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ CHAPTER OVERVIEW

**After Hours Access:** This section provides information regarding after hours access to 100 North Central.

**Building Access:** This section provides information regarding general building access at 100 North Central.

**General Office Security:** This section provides important security tips.

**Key and Lock Policy:** This section provides information regarding the key and lock policy of 100 North Central.

**Lost and Found:** This section provides information regarding the lost and found policy of the building.

**Solicitation:** This section outlines the building's policy on solicitation.

# 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ AFTER HOURS ACCESS

Tenants and authorized employees are granted after-hours access to the building by using their access cards obtainable by an authorized request to the management office.



- [Chapter Overview](#)
- [Table of Contents](#)



# 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BUILDING ACCESS

100 North Central has 24 hour security. All Visitors should sign in and out at all times. Visitors are welcome in the building during business hours. If you are expecting a guest after hours, please advise management during business hours by faxing a list of name(s) of the guest and time(s) of visit to 972-783-1866. Management will prepare the authorization for security to grant access to your guest and escort them to your suite after they have signed in.

Tenants should always be in possession of their access card and suite key. If an access card or key is lost, you or the authorized representative from your company should contact the Management Office during business hours to obtain a replacement. Building Management nor Security is permitted to grant access to the building or office suites.

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ GENERAL OFFICE SECURITY

Page: 1 of 2

| [Next](#)

**There are several measures you can take to help prevent someone from stealing items in your office.**

Lock all doors when you leave the office.

Instruct all employees to keep all valuables in locked desks when unattended.

Keep expensive items off desktops when unattended.

Do not leave articles of value - including handbags and coats in unguarded reception areas or on desks in offices, even for a few minutes.

Thoroughly mix your vault or safe combination when closing. Do not leave your vault or safe combination in a desk.

Notify Security or Management when loiterers are observed in corridors or washrooms.

Report peddlers and canvassers should be reported to the management office.



· [Chapter Overview](#)

· [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Security

• After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ GENERAL OFFICE SECURITY

Page: 2 of 2

[Back](#) |

Take special care during times best suited for pilferage - 30 minutes just after opening, during lunch hours, and before closing - when there is a maximum movement of personnel and absence from work areas and offices.

Check wastebaskets at the end of the day to see if any equipment or other valuables may have been secreted for later removal. Collusion between employees and service personnel is a common method of theft.

Recording serial numbers can aid police in recovering property in the event of loss or theft.

## 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ KEY AND LOCK POLICY

Each tenant will be provided two keys to each lock set. A charge will be made for lost or additional keys. Only those persons shown as authorized with your company shall be able to obtain additional keys. All lock/key work done at 100 North Central must be performed by management, engineering or other authorized personnel.

Access cards are allotted according to the size of your suite at one (1) card per each 333 square feet. Only those persons shown as authorized with your company shall be able to request access cards. Should additional or replacement cards be needed, an order form authorizing the charge must be submitted.

A person registered with Building Management on the Tenant Access List may obtain additional keys or access cards by a formal request, which must be signed by an Operating Officer of the Tenant Company. Keys are tightly controlled for your security.

The Building Manager is responsible for key control. All keys must be returned to Building Management at time of lease termination or change-out of locksets.

# 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### LOST AND FOUND

Please contact the Building Management Office at 972-690-0451 to claim items that have been lost or found in the building.



- [Chapter Overview](#)
- [Table of Contents](#)



100 North Central · Richardson, Texas 75080 · 972-690-0451

# 100 NORTH CENTRAL

## Building Security

- After Hours Access • Building Access • General Office Security • Key and Lock Policy • Lost and Found • Solicitation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ SOLICITATION

Soliciting is unlawful in the City of Richardson. If someone enters your suite for the purpose of soliciting or passing out advertisements or other literature, please notify the Management Office and inform the solicitor that their visit is unwanted and unlawful.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CHAPTER OVERVIEW

| [Next](#)

**Bomb Threat:** This section provides tenants with procedures for handling a bomb threat.

**Civil Disturbance:** This section provides instructions on what to do should a riot occur.

**Earthquake:** This section provides instructions on what to do in the rare occurrence of an earthquake.

**Elevator Malfunction:** This section provides instructions on what to do should an elevator malfunction.

**Emergency Contacts:** This section provides information on who to call in case of an emergency at 100 North Central.

**Fire:** This section provides instruction on what actions to take if there is a fire emergency.

**Fire Safety Plan:** This section provides tenants with a downloadable copy of the fire safety plan.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CHAPTER OVERVIEW

[Back](#) |

**Flooding:** This section provides important instruction on how to handle flooding at 100 North Central.

**Homeland Security:** This section provides links to helpful information regarding homeland security preparedness.

**Medical Emergency:** This section provides instructions on what actions to take if there is a medical emergency.

**Power Failure:** This section provides information on what will happen should a power failure occur at 100 North Central.

**Severe Weather:** This section provides information on what to do in a number of severe weather scenarios.

**Toxic Hazards:** This section provides helpful safety tips for tenants working with toxic substances.



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BOMB THREAT

Page: 1 of 5

| [Next](#)

1. Receptionist receiving call:
  - Signal quietly to another employee to pick up same line; toss a paper clip, if necessary, to attract co-worker's attention. Then, indicate (possibly by holding up fingers) which line you are on.
  - Use [Bomb Threat by Telephone Check List](#) (for building personnel use) to get as much information as possible.
2. Second employee on line:
  - Quietly get on line, cover mouthpiece of phone and take notes.
  - Signal another employee to call Police (Bomb Threat Squad, 911) and direct to east entrance (facing Greenville Ave.).
  - Alert Management
  - Alert Security
  - If only two employees are available, the second should take action as above and not monitor call. Stand by for instructions.



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BOMB THREAT

Page: 2 of 5

[Back](#) | [Next](#)

#### Basic Action

1. **Management:** Meet Police in front of Suite and give details from [Bomb Threat by Telephone Check List](#) (keep a copy).
2. Chief of Security directs personnel after course of action is determined by Police and Management. Assign Security and other Building personnel to notify people in lobby not to go up into the building. (Depends on nature of situation-if threat is questionable, do not detain people, only suggest. The decision is theirs).
3. Decision as to course of action, e.g. to evacuate, search, etc., made by Police and Management.



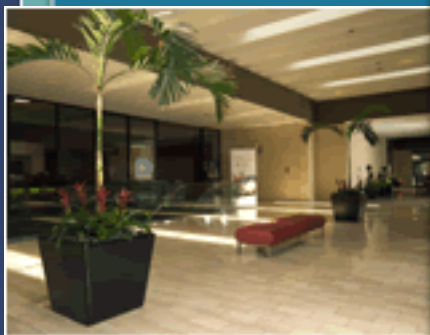


## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BOMB THREAT

Page: 3 of 5

[Back](#) | [Next](#)

#### Basic Action (continued)

4. **Notification of Tenants:** Usually Building Management Office telephone lines will quickly become jammed as rumor spreads.
  - If location of bomb is known, notify Tenants on that suite first, then on suite above and below suspected suite.
  - Fire Brigade personnel will report to Command Post in building lobby and be assigned to suspected suite, the suite above and below that suite and calmly suggest evacuation.
  - Suggest to Tenants that doors not be locked so that Bomb Squad may have quick access.
5. Evacuated people should move outside building to an area 300 feet away to avoid flying glass.

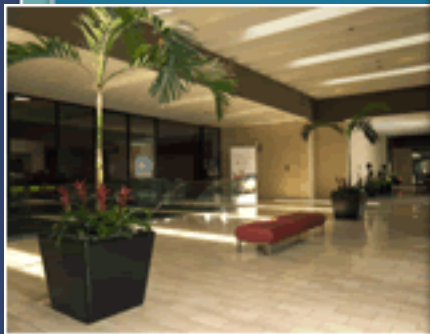


## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BOMB THREAT

Page: 4 of 5

[Back](#) | [Next](#)

#### Basic Search Procedure (Management and Fire Department Bomb Squad)

1. Decide if and where to search.
2. Members of Fire Brigade to stand by for search assignment.
  - No suspect item found is to be touched. Notify Command Post and let Police Bomb Squad handle.
  - The location of device does not preclude the existence of others.

#### Damage Control

1. **Evacuation.** Depending on the size and nature of the bomb, only the suites above and below (suspected suite) may have to be evacuated.
2. **Venting.** Doors should be opened to vent the blast if detonation should occur.
3. **Flammables.** Remove as much as possible from suspected area.
4. Suspect bombs must be handled only by the Police Bomb Disposal Unit.



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ BOMB THREAT

Page: 5 of 5

[Back](#) |

#### Bomb Threats on Weekends and Holidays

1. **Security:** Take call calmly. Use [Bomb Threat by Telephone Check List](#) and notify Police (911) and Building Management (972-690-0451).
2. Tenants (use Tenant List by Suite with phone numbers).
  - If bomb location is known, check the Sign-In List for that elevator rise and use Tenant List to call suites that show occupancy.
  - Tell of threat and suggest evacuation. Be calm, courteous and brief.
  - Recruit Engineer's help.
  - Await arrival of Police.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CIVIL DISTURBANCE

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We 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

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### EARTHQUAKE

Page: 1 of 3

| [Next](#)

#### Earthquake Preparedness

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water – minimum 3 day supply (7 day supply ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlight and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone



- [Chapter Overview](#)
- [Table of Contents](#)





## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ EARTHQUAKE

Page: 2 of 3

[Back](#) | [Next](#)

#### During an Earthquake

Most injuries resulting from an earthquake are caused by falling objects or debris dislodged by the quake. During an earthquake, observe the following:

- Remain calm, do not panic.
- Stay in office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should check damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors and when activated will automatically stop at the nearest floor. People in an elevator during such time should exit the car and follow instructions from the Floor Warden.



· [Chapter Overview](#)

· [Table of Contents](#)



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ EARTHQUAKE

Page: 3 of 3

[Back](#) |

#### Following an Earthquake

- Be prepared for aftershocks. Generally, the aftershocks are smaller than the main quake, however, some may be large enough to cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared to go without emergency services and help yourself and others.
- Extinguish any fires; do not light matches or smoke.
- Listen for news or instructions on radio or television.
- Do not use telephone unless for dire emergencies; make certain that all telephone receivers are on their phone cradles.
- Ration food and water.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ ELEVATOR MALFUNCTION

In the event that an elevator stops with passengers in it, remember to remain calm. Pressing any emergency button within the cab will alert Building Management that the cab is malfunctioning, what cab number it is, and what floor it is stuck on. The Guard will continue two-way communication with passengers until help arrives.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car will temporarily stop. Each elevator will automatically return to the lobby where the doors will open and they will then be out of service.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**



## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ EMERGENCY CONTACTS

All Emergencies	911
Building Management Office	972-690-0451
Building Security	972-235-7364
Fire Department (non Emergency)	972-744-5700
Police Department (non Emergency)	972-744-4800
Hospital (Baylor)	800-422-9567

**Important notes**

If you call 9-1-1 for a medical emergency, please be sure to notify building management with your name, callback number, and location so that security can guide the paramedics to the correct place.

In an alarm situation, unless you have something to report, please do not call the building office! Building management needs to attend to the situation, whether it is a false alarm or a true emergency, and telephone lines must be kept clear in the event of an emergency.



- [Chapter Overview](#)
- [Table of Contents](#)





## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### FIRE

Page: 1 of 2

| [Next](#)

Should a fire occur, an immediate attempt to put the fire out (e.g., smothering a wastebasket fire) usually will prevent it from getting out of control.

Notify the Building Management Office at (972) 690-0451 or dial 911.

Evacuation will be by the two stairwells - **NOT THE ELEVATORS.**

Elevators shall be used by the Fire Department only. Other elevators shall be on standby at ground-floor level.

Each Floor Warden and Fire Brigade member so assigned shall ascertain by search that no one remains on a floor being evacuated.

Handicapped persons should be helped down stairwells.

# Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ FIRE

Page: 2 of 2

[Back](#) |

If management and the Fire Department determine complete evacuation of the building is necessary, all Floor Wardens are to be notified. Direct all people to stairwells - DO NOT PANIC! Use stairwells in single file. Exit building upon reaching ground level. A typical floor plan is attached. Please learn the layout for your particular floor, and post the floor plan in a conspicuous place. Floors have diagrams of stairwells posted in each elevator lobby on each floor showing location of elevators, corridors and stairwells.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ FIRE SAFETY PLAN

Report all emergencies to Building Management by calling (972) 690-0451. This number is answered 24-hours.

Give the suite number, Tenant's name, person calling, and the nature of the emergency.

100 North Central is equipped to meet Richardson Building and fire codes. Fire extinguishers are located in the building in common areas. The Tenant may desire to provide extinguishers for such areas as kitchens or in the common area of your suite for use in a wastepaper basket fire.

[Click here to download a copy of the Fire Safety Plan](#)

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ 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, including after business hours.

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

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ HOMELAND SECURITY

Page: 1 of 2

| [Next](#)

Skyrise Properties 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.

- **Texas Department of Public Safety**  
<http://www.txdps.state.tx.us/dem/pages/index.htm>
- **Dallas Office of Emergency Management**  
[http://www.dallascityhall.com/html/oem\\_about\\_us.html](http://www.dallascityhall.com/html/oem_about_us.html)
- **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 Diseases Control and Prevention Emergency Preparedness and Response**  
<http://www.bt.cdc.gov/>



- [Chapter Overview](#)
- [Table of Contents](#)



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ HOMELAND SECURITY

Page: 2 of 2

[Back](#) |

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

- **The Dallas Morning News:**  
<http://www.dallasnews.com/>
- **KRLD 1080 AM:**  
<http://www.krld.com/>
- **KDFW Fox 4:**  
<http://www.kdfwfox4.com>
- **KTVT CBS 11:**  
<http://cbs11tv.com/>
- **KXAS NBC 5:**  
<http://www.nbc5i.com/index.html>

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### [MEDICAL EMERGENCY](#)

Page: 1 of 2

| [Next](#)

**In the event that an accident or illness of an employee or visitor takes place in your office area:**

1. Call Emergency at 911.
2. Give Emergency Dispatcher the following information:
  - Your name
  - Building name and address
  - Floor number and location of emergency on floor
  - Any details of accident or illness
3. Do not move injured/ill person. Try to make them as comfortable as possible.
4. Whenever possible, have someone meet the emergency unit in the lobby.
5. Call the Building Management Office at 972-690-0451. Inform them you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer necessary medical assistance.
7. Determine, if possible:
  - Name, address and age of injured/ill person
  - Nature of problem
  - Allergies and if currently on any medication
  - Local doctor



- [Chapter Overview](#)
- [Table of Contents](#)



# Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MEDICAL EMERGENCY

Page: 2 of 2

[Back](#) |

The Management, Engineering and Security staff will do all we can to make the person comfortable while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid and how and when to contact emergency services.

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ POWER FAILURE

**In the event of a power failure, the following will occur:**

Emergency lights on each floor and in each stairwell will be activated.

All occupants should be aware that the power source for all emergency lighting is limited to approximately 90 minutes. In the event of a prolonged power failure, please advise all employees and guest that they should make their way down the stairwell during the 90 minute period.

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



## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ SEVERE WEATHER

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will help protect from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



- [Chapter Overview](#)
- [Table of Contents](#)

## 100 NORTH CENTRAL

## Emergency Procedures

- Bomb Threat • Civil Disturbance • Earthquake • Elevator Malfunction • Emergency Contacts • Fire • Fire Safety Plan • Flooding
- Homeland Security • Medical Emergency • Power Failure • Severe Weather • Toxic Hazards

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ TOXIC HAZARDS

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 9-1-1. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.



- [Chapter Overview](#)
- [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CHAPTER OVERVIEW

| [Next](#)

**Building Signage and Directory:** This section provides information regarding building signage and directory strips.

**Cleaning:** This section provides information on the janitorial services provided by 100 North Central.

**Deliveries:** This section provides policies and procedures for deliveries to and from 100 North Central.

**Forms:** This section provides tenants with downloadable and printable administrative forms.

**HVAC:** This section provides information about the HVAC systems in 100 North Central.

**Lights:** This section provides information regarding the lighting services at 100 North Central.

**Mail Service:** This section provides information regarding mail service at 100 North Central.

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory
- Cleaning
- Deliveries
- Forms
- HVAC
- Lights
- Mail Service
- Maintenance Requests
- Telephone System
- Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ CHAPTER OVERVIEW

[Back](#) |

**Maintenance Requests:** This section provides information on requesting services at 100 North Central.

**Telephone System:** This section provides information regarding the telephone systems at 100 North Central.

**Trash Removal:** This section provides information regarding trash removal services.

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ BUILDING SIGNAGE AND DIRECTORY

Building signage is prepared according to your lease and formerly requested on the appropriate form. No other signage is permitted.



- [Chapter Overview](#)
- [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CLEANING

Cleaning service is provided five nights a week, Sunday through Thursday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, contact the Building Management office 972-690-0451. Special cleaning services can be arranged at tenant's expense.

If a small cleaning problem should arise during working hours, please contact the Building Manager.

No large items, furniture, appliances or other electronics should be tagged as trash. Neither the cleaning crew nor the building personnel can dispose of such items. No items should be placed in the corridors or other common areas. Disposal of such items is the responsibility of the tenant. The management office should be notified of the arrangements prior to the removal.

If you have any questions or comments regarding the cleaning services, please notify the Building Management's Office.



# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ DELIVERIES

All deliveries of supplies must be made on the east side of the building through the service entrance.

Notify Building Management in advance of large deliveries that may require blocking off parking areas or lanes. Such assistance should be scheduled in advance for after hours to avoid inconveniences to you and other Tenants.

See [Moving Policy](#), this section, for additional information.

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ FORMS

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Access Card Request](#)

[Key Request](#)

[After Hours Air Request](#)

[Vendor insurance Requirements](#)

[Tenant Insurance Information](#)

[Conference Room Reservation](#)

[Bomb Threat Checklist](#)

[Certificate of Insurance form](#)

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ HVAC

If the temperature in your office needs adjustment, please contact the building management office via the Electronic Tenant® Handbook. Your message will be directed immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are until 6:00 P. M. Monday through Friday and until 3:00 P.M. Saturday. HVAC needed outside of those hours should be requested through [Electronic Tenant® Handbook](#).



- [Chapter Overview](#)
- [Table of Contents](#)



# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory
- Cleaning
- Deliveries
- Forms
- HVAC
- Lights
- Mail Service
- Maintenance Requests
- Telephone System
- Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ LIGHTS

For lights in need of replacing, please contact the building management office via the [Electronic Tenant® Handbook](#). Your message will be directed immediately to engineering personnel. Please remember to turn out unused lights to conserve energy.



- [Chapter Overview](#)
- [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MAIL SERVICE

Page: 1 of 2

| [Next](#)

The [United States Postal Service](#) delivers regular mail to individual office suites. Outgoing stamped or metered mail should be placed in the designated mailboxes in the lobby. Miscellaneous correspondence to management should be addressed to:

SAF 100 N Central, Ltd  
100 North Central  
Suite #805  
Richardson, TX 75080

[U. S. Postal Service](#) personnel to contact for service or information: Area Supervisor, (972) 918-0692

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory
- Cleaning
- Deliveries
- Forms
- HVAC
- Lights
- Mail Service
- Maintenance Requests
- Telephone System
- Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ MAIL SERVICE

Page: 2 of 2

[Back](#) |

#### Drop Boxes:

[Federal Express](#)

(800) 238-5355

[DHL](#)

(800) 225-5345



- [Chapter Overview](#)
- [Table of Contents](#)



100 North Central · Richardson, Texas 75080 · 972-690-0451

## 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ MAINTENANCE REQUESTS

Page: 1 of 3

| [Next](#)

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

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

[Click here to log into the Electronic Tenant Service Request System](#)

**Once you have logged into the system, you will be presented with four options:**

1. Complete a Maintenance Request Form
2. Update User Information
3. View Electronic Maintenance Request Log
4. Download Miscellaneous Administrative Forms

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



- [Chapter Overview](#)

- [Table of Contents](#)

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ MAINTENANCE REQUESTS

Page: 2 of 3

[Back](#) | [Next](#)

### Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

- Step One- Confirm or complete all contact information.
- Step Two- Choose the nature or type of request being submitted.
- Step Three- If applicable, provide details of the contractor to be used.
- Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

### Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

[Click here to log into the Electronic Tenant Service Request System](#)



• [Chapter Overview](#)

• [Table of Contents](#)



- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MAINTENANCE REQUESTS

Page: 3 of 3

[Back](#) |

### Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

### Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

[Click here to log into the Electronic Tenant Service Request System](#)

# 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ TELEPHONE SYSTEM

Contact A T & T Telephone Company or other private telephone system company to arrange for and have installed the type of telephone system you will be using. Costs for special conduit, special electrical outlets, holes in floor slab, or other special work are to be paid by Tenant. Such work must be coordinated with Tenant construction and receive prior approval by Landlord. All phone cable must be Teflon-wrapped or installed in conduit to meet fire codes.



- [Chapter Overview](#)
- [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Services

- Building Signage and Directory • Cleaning • Deliveries • Forms • HVAC • Lights • Mail Service • Maintenance Requests
- Telephone System • Trash Removal

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ TRASH REMOVAL

Tenants are responsible for properly discarding any trash that does not fit into trash receptacles within the suite. Management does not provide removal services for furniture, appliances or other large items. Tenants should contract the service from a vendor approved by management. If you desire the janitorial crew to remove empty boxes, the boxes must be broken down and a note placed on the boxes designating as trash. No items should be placed in the corridors. No furniture, office equipment, electronics or other large items may not be placed in the dumpster. Tenants are responsible for removing such items from the premises. The scheduling of such removal should be prearranged through the management office.

# 100 NORTH CENTRAL

## Building Amenities

- On-Site Amenities • Parking

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ CHAPTER OVERVIEW

**On-Site Amenities:** This section provides a list of amenities available to tenants of 100 North Central.

**Parking:** This section provides information regarding the plaza parking garage located surface lot.



- [Chapter Overview](#)
- [Table of Contents](#)



## 100 NORTH CENTRAL

## Building Amenities

• On-Site Amenities • Parking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ ON-SITE AMENITIES

The on-site Deli serves breakfast and lunch and is open until 3:30 P.M. Monday through Friday.

Mail delivery directly to each suite is provided by [U.S.P.S](#) Monday through Saturday except for Holidays. The management office does not provide package receiving in your absence.

Stamped or metered outgoing mail may be dropped into the drop boxes just to the north of the elevators in the main lobby (near the ladies restroom corridor). The boxes are usually serviced around 12:00 noon and 4:00 P.M.

The Barber Shop is open Tuesday through Saturday.

ATM is available at the drive-thru bank.

The 4th floor conference

## 100 NORTH CENTRAL

## Building Amenities

• On-Site Amenities • Parking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ PARKING

Visitor parking is currently the first two rows north of the building. Handicap parking spaces are near the East entrance. Tenants may park in any other available legal parking space not designated as reserved. Tenants parked in the visitor parking spaces will be issued a citation. Tenants' vehicles remaining in the visitor parking more than 1 hour will be towed at the expense of the vehicle owner.

**General Information and Rules for Garage and Lot Parking**

1. Management provides visitor parking for the convenience of our tenants' guests. Please reserve these spaces for visitors to the Building.
2. In order to occupy a Handicap space, the vehicle must display a current tag or placard of Handicap status.
3. The parking lot is solely for the purpose of parking. The Landlord is not responsible for theft, loss or damage to vehicles or their contents. Parking is at the Tenant's own risk and Tenant assumes all responsibility.

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# 100 NORTH CENTRAL

## Policies & Procedures

- General Rules and Regulations • Insurance • Moving Policy • Smoking

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ CHAPTER OVERVIEW

**General Rules and Regulations:** This section details the general rules and regulations of 100 North Central.

**Insurance:** This section provides information regarding insurance requirements at 100 North Central.

**Moving Policy:** This section provides information regarding moving policies and procedures.

**Smoking:** This section outlines the smoking policy at 100 North Central.

# Policies & Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ GENERAL RULES AND REGULATIONS

Page: 1 of 6

| [Next](#)

The following rules and regulations shall apply, where applicable, to the premises, the building, the parking garage located adjacent to the building and appurtenances thereto:

1. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by Tenants or used by any Tenant for any purpose other than ingress and egress to and from the leased premises and for going from one to another part of the building.
2. Plumbing, fixtures and appliances shall be used only for purposes for which designed, and no sweepings, rubbish, rags, or other unsuitable material shall be thrown or placed herein. Damage resulting to any such fixtures or appliances from misuse by a Tenant or such Tenant's agents, employees or invitees, shall be paid by such Tenant, and Landlord shall not in any case be responsible thereof.
3. No signs, advertisement, or notices shall be painted or affixed on or to any windows or doors or other part of the building except of such color, size and style and in such places as shall be first approved in writing by Landlord. No nails, hooks or screws shall be driven or inserted into any part of the building except by Building Maintenance personnel, nor shall any part of the building be defaced by Tenants. No curtains or other window treatments shall be placed between the glass and the building standard window treatments.



- [Chapter Overview](#)
- [Table of Contents](#)





## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

## ○ GENERAL RULES AND REGULATIONS

Page: 2 of 6

[Back](#) | [Next](#)

4. Landlord shall provide all locks for doors in each Tenant's leased premises, at the cost to each Tenant, and no Tenant shall place any additional lock or locks on any door in its leased area without Landlord's prior written consent. A reasonable number of keys to the locks on the doors in each Tenant's leased premises shall be furnished by Landlord, at the cost to each Tenant, and Tenants shall not have any duplicate keys made.
5. With respect to work performed by Tenants in any leased premises with approval of Landlord, all Tenants will refer all contractors, contractors' representatives and installation technicians rendering any service to them to Landlord for Landlord's supervision, approval and control before performance of any contractual services. This provision shall apply to all work performed in the building, including, but not limited to, installations of telephones, telegraph equipment, electrical devices and attachments, and any and all installations or work of every nature affecting floors, walls, woodwork, trim, windows, ceiling, equipment, and any other physical portion of the building. Should a Tenant require telecommunications, data, electrical, other cabling or wiring, or any other work, Landlord will direct the electrician, technician or other licensed workmen regarding where and how wires are to be introduced or placed. All workmen and/or companies performing any work must be approved by Management. They must meet, and provide evidence of, the required insurance coverages before work can commence.



- [Chapter Overview](#)
- [Table of Contents](#)

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ GENERAL RULES AND REGULATIONS

Page: 3 of 6

[Back](#) | [Next](#)

6. Movement in or out of the building of furniture or office equipment, or materials which require use of elevators or stairways, or movement through the building entrances or lobby shall be restricted to such hours as Landlord shall designate. Such pre-arrangement initiated by a Tenant will be subject to Landlord's decision and control; taking into consideration the time, method, and routing of movement, and safety limitations and other concerns which may prohibit any article, equipment or any other item from being brought into the building.
7. Landlord shall have the power to prescribe weight and position of safes and other heavy equipment or items that shall in all cases - to distribute weight - stand on supporting devices approved by Landlord. All damage done to the building by installation or removal of any property of a Tenant, or done by a Tenant's property while in the building, shall be repaired at the expense of such Tenant.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ GENERAL RULES AND REGULATIONS

Page: 4 of 6

[Back](#) | [Next](#)

8. Tenant shall notify the Building Manager when safes or other heavy equipment are to be taken in or out of the building. Moving shall be done under the supervision of the Building Manager, after written permission from Landlord. Persons employed to move such property must be acceptable to Landlord.
9. In accordance with the City Fire Code, corridor doors, when not in use, shall be kept closed.
10. Each Tenant shall cooperate with Landlord's employees in keeping its leased premises neat and clean and odor-free. Tenants shall not employ any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel. Landlord shall in no way be responsible to the Tenants, their 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. Cooking of strongly odorous food is not permitted in the suites.
11. To ensure orderly operation of the building, no ice, mineral or other water, towels, newspapers, etc. shall be delivered to any leased area except by persons appointed or approved by Landlord in writing.

## Policies & Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### ○ GENERAL RULES AND REGULATIONS

Page: 5 of 6

[Back](#) | [Next](#)

12. Space heaters are not permitted. Any space heaters found in a suite will be removed by management.
13. Tenants shall not make or permit any improper, objectionable or unpleasant noises or odors in the building or otherwise interfere in any way with other Tenants or persons having business with them.
14. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds or animals shall be brought into or kept in, on, or about any Tenants leased premises.
15. No machinery of any kind shall be operated by any Tenant in its leased area without prior written consent of Landlord, nor shall any Tenant use or keep in building any flammable or explosive fluid or substance.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ GENERAL RULES AND REGULATIONS

Page: 6 of 6

[Back](#) |

16. No portion of any Tenant's leased premises shall at any time be used or occupied as sleeping or lodging quarters.
17. Landlord reserved the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgement shall from time to time be needed for the safety, protection, care and cleanliness of the building, operation thereof, preservation of good order therein, and protection and comfort of Tenants and their agents, employees and invitees. Rules and regulations, when made and written notice thereof is given to a Tenant, shall be binding upon Tenant in like manner as if originally prescribed in the Tenant Handbook.
18. Landlord will not be responsible for lost or stolen personal property, money or jewelry from Tenant's leased premises or public or common areas regardless of whether or not such loss occurs when the area is locked against entry.

## 100 NORTH CENTRAL

## Policies &amp; Procedures

- General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ INSURANCE

Your lease agreement requires that a Certificate of Insurance be forwarded to the management office prior to moving into the leased premises. **The Certificate should fulfill the requirements below:**

*You are required to carry certain insurance coverages per occurrence listing the Landlord as Certificate Holder and Additional Insured as follows:*

SAF 100 N Central, Ltd. as Owner  
 Skyrise Properties as Managing Agent  
 100 North Central Expressway, Suite 805  
 Richardson, TX 75080

Waiver of subrogation must be in favor of the Landlord and Landlord's Agent as it pertains to the leased premises.

Prior to your occupancy, please forward to the above address an Acord certificate of insurance evidencing your insurance coverages as required by your Lease.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MOVING POLICY

Page: 1 of 7

| [Next](#)

1. **Important.** Notify Building Management in advance of moving bulky materials, office furniture or equipment in or out of the building. Notification must be received in the office by noon the previous day. All such moving must occur after hours.
2. All moving must be prearranged with Building Management and is subject to Landlord's approval:
  - Time of delivery or movement
  - Method of movement
  - Routing
  - Moving Company's certificate of insurance
3. Landlord shall not be liable for injury or damages to any person or property involved as a result of Tenant deliveries or move-ins.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## MOVING POLICY

Page: 2 of 7

[Back](#) | [Next](#)

4. Rubber wheeled, two and four-wheel dollies or carts may be used providing the lobby floor is protected by covering with Masonite. No moving or covering of the floor may occur during business hours.
5. Materials that can cause discomfort from fumes or odors, inconvenience or damage (such as open paint cans) will not be carried on elevators even though they are carried by hand.
6. All dollies and conveyances of materials, supplies or equipment will enter the building through the service entrance.

Definition of after-hours: After 6:00 P.M. weekdays and between 7:00 P.M. – 7:00 A.M. on Saturdays and Sundays.



• General Rules and Regulations • Insurance • Moving Policy • Smoking

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### MOVING POLICY

Page: 3 of 7

[Back](#) | [Next](#)

#### MOVING POLICY FOR ALL BUILDINGS

ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO RETURN TO THE PREMISES:

1. The move must furnish Landlord's Managing agent with all required insurance per the minimum requirements exactly as shown on the following page.
2. Masonite sections will be used as runners on all carpeted areas where heavy furniture or equipment is being moved with wheel or skid-type dollies.
3. Protect pediments which are located at the entrances of the building.
4. Do not unreasonably encumber the site with materials or equipment.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MOVING POLICY

Page: 4 of 7

[Back](#) | [Next](#)

5. All walls, door facings, elevator cabs and other areas along the route to be followed during the move will be inspected by the Landlord and moving company personnel before and after the move.
6. Any damage to the building or fixtures caused by the move will be repaired or paid for by the moving company.
7. Only the freight or designated freight elevator will be used for movement of the items of furniture, etc., mentioned in the above paragraph. All areas of public view are to be kept clean at all times
8. Applicable fines will be incurred for any violation of these rules and procedures until Landlord's Managing Agent is satisfied with Mover's housekeeping procedures.
9. Move-ins of large quantities of furniture, office equipment, or supplies will be accomplished after 6:00 P.M. on weekdays, or between 7:00 A.M. and 7:00 P.M. weekends and holidays..
10. Safety equipment is to be worn at all times, Movers may be terminated at Landlord's Managing Agent's option, if there are any safety violations.
11. No loud music is to be played.



## Policies & Procedures

- General Rules and Regulations • Insurance • Moving Policy • Smoking

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



### MOVING POLICY

Page: 5 of 7

[Back](#) | [Next](#)

12. All Occupational Safety and Hazardous Association (OSHA) rules and regulations are to be posted.
13. The moving companies or movers must make arrangements with the Building Manager for use of the elevators for each move. A firm arrival time will be established. Any deviation from their scheduled arrival time will result in a charge of \$40 per hour waiting time to the moving company or movers.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## MOVING POLICY

Page: 6 of 7

[Back](#) | [Next](#)**Insurance**

*The moving company must carry the usual form of business insurance. Such insurance shall include, but not be less than the following:*

1. Workman's Compensation in statutory limit for the State of Texas, with employee's liability limit of \$500,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form, and certificate evidencing same shall be furnished to Landlord before moving any items into building. In addition, the moving company must agree to protect, indemnify, and save Landlord harmless from and against all claims, demands and causes of action of every kind and character arising in favor of moving company's employees, Landlord's employees, or other third parties on account of bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employees, representatives, or subcontractors. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.

## Policies &amp; Procedures

• General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ MOVING POLICY

Page: 7 of 7

[Back](#) |

2. Comprehensive general liability insurance policy shall include coverage for hazards of premises - operation, elevators, products and completed operations, and including personal injury coverage part and contractual liability coverage part designating the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$1,000,000 per person's bodily injury and personal injury; \$1,000,000 per occurrence for bodily injury an personal injury; and \$1,000,000 per occurrence in aggregate for property damage. Property damage insurance shall be in broad form, including completed operations.
3. The limits set forth above are the minimum - if greater limits are carried, they will apply.
4. Each moving company moving supplies, furniture, and/or equipment into this building shall secure and present the Building Manager with a certificate reflecting these coverage's.

[Click here for a Vendor Certificate of Insurance Form](#)

## 100 NORTH CENTRAL

*Policies & Procedures*

- General Rules and Regulations • Insurance • Moving Policy • Smoking

## QUICK LINKS

- *Building Calendar*
- *Request Service*
- *Search*
- *Forms*
- *Traffic Conditions*
- *Local Weather*



- *Chapter Overview*
- *Table of Contents*



## ○ SMOKING

100 North Central is a Smoke-Free environment. Smoking is not permitted in the building. Smoking is permitted in designated outdoor areas only. Please do not throw the cigarette butts on the ground or into the outdoor landscaping. Our Tenants are proud of our building and want to keep it clean for other Tenants and their clients.

## 100 NORTH CENTRAL

*The Neighborhood*

• Banks & ATMs • Business Services • Entertainment • Hotels • Maps • Restaurants • Transportation

## QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)



- [Chapter Overview](#)
- [Table of Contents](#)



## ○ CHAPTER OVERVIEW

**Banks & ATMs:** This section provides contact and location information for banks and ATM's in the neighborhood.

**Business Services:** This section provides detailed information about mail centers, printers, dry cleaners and other useful services in the neighborhood surrounding 100 North Central.

**Entertainment:** This section provides information on the neighborhood's best bars, clubs, cultural centers and other entertainment options.

**Hotels:** This section provides the contact and location information for the hotels in the neighborhood surrounding 100 North Central.

**Maps:** This section provides local maps as well as driving directions to and from major transportation hubs.

**Restaurants:** This section provides tenants with contact and location information for the restaurants located in 100 North Central's neighborhood.

**Transportation:** This section provides tenants with information regarding the public transportation options.

# 100 NORTH CENTRAL



## The Neighborhood

• Banks & ATMs • Business Services • Entertainment • Hotels • Maps • Restaurants • Transportation

### QUICK LINKS

- [Building Calendar](#)
- [Request Service](#)
- [Search](#)
- [Forms](#)
- [Traffic Conditions](#)
- [Local Weather](#)

### ○ TRANSPORTATION

<a href="#">Greyhound Bus Lines</a>	972-231-1763
<a href="#">Access Taxi</a>	214-418-9554
<b>Richardson Cab</b>	972-235-3500
<b>United Limo</b>	972-761-0503



- [Chapter Overview](#)
- [Table of Contents](#)



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