

**Benson Tower  
Electronic Tenant® Portal**

**Created on July 14, 2024**

## **Building Amenities: Parking Garage**

The Superdome provides Benson Tower with contract parking in several of their parking garages. In the event the Superdome has an event scheduled during the week, the Benson Tower Management Office will notify the contact person for your office in advance to advise what time you will be required to vacate the parking garages that day. In the event of an emergency, such as suspicious individuals or vehicle damage, please contact Superdome Security at (504) 587-3900 and then Superdome Parking at (504) 587-3805.

Visitor parking for Benson Tower is available in Garage 1A Monday through Friday, 6 a.m. to 6 p.m. Visitor parking rates are posted at the entrance. If you wish to validate parking for your clients/guests, pre-validated parking vouchers may be purchased in advance from the Management Office. Please request such validation vouchers in advance via the Service Request System. The current visitor parking rates and the costs of each type of parking validation voucher are available in a document located in the Downloadable Forms section of the [Service Request System](#).

Entry into the Superdome parking garages is via parking access cards. Tenants may contact the Management Office to request parking access card application which should be filled out and submitted via the Service Request System. Replacement parking access cards are also available from the Management Office and may be requested via the [Service Request System](#) for a nominal fee.

Click [here](#) to download Benson Tower's parking garage helpful hints to understand the operation of the parking garage access control systems and to limit parking frustrations.

Click [here](#) to download a map of the Superdome parking garages utilized by Benson Tower.

Click [here](#) for an area map showing all Superdome parking lots which may from time-to-time be used by Benson Tower tenants for alternate parking during Superdome events.

## **Building Amenities: Telecommunications**

Benson Tower is pre-wired with various service providers' equipment to provide tenants with a wide variety of options to meet their specific telecommunications needs, from local service to high-speed Internet access via fiber optics, video conferencing, firewall security, web hosting, etc.

### **Current providers in the building include:**

- [AT&T](#)
- [Cox](#)
- [T W Telecom](#)
- [Level \(3\) Communications](#)
- [Skycom 1](#)

Please contact the Management Office for additional information.

## **Building Amenities: Retail Services**

### **ATMs**

[Fleur De Lis Federal Credit Union](#) ATM is located on the 4th floor.

[Fidelity Homestead Savings Bank](#) ATM is located outside on the building porch on Poydras St.

### **Banking Services**

[Fleur De Lis Federal Credit Union](#) has a branch in Suite 628. All building occupants are eligible for membership to the credit union. Hours are 9:00 a.m. to 4:00 p.m. Monday through Friday. Please contact Fleur De Lis Federal Credit Union for more information on their services at (504) 838-5456.

### **Food Services**

The Benson Tower Sundry Shop is located on the Ground Level of the building and offers an array of snacks, food, and other items, including pastries, candy, chips, drinks, hot dogs, greeting cards, newspapers, and lottery tickets.

## **Building Operations: Accounting**

All rental and miscellaneous payments should be made via electronic funds transfer, check, or money order made payable to:

1450 Poydras St.  
Suite 404  
New Orleans, LA 70112  
Attn.: Lisa Watson

Payments may also be hand delivered to the Management Office in Suite 404. Electronic funds transfer wiring instructions are available upon request from the Management Office. Please note that cash will not be accepted.

## Building Operations: Building Management

The staff of Benson Tower is dedicated to making your work environment as safe and pleasant as possible and should be contacted in all matters involving the daily operation of the building. This includes tenant move-ins, janitorial service, maintenance, elevator service, freight elevator service, security, and parking.

**Please do not hesitate to contact the Management Office at:**

[Submit Service Requests here.](#)

**Phone:** (504) 493-6760

**Fax:** (504) 493-6767

**Address:**

1450 Poydras St.  
Suite 404  
New Orleans, LA 70112

**Office Hours:**

8:30 a.m. – 4:30 p.m. Monday – Friday, except [holidays](#).

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

<b>Title</b>	<b>Name</b>	<b>E-Mail</b>
Director of Asset Management	Jeanne Booth	<a href="mailto:jbooth@corp-realty.com">jbooth@corp-realty.com</a>
Property Manager	Heather Guichet	<a href="mailto:hguichet@corp-realty.com">hguichet@corp-realty.com</a>
Chief Building Engineer	David Belitz	<a href="mailto:dbelitz@corp-realty.com">dbelitz@corp-realty.com</a>
Property Assistant	Lisa Watson	<a href="mailto:lisa@corp-realty.com">lisa@corp-realty.com</a>
Tenant Coordinator	Wendy DeWitt	<a href="mailto:wdewitt@corp-realty.com">wdewitt@corp-realty.com</a>
Building Engineer	Kevin Jones	<a href="mailto:kjones@corp-realty.com">kjones@corp-realty.com</a>

## **Building Operations: Holidays**

**Benson Tower and the Management Office observe the following holidays:**

- New Year's Day
- Martin Luther King, Jr. Day
- Mardi Gras
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

Should you require any routine cleaning, heating, ventilation, air conditioning (HVAC), or other special services on any of the above holidays, please contact the Management Office at least 48-hours in advance as the Management Team and contractors observe these holidays. Please review your Lease Agreement for operating hours and specific holiday accommodations for your business.

In the event of an emergency service request on one of the above holidays, please contact Benson Tower Security at (504) 493-6750, and they will answer and dispatch the request accordingly.

## **Building Operations: Leasing**

[Corporate Realty, Inc.](#) serves as the leasing and management company for Benson Tower. Corporate Realty, Inc.'s corporate headquarters are located at 201 St. Charles Avenue, Suite 4411, New Orleans, LA 70170. The main phone number is (504) 581-5005.



## **Building Security: Overview**

Benson Tower is staffed by a security contractor on a 24-hour, seven-day-a-week basis that acts to enforce building policies, ensure safety, and alert Management for any unusual activities. In special cases where you have vendors or contractors (i.e., carpet cleaners, installers of computer equipment, etc.) coming in after-hours or on the weekends, please contact the Building Management Office stating who (i.e., the name of the company and individual, if possible) will be coming, the date, and the approximate time. Also please provide a brief description of what they will be doing. All individual(s) must have some form of identification to present to the guard on duty.

**Please note that the security personnel are never authorized to unlock tenant spaces at any time, for any reason.**

On occasions, we may need to escort an unwanted visitor from the building or to investigate a theft. The inconveniences caused by such situations can be minimized if the above procedures are observed.

## **Building Security: Tenant Security Responsibilities**

- The best way to improve security is for each tenant in the building to take an active role just as you would in the neighborhood where you live.
- Do not hesitate to report any suspicious or disorderly individuals to Security or Building Management. Our building security personnel will escort them from the building.
- Solicitation is not permitted in the building, and any individual who enters your offices for this purpose should be reported to the Building Management. Building security personnel will escort them from the building.
- Contact the Management Office if any building keys are lost. This includes keys to your suite, storeroom keys, building access cards, and parking access cards.
- Keep building access cards out of the hands of those who do not need them. It is the tenant's responsibility to maintain up-to-date records of all your employees who have cards. When individuals have been removed from your employment for any reason, always retrieve access cards and keys. Please contact the Management Office immediately if access cards are not returned so we can delete the card from our security system.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement by appointing a responsible person to be in charge of requesting and issuing all keys.
- Store keys systematically in a secured commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- When working alone in the office, lock the front door to prevent anyone else from entering.
- Make sure all doors to your offices are locked and secured at the close of your business day.

## **Building Security: Building Hours & Access**

Benson Tower's normal operating hours are from 6:00 a.m. to 6:00 p.m., Monday through Friday, except holidays. All building entrances will remain open to the public during these hours, unless Building Management determines that crowds attending Superdome or Champions Square events may inhibit building operations. During such instances, building visitors will need to follow posted signs and request building entry from Benson Tower Security. Tenants may gain access by using their building access cards.

Any suite access system & access cards remain the responsibility of the tenant. Tenants must provide access cards for their access system as requested by Building Management. In the event that a tenant loses or misplaces their access card, tenant personnel should contact their manager as Building Management will not provide access to their suite.

**Please note that Benson Tower Security personnel are never authorized to unlock tenant spaces at any time, for any reason.**

## **Building Security: After Hours Access**

During non-operating hours, including holidays, tenants may use building access cards to enter the building and use the elevators. After hours entry into the building is available via the access card readers located at the left doors at the Poydras St. entrance or the 2nd level of Superdome Garage 1A elevator. Tenants visiting the building outside of normal business hours must sign in and out with Security on the Bridge Level.

Please note that during the week building lights are programmed to go "off" at 10:00 p.m., except for emergency lighting, and lights are not scheduled "on" weekends unless specifically requested. Please also refer to your lease for details regarding the hours HVAC service is provided to your suite.

Any suite access system & access cards remain the responsibility of the tenant. In the event that a tenant loses or misplaces their access card, tenant personnel should contact their manager as Building Management will not provide access to their suite.

**Please note that Benson Tower Security personnel are never authorized to unlock tenant spaces at any time, for any reason.**

## **Building Security: Key and Lock Policy**

### **KEYS**

For additional security, the Benson Tower keying system is based on a restricted keyway. Additional keys can be obtained only from the Property Management Office for a nominal fee. Also, requests for additional locks and for lock changes are to be addressed to the Property Management Office. **NO ADDITIONAL LOCKS ARE TO BE INSTALLED WITHOUT THE PRIOR WRITTEN CONSENT OF THE MANAGEMENT OFFICE.**

### **LOCKS**

The Property Management Office will furnish the tenants, free of charge, two (2) keys for each door in the Leased Premises. Additional keys and all suite master keys will be available from the Property Management Office at a nominal charge. All such keys shall remain the property of Benson Tower. No additional locks shall be allowed on any door to or within the Leased Premises without the Property Management Office's express written permission.

Upon termination of the Lease Agreement, the tenant shall surrender to the Property Management Office all keys furnished to the tenant as well as the combination of all locks for safes, safe cabinets and vault doors, if any are left in the Leased Premises.

## **Building Security: Lost Employee Access Cards**

In order to protect the integrity of the building access system, it is vital that lost or stolen access cards are reported to the Property Management Office via the [Service Request System](#) as soon as possible so that the access cards may be deactivated.

Employees that have lost their access cards will be issued new access cards once proper authorization from their office supervisor has been received. Supervisors may request replacement preprogrammed building access cards via the [Service Request System](#). Such access cards may be subsequently programmed by the supervisor for access to the tenant's suite. Tenants will be billed for all replacement access cards.

## **Building Security: Deliveries**

Benson Tower has two loading docks to accommodate deliveries to the building. The primary loading dock is located on LaSalle Street, across from the Superdome, and a secondary loading dock is located in the tunnel that runs along the eastern side of the building from Poydras St. to Girod St. When LaSalle St. is closed for events, the building's alternate loading dock in the tunnel will open to receive building deliveries. The Benson Tower dock is open Monday through Friday between 7:00 a.m. and 5:00 p.m. and is utilized on a "first come, first served" basis.

All delivery personnel must sign in and out with the loading dock security guard and provide adequate identification to be granted a freight elevator access card.

## **Building Security: Lost and Found**

Any individual finding lost items should turn them in to the Management Office in Suite 404 or to Benson Tower Security located at the Security Console on the Bridge Level. You may also email the Management Office if you have lost any items. When claiming an item, the person must first describe the item in detail and state when the item was lost. The claimant must acknowledge receipt of the item and show identification. Any items remaining unclaimed after 30 days are donated or disposed.



## **Building Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Management Office at (504) 493-6760 or Benson Tower Security at (504) 493-6750, and we will send appropriate personnel to escort them off of the premises.

## **Building Security: Suspicious Persons**

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

Please be aware of strangers in your tenant areas and halls. Quite often a question such as *"May I help you locate someone?"* will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Management Office & Building Security immediately.

## **Building Security: Theft**

Should you suspect that your offices have been broken into or if items are found to be missing, call 911 for the New Orleans Police Department first, then notify the Management Office. Our Security staff submits a written report of these incidents to Building Management immediately following investigation of the matter. In the meantime, avoid disturbing anything in areas which you feel might have been affected by an intruder.

## **Emergency Procedures: Emergency Contacts**

All Emergencies	911
Building Management Office	(504) 493-6760
Building Security	(504) 493-6750
Fire Department (non Emergency)	(504) 658-4700
Police Department (non Emergency)	(504) 821-2222
Tulane Medical Center - Downtown	(504) 988-5711
Emergency Room	
Interim LSU Public Hospital – Switchboard	(504) 903-3000
Ochsner Health System	(800) 231-5257
Touro Infirmary	(504) 897-7011

### **Important notes**

If you call 911 as a result of a medical emergency, please be sure also to notify Building Management with your name, callback number, and location of the individual in need of assistance so that Benson Tower Management & Security may swiftly guide the paramedics to your exact location. If an additional person is available, please post them at the freight elevator vestibule on your floor.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so Management may attend to the situation as quickly and efficiently as possible.

## **Emergency Procedures: Emergency Access List**

Each tenant should provide the Management Office with a listing of responsible people who can be contacted if Building Management needs to get into your office after hours. These people should be listed in the order in which they should be contacted. The only time we will call this list is if an emergency warrants. Please keep this list updated as names and positions change. The time we lose trying to find the right person could be critical.

Click [here](#) to download the Tenant Authorization & Emergency Contact Form.

## **Emergency Procedures: Tenant Emergency Action Plan**

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

### **Department of Homeland Security**

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

### **Federal Emergency Management Association**

<http://fema.gov/>

### **American Red Cross**

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

### **Center for Diseases Control and Prevention Emergency Preparedness and Response**

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

### **Governor's Office of Homeland Security & Emergency Preparedness**

<http://www.getagameplan.org/planFamily.htm>

# Emergency Procedures: Fire and Life Safety Systems

## Building Fire Safety Features

- The building is constructed of structural steel and concrete and is fully sprinkled to inhibit the spread and minimize the effects of fire on the building's structure.
- There are an adequate number of sprinkler heads on each floor. The system is activated when a metal attachment to a sprinkler head is melted by approximately 130 degrees of heat. The system is only activated in the immediate area where the affected disconnect valve is located. The water flow can be stopped with the use of the disconnect valves located at the floor's stair landings.
- Tenants should become familiar with the location of all exit stairwells on their floor. Each floor has at least two stairwells identified numerically as either stairwells A, B, C, D, or E. Each stairwell is equipped with a public address speaker system. The enclosed exit stairwells are constructed of fire resistant materials. Stairwell doors must not be blocked open because this may allow the spread of fire or smoke into the exit stairwells.
- Evacuees must move away from the building. Do not congregate in the vicinity of the building. It may obstruct the flow of fire engines trying to reach the building and could pose a threat due to any falling debris.
- When the fire alarm is activated, the stairwells become pressurized by a fan system that is automatically put into operation. Each stairwell contains standpipes that include 2 ½" hose connections at each stair landing. These connections are for the fire department's use only.
- ABC fire extinguishers are located throughout the building in all tenant suites on each floor. Tenants should become familiar with the exact location and the proper use of these devices. Instructions on how to use these extinguishers are listed in the Fire Extinguisher section, and are usually provided on each extinguisher.

## FIRE EXTINGUISHERS

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved and "C" because it is electrical equipment.

Tenants are responsible for making arrangements with Building Management to protect areas such as computer rooms, mailrooms, duplicating, and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

## Fire Extinguisher Operation

When using a fire extinguisher, remember the word **PASS**.

- **PULL** the pin. Some extinguishers require releasing a latch or pressing a puncture lever.
- **AIM** low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.
- **SQUEEZE** the handle. This releases the extinguishing agent.
- **SWEEP** from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

## Fire Communications System

Per NFPA Life Safety Code Handbook, the fire alarm voice EVAC system and the fire alarm strobes will be activated on:

- The alarming floor
- The floor above
- The floor below
- The stairwells

If a full building evacuation is determined to be necessary by the New Orleans Fire Department, the fire alarm voice EVAC system and the fire alarm strobes will be activated on all floors.

Voice communications are available from the fire control room to one or all floors by use of the public address speakers which are located in a number of areas on each floor and in the stairwells.

The building fire alarm system consists of detection, reporting, and control functions. When an alarm is activated, certain automatic responses take place; some involve shutting down equipment. All provide notification to the fire control room on the 2nd floor and an automatic alert is transmitted to our alarm monitoring company which then notifies the fire department.

There are a number of types of alarms, which are recognized by the fire command station, and each type has a specific response. Alarm types and responses are listed on the following page.

ALARM TYPE	RESPONSE
<ul style="list-style-type: none"> <li>• Smoke in any elevator lobby</li> </ul>	<ul style="list-style-type: none"> <li>• Voice EVAC sounds</li> <li>• Strobes flash on alarm floor, floor above, floor below, and bridge level lobby</li> <li>• Stair pressurization fans are activated and HVAC on alarm floor is shut off</li> <li>• If smoke is detected on bridge level (2nd floor) low rise elevator lobby, low rise elevators are directed to the 4th floor. If it detected on the bridge level high rise elevator lobby, all high rise elevators are directed to the 15th floor.</li> <li>• If smoke is detected in any elevator lobby (excludes bridge level), elevators are called to the bridge level (2nd floor).</li> </ul>
<ul style="list-style-type: none"> <li>• Smoke in duct work</li> </ul>	<ul style="list-style-type: none"> <li>• Voice EVAC sounds</li> <li>• Strobes flash on alarm floor, floor above, floor below, and bridge level lobby</li> <li>• Stair pressurization fans are activated and HVAC on alarm floor is shut off</li> <li>• Elevators continue to operate</li> </ul>
<ul style="list-style-type: none"> <li>• Pull stations</li> </ul>	<ul style="list-style-type: none"> <li>• Voice EVAC sounds</li> <li>• Strobes flash on alarm floor, floor above, and the floor below.</li> <li>• Stair pressurization fans are activated and HVAC on alarm floor is shut off</li> <li>• Elevators continue to operate</li> </ul>



## **Emergency Procedures: Fire Prevention**

Tenants should make arrangements with Building Management to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire-rated enclosures and fire extinguishers. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems should be considered. Contact the Building Management Office if you need any assistance in arranging the purchase of any of the above equipment.

Tenants should take steps to safeguard their business from the effects of a fire in the building by protecting vital documents and company records. Off-site storage duplicate records or fire-resistance storage areas can do this. The specific method of protection will depend on the size and nature of the material involved.

### **Additional fire prevention tips are as follows:**

- Make sure appliances such as coffee makers are turned off at night.
- If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Building Management Office.
- Leave at least 20 inches from the ceiling for stacked materials; allow space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that gives off heat.
- Flammable debris, fluids or chemicals should be properly stored per code requirements.
- Make sure the power is shut off on all office equipment such as copiers, typewriters, calculators, computers, etc. at the close of the business day.
- Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.
- When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame proofed.
- Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.
- Report all burned out "Exit" sign bulbs to the Building Management Office.
- Keep several flashlights with fresh batteries in an easily accessible location for emergency use.

### **Evacuation Personnel**

Emergency evacuation procedures are administered by the Management Office in coordination with the building tenants. Those individuals involved consist of building management Staff, building engineers, building security personnel, tenant safety wardens and evacuation facilitators, and the local fire department.

## **Emergency Procedures: Tenant Safety Wardens**

A Safety Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. The office manager or personnel manager, or both depending on the size of your firm, would probably be good candidates for Safety Warden.

One (1) Safety Warden should be assigned for every 7,500 square feet of occupied space. You should also select one Deputy Warden for every Safety Warden assigned. In addition to Safety Wardens and Deputy Wardens, you should also appoint one male and one female Evacuation Facilitator who should be responsible for verifying that no one is in the restroom on each floor.

The Safety Warden is responsible for the development and implementation of your company's fire safety program. This program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, and practice of emergency procedures. The Safety Warden is assisted by Deputy Wardens and Evacuation Facilitators.

In the event of a fire or other emergency, this individual is in charge of the situation until Building Management and/or emergency personnel arrive. The Safety Warden may also be responsible for coordinating the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

**The Safety Warden will also be a key contact for the Management Office in case of power failures, medical emergencies, or other emergency situations.**

# Emergency Procedures: Fire Response

## Fire Response In the Event of Smoke

- STAY CALM!
- Call 911, and then call the Building Management Office at (504) 493-6760. Please report the smoke and provide the location along with any other available details.
- Notify your Safety Warden and await instructions from your Safety Warden and building management over the voice EVAC

## Fire Response Within Tenant Space

**The Safety Warden is in charge until the Building Management Team, or the New Orleans Fire Department arrives. The Safety Wardens and the other designated employees should initiate the following emergency procedures:**

- Close all doors leading to the fire.
- Immediately call 911, then call the Building Management Office at (504) 493-6760, and report the exact location of the fire and what is burning.
- Initiate fire-fighting operations. Tenants should attempt to extinguish small (areas of less than 10 square feet) fires unless doing so would expose them to personal danger and/or cause delay in calling the Management Office or in evacuating the area. If the fire is in a wastebasket, move it to a less dangerous location if possible. If machinery is on fire, shut off power to it.
- Use available fire extinguishers. Use building "ABC" fire extinguishers for paper wood, cloth, plastic, rubber, grease, oil, or electrical fires.
- A designated employee should wait by the freight elevator to direct the Building Management Team to the fire scene.
- The Safety Warden should coordinate his/her activities with those of the Deputy Safety Wardens and Evacuation Facilitators on the fire floor.
- The Safety Wardens will give the order to evacuate in accordance with the procedures outlined in the Evacuation Procedure section. The Safety Wardens should notify the Building Management Office of this action. Building Management will immediately proceed to the scene.
- When Building Management arrives on the fire floor, he/she is in charge until the New Orleans Fire Department arrives. Tenants should assist those efforts. Should evacuation become necessary, an announcement will be made over the Voice Evacuation System.

# Emergency Procedures: Evacuation Procedures

In the event of a fire or other emergency, the safe and rapid evacuation of the affected area is the joint responsibility of the tenants in that area and the Building Management Team. It is imperative that each employee become familiar with the information and procedures described on the following pages. Please contact the Management Office if you have any questions about fire safety. Even if we cannot immediately answer your question - we will find your answer and respond quickly. **Remember that it is each tenant's responsibility to train all of its employees on all Emergency Procedures for the building.**

Do not evacuate unless lives are in immediate danger or unless ordered to do so by the fire department, a representative of the building, or the floor wardens. Unnecessary evacuations will only cause confusion and block stairwells.

The building is fully sprinkled to inhibit the spread and minimize the effects of fire. **In most instances when evacuation of an area is required, only the fire floor and one floor immediately above and one floor immediately below will need to be evacuated.** In responding to a fire, the fire department will designate a floor for their Command Post. In order to ensure clear uninhibited entry for the fire department into the building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the exact relocation meeting area designated by their written evacuation plan or the fire department.

## The following evacuation procedures should be observed:

- **REMAIN CALM**
- Listen to and follow the instructions of the voice evacuation announcements and the directions of your Safety Warden.
- A Safety Warden and Deputy Warden should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
- Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the fire department officials or Building Management.
- Do **NOT** grab purses or bulky personal items as these become obstructions in the stairwell. You will be allowed back into the space after the fire department or Building Management determines it is safe to re-enter.
- The buddy system should be implemented for disabled persons confined to a wheel chair and unable to walk in any manner. See the last page of this section for information regarding [evacuating the disabled](#).
- In case of fire, elevators will immediately be taken out of service and used by the fire department. The stairwell doors are rated for a minimum of two (2) hours protection time. **Feel all doors and door knobs with the back of your hands before opening.**
- **If the door is hot to the touch, do not open it!** Stay in your office and caulk around the door seams using wet towels or duct tape. Stuff clothing or material around ventilation ducts and cracks in doors to prevent smoke from penetrating area. Find another exit to the corridor.
- If both your door and doorknob are cold and you leave your office:
  - Check for smoke in the corridor.
  - When smoke is present, stay as close to the floor as possible by crawling since clean and cool air is closest to the floor. **BREATHE NORMALLY. DO NOT HOLD YOUR BREATH.**
  - **DO NOT RUN!** Everyone should proceed quickly, but calmly to the nearest stairwell.
  - Check stairwells for smoke. All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants. **DO NOT USE THE ELEVATORS!**
  - **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
    1. Knowledge of procedures that must be followed.
    2. Confidence in the responsible personnel's ability and guidance.
    3. Calmness and self-confidence of responsible personnel
- The last person leaving any enclosed office area should close the office door, **without locking it.** This will help to confine any fire until the arrival of the fire department.
- If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
- Form a single-file line at the stairwell exit door and proceed, calmly and carefully down the staircase to your designated relocation meeting area in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, proceed to another floor.

- Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
- Conversation should be kept to a minimum. Women should remove high heel shoes. Everyone should stay in a single-file line on the **outside wall** of the staircase. The **inside rail** (the shortest route) is for fire personnel. If people are using the stairwell to evacuate and begin to overrun you, move to the side or corner of the stairwell and wait until they pass. Once in the stairwell, you should evacuate to the designated area in an orderly manner. Take your time and move safely. Be sure to listen for instructions and follow them at all times.
- **Evacuate to the relocation meeting area that each Safety Warden has designated** per their written evacuation plan or the fire department. Your designated evacuation area **must be outside** of the building. Please move to areas across the street to insure you do not inhibit fire-fighting activities.
- Upon arrival at the relocation meeting area designated by each tenant's written evacuation plan, everyone should remain there. No one should leave the area unless directed to do so by the fire department or Building Management.
- The Deputy Warden or Evacuation Facilitator should proceed to take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed to your Safety Warden (or to Benson Tower Security personnel if the emergency occurs after business hours). **The Safety Warden is responsible for reporting the head count to the Building Management Team.**

## IF ALL ESCAPE ROUTES ARE BLOCKED

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed:

- Move as far away from the fire as possible. If possible, select a room with an outside window. Close all doors as you go but do not lock them. Every closed door between you and the fire provides a barrier against smoke.
- **Call 911.** If you are unable to reach the fire department, then contact the Building Management Office and/or Benson Tower Security with your precise location.
- Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area; if possible, **WET THE ARTICLES.**
- **DO NOT BREAK WINDOWS.** Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.
- Follow the evacuation instructions precisely. **DO NOT** use the elevators unless otherwise instructed.

## Evacuating the Disabled

**It is the intent of the emergency evacuation program to ensure the safe removal of all individuals from the building. The Fire Marshall recognizes that some employees are in wheelchairs and cannot walk down the stairs. Those employees will be evacuated under the following conditions:**

- Tenants not requiring assistance and that are not going to assist will evacuate first. This avoids the possibility of persons in need of assistance being bumped and falling down, thus slowing evacuation and/or causing injury. If there is evidence of fire, persons having mobility impairment should be positioned in an area of refuge located farthest away from the fire. In Benson Tower, this would be the freight elevator lobbies on each floor. **(Please note that the freight elevator lobby is different than the passenger elevator lobby and is located in a separate area of the building.)** If fire conditions begin to pose a personal threat, the buddies should enter into Stairwell A adjacent to the freight elevator lobbies with the mobility impaired and relocate two floors below the fire floor. Move the disabled employee to the door of the nearest stairwell and wait until traffic from upper floors is clear before moving employee into the stairwell.
- The Fire Marshall recommends that you use the Buddy System to notify emergency personnel in the lobby.
- **Special Provisions:** Where necessary, all responsible team members will identify those employees whose physical condition may require special or additional assistance. For example, the employment of a deaf person may require some visual signaling device, located on his desk or on the office wall, indicating that the general alarm sounded.



## **Emergency Procedures: Lockdown Procedure**

The Lockdown Procedure is an emergency procedure intended to secure and protect the tenants in the building. This procedure is used when it may be more dangerous to evacuate the building than to stay inside. In the event there is a security threat where tenants need to secure themselves in their suite, tenants will be alerted to "Lockdown".

Procedures:

- Stay in your office and lock the door.
- Do not attempt to leave the office or roam about the building.
- Wait until you are given an "All Clear" to unsecure your area.

## Emergency Procedures: Tenant Responsibilities

- Development of evacuation plans.
- Familiarize employees with the location of all exit stairwells.
- Familiarize employees with the location and proper use of fire extinguishing equipment within the building. Train employees in emergency response procedures.
- Assignment of fire-fighting responsibilities. Designate and train individuals in fire-fighting techniques for small fires only (areas of less than 10 square feet). When the fire-fighting personnel arrive, give them the information they need regarding the cause of the fire and the status of fire-fighting efforts.
- Designate an off-site relocation meeting area away from the building so all employees know where they are supposed to go and await further instructions.
- Auxiliary firefighting equipment such as fire extinguishers, which can be found in each tenant's suite, should be kept accessible for immediate use. The tenants should provide additional specialized equipment for specific fire hazards and high-risk areas, such as computer rooms, storage areas, etc.
- Tenants are required to keep the premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept clear of obstructions.
- Provide for Safety Warden(s) and Deputy Warden(s) identification such as an armband, hat, and whistle, which are to be used during the fire drills and actual fires.
- Practice emergency procedures to assure familiarity with individual responsibilities.
- All tenants should participate in the fire drills scheduled by the Benson Tower Management Office to familiarize employees with fire exits, fire alarm procedures, etc., and should assemble in the designated areas and follow the instructions of the Safety Wardens.

### Safety Wardens' Responsibilities

- Complete the [Fire Drill & Evacuation Responsibilities Reference Chart](#) available under [Forms](#) section of Benson Tower's website ([www.BensonTowerNOLA.com](http://www.BensonTowerNOLA.com)) and post this conspicuously in areas where employees gather. This chart should be updated as needed and sent to the Benson Tower Management Office. On multiple tenant floors, the tenants should know the Safety Warden(s) and be familiar with the Reference Chart.
- Notify the Building Management of any emergency situation (504) 493-6760.
- In the event of an actual fire on your floor, make sure the voice EVAC has been transmitted.
- Direct the evacuation of your floor in accordance with the directions received.
- Inform employees of the Safety Warden responsible for the order to evacuate.
- Remind personnel that the elevators shall be used only when assisted by the fire department.
- Select the safest stairwell to use in evacuating the staff on the basis of the location of the fire and/or any information received from the fire command station. The fire warden will check the environment on the stairwell prior to entry for evacuation. If it is affected by smoke, an alternate stairwell shall be selected and the fire command station notified.
- Keep the fire command station informed of the means being employed for evacuation by the occupants of his/her floor and other particulars.
- Fire Safety Wardens must know where all handicapped occupants in their suites are located and keep an up-to-date list. Persons having any mobility impairment need to be considered prior to any need for evacuation. These occupants may need special assistance in the event of evacuation. Two buddies must be assigned to each handicapped person to assist with evacuation. It is necessary for Safety Wardens to notify the Building Management Office of any mobility impaired tenant that may require special assistance in the event of an evacuation. Such information should be reported to the Management Office on an updated [Tenant Authorization & Emergency Contact Form](#) available under the [Forms](#) section of Benson Tower's website ([www.BensonTowerNOLA.com](http://www.BensonTowerNOLA.com)) and submitted via the [Service Request System](#). This information should also include women who are pregnant.

### Safety Deputies' Responsibilities

- In the event of a fire, these Deputies shall help the Safety Warden in effective implementation of the fire evacuation plan for all the staff in their suite. In the absence of the Safety Warden, one of these Deputies shall become the alternate Safety Warden.
- In the event the Safety Warden's absence, they will inform Building Management of any replacement or substitutes.

**The Building Management Team is available to assist you in organizing training sessions for your designated employees.**





## Emergency Procedures: Fire Drills

Fire drills will simulate a real emergency; therefore, you must follow established evacuation procedures. Per NFPA Life Safety Code Handbook, fire drills are to be held as required by the local jurisdiction. The Louisiana State Fire Marshall office recommends **at least** one drill per year. For fire drills, please respond to the alarm and follow instructions given over the Voice Evacuation system and by the floor Safety Wardens and Deputy Wardens.

- Tenants must designate their wardens and assistants.
- Tenants must review emergency procedures yearly with Building Manager.
- Tenants must participate in a building evacuation (Fire Drill) once a year.
- Tenants will maintain a current list of mobility impaired occupants.

# Emergency Procedures: Inclement Weather

## Severe Weather

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- Severe thunderstorm activity
- Tornado
- Hurricane

## Severe Thunderstorms

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

## Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement.

Public warning will come over the radio, TV or five-minute steady blasts of sirens by the Municipal Defense warning system.

## Should a severe storm or tornado occur, the following safety guidelines are recommended:

- Move away from the exterior of the building to a corridor or elevator lobby.
- As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- Go to the center corridor or one of the stairwells. If the stairwell is crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
- Protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
- **DO NOT** go to the first floor lobby or outside of the building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.
- **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.
- Once the weather has subsided, report any damage or storm related leaks to the Management Office.

# Emergency Procedures: Hurricane Season

By living in Louisiana, we understand all too well the dangers of hurricanes and tropical storms. While we are hopeful none of this information will ever be necessary, the following information will assist you in preparing your company to vacate the building and also in returning to work at Benson Tower as soon as possible after the danger has subsided.

If there is a threat of hurricane or tropical storm, please remember that Benson Tower is **NOT A SHELTER**. In an emergency situation there are many opportunities of risk, interruption of electrical services, resulting in loss of lights, A/C, elevator service, etc. Flood waters could impact the Sewerage and Water Board's ability to supply minimum water pressure causing loss of fire protection and water service including sinks, toilets, urinals, and drinking water. Additional services not available will include janitorial, restroom supplies, and engineering staff. Upon lock down, all elevator service will stop. Elevators will be disengaged as part of the storm protection procedures. Notification will be made for closure of the Superdome garages. Upon closure to contract parkers, the gates at the entrance and the exits to the garage will be lowered and locked. Tenants will be unable to retrieve vehicles remaining until Management re-opens the building and the Superdome re-opens the garages. Notification will be made as to the timeframe for lock down of the building. Upon lock down, all entrance doors on the first floor and second floor will be locked. **If there is a mandatory evacuation ordered for the City of New Orleans, the mandatory evacuation notice will serve as the announcement of the closure of Benson Tower, without further notice from the Management Office. The Superdome garages will be closed and the building will be locked down immediately.**

Updates will be posted on Benson Tower's website ([www.BensonTowerNOLA.com](http://www.BensonTowerNOLA.com)), as needed to apprise tenants of the situation at the building.

## Hurricane Categorization

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

- **Tropical Wave or Disturbance:** A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.
- **Tropical Depression:** An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.
- **Tropical Storm:** An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.
- **Tropical Storm Watch:** Tropical storm conditions are possible in the specified area of the watch, usually within 36 hours.
- **Hurricane:** An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
- **Hurricane Watch:** A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.
- **Hurricane Warning:** When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

## Procedures

The actions necessary to prepare for hurricanes are complex. The National Hurricane Center (NHC) issues tropical storm and hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

- Seven (7) days before the tropical storm or hurricane is expected to affect land areas; the NHC will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.
- Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the NHC will establish watch conditions and issue subsequent advisories.

## **In the event of a hurricane evacuation**

- Do not tape the windows.
- Close all office doors inside your suite.
- Any window coverings (drapes or mini blinds) should be in the closed position.
- Be prepared to protect offices that have exterior glass that could be broken by flying debris. Loose papers should be filed or stored away from the windows. Any small items in an office facing the window should be stored.
- Doors between outer offices and inner corridors should be left closed but not locked
- Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.
- It is advisable to cover computers with plastic bags to help prevent possible water damage.
- Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the entrance doors to your suite.
- Account for all employees.
- Go to your home or designated emergency evacuation shelter.
- Do not attempt to return to your office until notified by the appropriate local governmental agency or by Building Management via Benson Tower's website ([www.BensonTowerNOLA.com](http://www.BensonTowerNOLA.com)).

## **Effects of loss of electrical power or water supply**

During emergencies or situations which can cause loss of electrical power and interruption of water supply pressure from the City of New Orleans, the following conditions can be expected:

- All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans.
- All elevators except those operating off emergency power from the generator (one in the low rise and one in the high rise) will be out of service.
- All tenant power and lighting except emergency lighting will be out, with exception of service provided by emergency generators.
- Loss of City of New Orleans water pressure will result in no water supply to this building.

All services will remain in operation as long as possible but conditions at the building site may warrant shut down of equipment or systems to prevent damage. Under most hurricane circumstances, you will have plenty of time to exit the building.

# Emergency Procedures: Bomb Threat

## General Information

The most common threats are made by direct telephone calls to the police department. However, some threatening calls are made to third parties such as television studios and newspaper offices. There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

## Examples of Suspicious Items

- Letters that are unusually bulky or heavy
- Parcels or envelopes with chemical or oily stains, or simply do not look or feel ordinary.
- Parcels or envelopes without a return address or with foreign postmark.

## DO NOT

- Handle the item or attempt to open.
- Place parcel in water.
- Remove any binding material or pull/cut any protruding material.

## Basic Tenant Responsibilities

Each tenant should brief their telephone receptionists on bomb threat procedures and should have a copy of the Bomb Threat Checklist near the receptionists' telephones.

## Bomb Threat Received by a Tenant

- **Bomb Threat Checklist Form:** This form is located on the [Forms Section](#) of Benson Tower's website ([www.BensonTowerNOLA.com](http://www.BensonTowerNOLA.com)). When a call is received, a bomb threat form should be readily available. It is recommended that the form be copied onto **red paper** so that the persons adjacent to the individual taking the call will recognize the form and alert the proper party immediately. It also allows the form to be found quickly. If a form is not available, that person should jot down all of the conversation that is remembered. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive. Written bomb threats are less frequent than telephone threats but must be considered carefully. **Avoid physical handling of the written threat** as authorities will analyze this evidence for fingerprints, postmarks, handwriting, and typewriting.
- **Notification:** If possible, have a second employee call 911 and then the Building Management Office while the bomb threat caller is on the phone. If not, after the call immediately dial **911** then call the **Management Office at (504) 493-6760**, advising as follows:
  1. Your name
  2. The telephone you are calling from
  3. The address, floor, and suite number you are calling from
  4. The firm you are employed with
- **Evacuation:** The actual order to evacuate your space must be given by your Safety Warden. Be alert for any unfamiliar people and/or objects to point out to the police or Building Management upon their arrival. **DO NOT** touch or handle any suspected object.

The Safety Wardens, Deputy Wardens, and Evacuation Facilitators are responsible for making a complete search of tenant space to identify any suspicious items or packages which do not belong in the area.

The Building Management Team will search all common areas, i.e. restrooms, common corridors, elevator lobbies, hallways, and stairwells. If a suspicious item is identified, the police will investigate the object.

## Bomb Threat Received by Building Management

In the event that the Building Management Office receives a bomb threat, the following guidelines will be observed:

- The Police Department will be notified immediately.
- The Building Management Office will notify the Safety Warden in the affected area of the situation. The Safety Warden will give the order to evacuate if necessary.
- Tenants should search their offices and report any unfamiliar people or objects to 911 and then notify the building office. **DO NOT** touch or handle any suspected objects.
- The Safety Warden should cooperate with the police to identify any suspicious items or packages, which do not belong in the space.
- If the bomb threat is received against the building, and not a specific floor, all public areas will be searched by the Management Team.

## **Tenant Evacuation**

Building Management will notify tenants if police recommend an evacuation. If a floor is indicated in the threat, the tenants on the 2 floors above and 2 floors below will be notified to evacuate. If no floor is indicated and evacuation is recommended, a general building alarm will be sounded. If your Safety Warden gives the order to evacuate, all of the following steps should be followed:

- The Safety Warden will make sure all employees are notified.
- Everyone should proceed quickly, but calmly, to the nearest stairway exit. **DO NOT RUN!**
- The Safety Warden or Deputy Warden should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.
- Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the police department.
- Upon arrival at your relocation meeting area, everyone should remain there. No one should wander about or leave unless directed to do so by the police or Building Management Office.
- The Evacuation Facilitators or Deputy Safety Wardens should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Building Management Team.

## **Emergency Procedures: 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, and 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: Elevator Emergency**

All passenger and freight elevators are monitored at the Security Console. If you press the alarm button on the outside of the panel, it results in a bell sounding, but it does not alert Benson Tower Security. We have upgraded the emergency devices in every elevator to be ADA compliant so please use the communication devices as follows:

- Remain calm.
- The emergency communication device is located in the left hand panel in each elevator. Pick up the receiver and the phone will ring down to Benson Tower Security. If Security does not pick up after three rings, the call will forward to our elevator contractor's call center.
- Inform them of the physical address of the building (1450 Poydras Street); the elevator number you are in (found on the outer door where the phone is) and describe the situation.
- A technician will be dispatched. Once the elevator technician arrives on property, they will identify the problem and render assistance.

# Emergency Procedures: Suspicious Persons / Active Shooter

## Suspicious Persons

- If the suspect(s) pose a danger to you, any member in your staff or visitors, call **911**.
- Notify Building Management at **(504) 493-6760**

## Active Shooter

If shooting has erupted in another area of the building and/or you hear shots fired, resist the temptation to investigate the cause. The "Run, Hide, Fight" method can be used to help individuals survive an active shooter situation.

- **Immediately call 911, and if time permits, call Building Management at (504) 493-6760**
- (RUN) If you are near a direct exit, consider leaving the building and moving away to a safe location. If possible, take a cell phone with you.
- (HIDE) Lock or barricade the doors to your area and **STAY DOWN**. If you cannot secure your area, locate an area in which you can do so. If possible, quickly move in the opposite direction where you are hearing the shooting.
- (FIGHT) As a last resort, take action. Attempt to subdue or disrupt the shooter. You can use items such as chairs or a fire extinguisher to show aggression against the shooter.
- **Once law enforcement arrives, DO NOT appear as a threat and follow their instructions.** They have been trained to ignore the frightened and wounded and focus their attention on engaging and stopping the shooter. Stay in your secured area until an "**ALL CLEAR**" is given over the PA system.

## Emergency Procedures: Terrorism

Unfortunately, after the attacks in New York City on September 11, 2001, we have all become more aware of terrorism in the United States. In the wake of September 11, 2001, it is necessary to have an emergency action plan for terrorism. Listed below are necessary precautions.

- **DO NOT** open suspicious mail packages and other suspicious materials. Once the mail has been identified as suspicious, isolate the item by immediately laying it on the nearest flat surface and move away.
- Immediately Call **911** and tell them what you have found. Then call the Management Office at **(504) 493-6760**.
- Personnel in the immediate area should be moved to an adjacent room and remain there until given further instructions by emergency responders.
- Individuals who came in direct contact with the item should immediately wash their hands with soap and water.
- If you become aware of a powdery substance in an unusual place or suspicious situation, **do not touch**, and call Building Management and we will determine if the proper authorities should be notified.
- In the event you notice a suspicious vehicle parked around the perimeter of the building with the engine running without a driver, please advise Building Management.

## **Emergency Procedures: Medical Emergency**

In the event of a medical emergency, the most important thing to remember is that quick and proper action is extremely important. If you or a member of your staff have medical training (i.e. first aid, CPR, etc.) and you are willing to provide the service, call for help and try to administer emergency medical treatment, if circumstances permit. If the person needing first aid is conscious, always get their approval prior to administering medical first aid assistance.

**Should an employee or other person become aware of a medical emergency, they should implement and follow the procedures below.**

- Call **911** and inform the dispatcher of the emergency. It is very important to state the correct address of the building, **1450 Poydras Street**, suite number or location of the ill or injured person, the nature of the illness or injury, and physical condition of the person. If time permits supply any medication the individual may have taken before the incident.
- Call Building Management at **(504) 493-6760**
- **DO NOT** attempt to move or assist an injured person unless you have had proper training or if the person is in danger of further severe injury
- Instruct a co-worker to wait in the freight elevator vestibule to direct the responding emergency units to the ill or injured person's exact location.
- If the individual is transported to the hospital, the paramedic unit will supply the name of the hospital where the ill/injured individual will be transported. This person's emergency contact should be notified as soon as time allows. Someone from your company should contact the person's family or emergency contact.

### **Why is important to let Building Management and Security know of the medical emergency?**

The entire team in the building will be placed in a medical emergency mode. Security officers will be on the look-out for paramedics. Once they arrive, they will be directed and escorted to the scene the quickest way possible.

### **Ambulance Services**

The New Orleans Ambulance Service (dial **911**) will automatically take the patient to the nearest medical facility. If another hospital is desired in non-emergency situations, consult a phone book in advance for ambulance services. Have the name and number of the alternative service handy.

## Emergency Procedures: Power Failure

This building is designed to minimize the risk of a general power failure resulting from causes within the building. We have a backup generator which operates one elevator in each elevator bank and provides emergency lighting through-out the building and in the stairways. Typically, should a power failure occur, it would affect either an isolated area of the building or some larger portion of the downtown area.

In the event of an electrical failure, the following guidelines should be observed:

- Contact the Benson Tower Management Office
- Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
- If you are instructed to evacuate, lock all areas.
- Do **NOT** congregate in lobby areas, move away from the building to your designated evacuation area.
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevators will cease operation, but **WILL NOT FALL. DO NOT FORCE** open the doors. **DO NOT PANIC**. Use the phone inside the elevator to contact Benson Tower Security. Once the generator starts, the elevators will come down to the Bridge Level one elevator at a time.
- Security will advise you regarding the length and cause of the power failure as soon as possible over the Voice Evacuation system.
- Advise Building Management if you instruct your employees to go home so that we can arrange to have Superdome Parking expedite their departure from the Superdome parking garages.

## **Emergency Procedures: Hazardous Materials Spills or Releases**

- If a material is spilled and it can not be identified, assume that it is hazardous.
- If a hazardous material is released or spilled, the following responses must be followed:
  1. Proceed immediately to an area where you are no longer exposed. Take appropriate action to contain the hazard (i.e., close doors behind you and always follow all safety procedures when working with toxic materials).
  2. Call 911 and ask for the fire department HAZMAT Response Unit.
  3. Notify Building Management of the incident immediately. State the location of the accident, the type of material released, and any actions taken. Building Management will immediately attempt to take all precautions to stop the spread of the material at the source by closing doors or shutting down air handler units in the area.
  4. Evacuate everyone in the immediate vicinity. This includes tenants, contractors, and building personnel. If the spill or release is deemed to be a threat to a wide spread area of the property and its occupants, Building Management and/or the fire department may require a larger scale evacuation.

**Note:** No hazardous materials may be used on the property without prior written approval of Building Management. If such permission is granted, a MSDS sheet must be provided to the Management Office for such material(s). The tenant assumes all liability for the hazardous materials and the tenant's methods of storage, use and handling of hazardous or controlled materials shall be in accordance with applicable federal, state, and local regulations and/or with the manufacturer's instructions.

## **Green Operations: Bicycle Parking/Storage**

Commuting by bike to work is a great way to cut down on automobile emissions and reduce your carbon footprint along with increasing daily physical activity. To support these initiatives, there are bike racks in front of Benson Tower on the Poydras Street sidewalk. Access to the bicycle parking is available at no charge and on a first come, first served basis. Please ensure that your bicycle is secured as we are not responsible for any damage or loss due to theft.

Click [here](#) for Safe Biking Tips

## Green Operations: Sustainability Initiatives

Benson Tower is a LEED® Certified building. The LEED rating system, developed by the U.S. Green Building Council ([USGBC](#)), is the foremost program for buildings, homes and communities that are designed, constructed, maintained and operated for improved environmental and human health performance.

Benson Tower achieved LEED® Certification for implementing practical and measurable strategies and solutions aimed at achieving high performance in: sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. As the first high-rise office tower in New Orleans to achieve LEED® Certification, Benson Tower set the bar high for future development in the region. Mike Siegel, President of Corporate Realty, Inc., credits New Orleans Saints and Benson Tower owner Tom Benson for "having a strong commitment to the redevelopment and rebirth of the City of New Orleans after Hurricane Katrina and for pursuing quality, sustainable development at Benson Tower that has spurred additional economic development and growth around the Superdome and along Poydras Street."

LEED is the foremost program for the design, construction and operation of green buildings. Over 50,000 projects are currently participating in the commercial and institutional LEED rating systems, comprising over 9 billion square feet of construction space in all 50 states and 130 countries.

"Buildings are a prime example of how human systems integrate with natural systems," said Rick Fedrizzi, President, CEO & Founding Chair, U.S. Green Building Council. "Benson Tower efficiently uses our natural resources and makes an immediate, positive impact on our planet, which will tremendously benefit future generations to come."

Some of the highlighting features of the design and construction utilized in the redevelopment of Benson Tower are as follows:

- Environmentally sustainable vegetative roofs.
- 24% reduction in energy consumption.
- 33% reduction in water consumption.
- 100% reuse of the existing building structure.



## **Green Operations: Green Tips**

At Benson Tower we are committed to protecting and preserving our environment. Along with the green initiatives we have taken in the building, we have provided tips and links to great websites that will aid in continuing the initiative in daily life here and at home.

### **Green Tips**

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio/visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order take-out join co-workers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.

**Click on the links below for more Green Information:**

<http://www.aboutmyplanet.com/>

<http://www.earthshare.org/green-tips.html>

<http://www.thegreenguide.com/>

## Green Operations: Recycling

Benson Tower appreciates and supports the positive effect that recycling can have on the environment and has partnered with Legacy Project, Inc. to provide recycling containers and collection services to building tenants throughout the building. Please click [here](#) to download the Benson Tower Recycling Program for additional details.

Please see below for a list of recyclable items vs. non-recyclable items.

### ***Accepted Recyclable Items:***

- White Paper
- Colored Paper
- Bond paper
- Envelopes
- Window Envelopes
- Notebook Pages
- Manila Folders
- Phone Books
- Brown Paper Bags
- Magazines
- Newspaper
- Copy Paper Wrappers
- Glossy Paper
- Plastic Bottles
- Aluminum Cans
- Cardboard Boxes

### ***Non-Recyclable Items:***

- Any Recyclable Item Contaminated with Food
- Wax Paper
- Velum
- Napkins
- Pizza Boxes
- Flattened Cardboard (e.g. Cereal and Snack Boxes)
- Paper Cardboard (e.g. Dairy and Juice Containers)
- Glass Bottles and Jars
- Tempered Glass
- Styrofoam

**Note:** Staples, tape, and paperclips do not have to be removed.

## **Introduction: Welcome**

Our goal as manager of Benson Tower is to make your office a productive and safe environment for you and your staff. This manual will provide you with all of the basic information needed to make informed decisions regarding activities in the building. We have tried to cover all possible scenarios but understand there will always be exceptions.

The security and safety of our tenants is the utmost concern for the Management Team of Benson Tower. By informing you of the building's emergency procedures, we hope to coordinate quick, effective responses to emergency situations. Please read through the emergency procedures carefully as it provides information to ensure the maximum protection for you and your staff. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

If you have any questions, email the Management Office and we will be happy to answer them. We always welcome your comments as to how we can better serve you.

We are pleased to have you in Benson Tower!

Sincerely,

**The Corporate Realty, Inc. Management Team**

## **Introduction: About Corporate Realty, Inc**

Established in 1990, [Corporate Realty, Inc.](#) is a commercial real estate company with offices in New Orleans and Baton Rouge and licensed in Louisiana, Mississippi, and Alabama. Our current staff of more than 70 employees includes full-time commercial agents, commercial property managers, accountants /lease administrators, research specialists, and other support, maintenance, and engineering staff.

The company's team of experienced professionals specialize in office, retail, medical, and investment brokerage as well as consulting services, property management, lease administration, property management accounting, and more. For more than 30 years, Corporate Realty has made it our business to know the commercial real estate market of our region. Our unsurpassed knowledge and technological capabilities help us to identify and respond to the underlying economics and cycles so our clients can make informed decisions. We are consistently involved in the largest and most complex assignments and commercial transactions in the region.

In December 2021 Corporate Realty was acquired by Benson Capital and Mrs. Gayle Benson, owner of the New Orleans Saints and New Orleans Pelicans. The various Benson entities, including Benson Tower, have been clients of Corporate Realty since 2009, so this connection furthers an established relationship. We are pleased to provide the best possible management services.

# **Introduction: About Benson Tower**

## **Past**

Benson Tower was originally developed by the DeBartolo Corporation in the late 1980's as the New Orleans Centre and is strategically situated at 1450 Poydras Street between the Superdome and the Hyatt Regency New Orleans. The office tower component of the mixed-use property, which was formerly referred to as Dominion Tower, was operating at a nearly 90% occupancy rate before Hurricane Katrina and was home to such prominent local and regional tenants as Dominion Oil & Gas, McDermott, and Crescent Bank & Trust. The remaining portion of the property was operated as an upscale retail shopping center with a food court and an adjoining parking garage.

While the property did not flood during Hurricane Katrina in 2005, Dominion Tower and the New Orleans Centre sustained significant wind damage, and the prior owner elected to vacate the property in lieu of renovating and re-tenanting it. The property remained vacant, with the exception of the former Lord & Taylor building which sustained minimal damage and was repaired and leased on a temporary emergency basis to the Medical Center of Louisiana at New Orleans following the damage to their prior facility at Charity Hospital.

## **Present**

The efforts of the State of Louisiana and Tom Benson, owner of the New Orleans Saints, to rebuild, renovate, and revitalize the area surrounding the Superdome in the years following Hurricane Katrina yielded a unique partnership. Through Tom Benson's leadership, Dominion Tower and the New Orleans Centre were purchased in 2009, and the office tower was put back into commerce in 2011 as the newly renovated Benson Tower.

What made the entire project financially viable was the State of Louisiana's commitment to rent a significant portion of Benson Tower in lieu of making annual inducement payments to the New Orleans Saints and to consolidate the State offices in Benson Tower instead of pursuing a more expensive plan to build its own office building. The State of Louisiana also leased a portion of the former retail portion of the property and committed to redeveloping it into an entertainment district to complement and build upon the synergies of the Superdome and the New Orleans Arena. To date, the State has developed [Club XLIV](#) and the hugely popular outdoor entertainment plaza of [Champions Square](#). All of these commitments, along with other local and federal programs, allowed this important piece of economic development for the City of New Orleans to proceed and stimulate further redevelopment in the Poydras St. corridor including the reopening of the Hyatt Regency New Orleans.

# Mobile Property: Mobile Property

## ***Go Mobile...With Mobile Property!***

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking *Benson Tower's* Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

### **Step 1: Access the Mobile Site:**

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<http://bensontowernola.com/mobile.cfm?mode=toc>

### **Step 2: Add the App to your Mobile Device's home screen:**

#### ***iPhone / iPad:***

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

#### ***BlackBerry:***

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

#### ***Android:***

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

# Policies and Procedures: Contractor Guidelines

## Access and Security Badges

- All construction personnel shall display identification badges at all times while they are present on the property. Contractor shall supply identification badges for all construction personnel.
- All construction and service personnel are required to sign in and sign out of the building with Benson Tower Security at the loading dock or lobby console.
- Parking in the loading dock, tunnel, and Champions Square is prohibited. Violators will be towed. All construction personnel and service personnel shall enter and exit the building through the loading dock area only.
- A [Construction Work Notice Form](#) which may be downloaded from the [Forms](#) section, shall be submitted to the Management Office via the [Service Request System](#) for the following:
  1. General Construction: Form must be submitted for approval prior to commencement of each project.
  2. Adjacent Space: Forms must be submitted for approval 72 hours prior to any work that will require access to adjacent lease spaces. Construction personnel and service personnel shall be liable for any damage to the tenant suite including, but not limited to, any of its furnishings and fixtures resulting from the work done. Upon completion of the work or before the beginning of the next business day the tenant suite or work area shall be restored to its prior condition.
  3. Building Systems: Forms shall be submitted at least thirty (30) days in advance of any work that would require the shutting down of or affect the operation of any building system (HVAC, electrical, water, etc.) so that adequate notice may be given to the tenants. This work is not to be performed during building operating hours without prior written approval from the Management Office.
  4. Freight Elevator: Forms shall be submitted for approval 72 hours in advance of any extensive use requirements for the freight elevators (i.e. stocking material, removing trash).
  5. After Hours Work: Construction personnel and service personnel will contact the Building Management Office before noon to obtain authorized access for work performed before or after normal working hours. Access to the building will be controlled by Benson Tower Security personnel located at the security console on the Bridge Level of the building. Access for any time on Saturday and Sunday must be coordinated with Building Management prior to noon on Friday.

## Personnel

- Construction and service personnel shall use the freight elevators at all times.
- Alcohol and drugs are prohibited at all times and are not permitted on the property or within the building. Construction personnel found to be in the possession of or under the influence of drugs or alcohol are subject to immediate removal from the property and banned from further work on the property.
- Construction and service personnel are not permitted to use vending machines, furniture, fixtures or equipment within the tenant's leased premises. Construction and service personnel are to remain on the authorized floor where work is being performed and are not to loiter on non-project floors.
- Construction and service personnel are not allowed to advertise their company at any project performed in the building or on the property(s).
- Construction and service personnel shall take direction from the Management Office only.
- Construction and service personnel are to turn off all lights to the project when there is no work in progress.
- All construction and service personnel must be fully clothed (shirts, full-length pants and shoes) at all times while in the building or on the property.
- Eating and break areas are restricted to the project, restaurants (with proper attire) or other designated eating areas. Do not eat in vacant suites or common areas.
- All deliveries must be received at the project. At no time shall any materials, tools, or equipment be stored in any location other than the project without prior written approval from the Management Office. At no time during the project will any materials, tools, or equipment be stored in the tenants' common corridors, freight vestibules, building common corridors, or building lobbies. A staging area will be provided by the building for this use.
- No construction and service personnel shall deface any areas of the project or property.
- Construction and service personnel shall provide adequate protection of work, from loss or damage from fire, theft, etc. All work shall conform to the requirement of all applicable codes, laws, rules, and regulations of all constituted public authorities having jurisdiction.
- The Management Office expects well-mannered construction/service personnel on the property. Any loitering on non-project floors, misconduct, or improper execution of work may be cause for removal from the project. Complaints by the tenants in reference to conduct will be noted and forwarded.

- There shall be no littering, smoking, alcoholic beverages, firearms, controlled substances, or profanity on the property.
- Any overtime required by building personnel to allow access, ingress or egress or to immediately correct issues that are a direct result of actions by the construction and service personnel will be charged back to the Contractor.
- Only those subcontractors that have been approved by the Management Office may perform work on the project.

## Housekeeping

- All common areas shall be kept clean at all times. These areas include but are not limited to building common corridors and lobbies, restrooms, stairwells, elevators, loading dock, and the property grounds.
- Building Management expects a clean and safe job-site throughout the duration of the project.
- Construction debris and trash shall be designated and contained in one location of the project and removed from the job-site as soon as possible. Building Management reserves the right to require trash removal on demand. Include in the bid any costs to move any building inventory within the site.
- Construction debris and trash shall not be stored in mechanical rooms, freight lobbies, adjacent spaces or any other location outside of the job site. The management office will remove unauthorized trash without notice to the contractor and the cost of the trash removal will be deducted from the project contract.
- All trash removal shall be scheduled for weekends, or Monday through Friday between the hours of 6:00 p.m. and 7:00 a.m. It shall be the contractors' responsibility to move building inventory that will not be used in the project.
- Contractor shall provide damp walk off mats at each exit from the job site. Mats shall be maintained or replaced as necessary to prevent construction dust from being tracked throughout the buildings.
- Mechanical and electrical rooms shall be broom cleaned daily. Panel covers shall be replaced on all active electrical panels daily. Mechanical and electrical rooms will require painting (walls and floors) by the general contractor upon completion of the project.
- A clear self-adhering poly film will be furnished and installed by the contractor on all traffic areas within the tenant's leased premises and on all common building traffic areas for the duration of the project. This product is to be included as a cost of the project. Construction and service personnel are expected to do whatever is necessary to protect building surfaces.
- All building common hallways, lobbies and freight vestibules must be protected with masonite for the duration of the project. Construction and service personnel are expected to do whatever is necessary to protect building surfaces.
- The contractor is required to vacuum and/or broom clean occupied tenant areas and the building common areas that are affected by project construction daily at the contractor's cost.
- The contractor is required to wipe down any areas of the occupied tenant areas and the building common areas that are affected by project construction daily at the contractor's cost.
- The contractor is required to paint as needed the electrical and mechanical rooms at the completion of the each project. Both the floors and the walls are to be patched and painted from corner to corner to address gouges, scratches, graffiti, etc. which occur during the course of the project construction.
- The contractor is required to relocate any building stock which is being stored in the designated work area for the project at no additional charge. Building Engineering Staff will advise on the new location for the stock.

## Fire Sprinkler Systems

- Contractor shall notify Building Management in writing at least 72 hours in advance of any work affecting the sprinkler system.
- Contractor shall check in with the Chief Building Engineer immediately prior to commencement of the sprinkler work.
- Building Engineering shall accompany contractor and tag impaired devices.
- Sprinkler system drain down and refill are the responsibility of the contractor.
- When notified by the contractor, impaired device tags shall be removed by Building Engineering after the work is complete and the system is operational.
- The Contractor shall remain on site at all times when the sprinkler system is impaired and shall not leave until the system is refilled and all alarm or trouble conditions related to the work are cleared.
- Sprinkler standpipes or risers may not be drained or remain empty between the hours of 7:30 a.m. and 6:00 p.m. Should Building Engineering personnel be needed to assist with this work, the contractor shall pay the overtime rate for any time Engineering assistance was needed.



- Contractor will be responsible for re-lamping and replacement of any ballasts, switches, wiring, etc. not in working condition within the construction area. (This will not be done by building personnel.) All mechanical systems within the project area are to be functional.
- Sprinkler feed mains, cross mains and branch lines shall be drained after 7:30 a.m. on regular business days only, and must be refilled by 5:00 p.m. each day. Exceptions require prior approval by Building Management. The contractor will incur additional costs for Building Engineering personnel when these steps are not followed.

### **Fire Alarm System**

- Contractor shall not conduct any activities that will activate the building fire alarm system.
- Contractor shall be charged \$250.00 per occurrence in the event of false fire alarms caused by smoke detectors that have not been taken out of service prior to the work.
- Contractor shall notify Building Engineering and Security in advance of any activities that will require impairment of any smoke detectors.
- Smoke detectors will be taken out of service by Building Engineering. Contractor's personnel shall not disable smoke detectors for any reason.
- Contractor personnel must be present at all times on each floor or specific work area where the smoke detectors are disabled.
- Contractor shall notify Building Management and Security when the work is finished and shall not leave the project until all smoke detectors are back in service.

### **Building Facilities**

- Restrooms, toilets, maid's closet, wash bowls and other apparatuses shall not be used for any purpose other than that for which they were designed. Any expenses for repair of damage or extra cleaning to the above shall be borne by the contractor.
- Existing thermostats shall be protected during demolition and construction to prevent malfunction of the HVAC operating systems. Damaged units shall be the responsibility of the contractor to replace / repair.

### **The Work**

- The work shall not begin prior to authorization by Building Management.
- Each project that requires demolition and renovation work shall be inspected per the NESHAP regulation promulgated by the EPA. Demolition shall not begin prior to such inspection and approval by Building Management. If demolition is to be performed in an occupied tenant area the area the Contractor will provide a dust wall consisting of wood or metal studs with 6 millimeter visqueen or ply board or gypboard. Unsupported visqueen will not be accepted. All work areas within an occupied tenant area are to be separated by caution tape or caution cones thereby blocking tenant ingress and egress through the work area.
- Noisy work shall be performed between 6:00 p.m. and 7:00 a.m. or on weekends regardless of the location in the building. Noisy work includes but is not limited to drilling, hammer / core drill, grinding, shooting stud track or ceiling hanger wires, and the use of power saws.
- Contractor shall notify Building Management 72 hours prior to drilling floors for plumbing, electrical, or data/telephone lines. Contractor shall contact the Chief Building Engineer before drilling is to start AND after hole is drilled. Any hole larger than one (1") inch in diameter must be x-rayed and approved in writing by the building's structural engineer prior to drilling. X-rays must be delivered to the Building Management Office. All holes shall be fire sealed with non-shrink cement.
- All welding shall be performed between 6:00 p.m. and 7:00 a.m. and procedures for venting fumes shall be approved by Building Management 24 hours prior to commencement of the work.
- Contractor is to have an adequate number of fire extinguishers available at all times during the course of the project. The number of fire extinguishers shall be based on the square footage of the project.
- All work that will produce noxious fumes and/or compromise building air quality (ie: painting, wall covering installation, carpet and base installation, or minor refinishing of existing millwork) shall be performed after normal building hours beginning at 6:00 p.m. If low VOC materials are used, it will be at the discretion of Building Management.
- The Management Office is to be notified via the [Construction Work Notice Form](#) of any work requiring after hour performance. The AHU for the project floor will be programmed to ventilate the floor for three (3) hours each night after work is performed. The cost of running the fan will be deducted from the Contractors final requisition for payment for the project. Contractor is to include a best estimate for this cost when bidding all projects.

- All staining of doors and new millwork is to be done off site. If low VOC materials are used, it may be performed on-site at the discretion of Building Management.
- Contractor is responsible to furnish and install a pre-filter on the project floor(s) AHU for the duration of the project. The pre-filter is to be changed every Monday morning by 7:30 am by the contractor for the duration of the project. Contractor is to notify Building Engineering to change the pre-filter. Contractor is to include a best estimate for this cost when bidding all projects.
- When installing or removing doors in public corridors a temporary sheetrock wall must be installed until a permanent door or wall is installed.
- Before any construction begins a poly barrier must be installed at all new tenant demising walls from slab to slab, taped and sealed around all penetrations. A negative pressure must be maintained in the area of construction.
- Contractor is responsible to off gas all new carpet off site for 72 hours prior to installation.
- All products used on the project are to contain zero to low volatile organic compounds. An MSDS sheet will be required for all products used at the property.
- Management reserves the right to stop any work that is disruptive by sound or smell to the tenants in the building.
- Contractor shall work in harmony with other contractors and subcontractors performing work in the building on behalf of Management or other tenants.
  
- Contractor shall maintain an active and current safety training and record keeping program and require the same of any subcontractors.
- Contractor shall notify Management 72 hours in advance of ceiling closure so that Management will have the opportunity to inspect the work. The tenant is to be given ample notice so that their wiring / cabling vendors can be notified of the proposed closure of the ceilings. Cabling installation must be scheduled and coordinated with the contractor performing the construction. Installation should occur before the ceilings are closed by the contractor.
- All ingress and egress doors to the project are to be kept closed at times during construction. Contractor is required to furnish and install an ADA door closure at the beginning of the project to ensure the doors will be in the closed position during normal business hours.
- Any opening between the common building corridor and lobby and the project site is to be temporarily enclosed with gypboard at the contractors cost until the permanent fixture(s) is installed. Contractor is to include a best estimate for this cost when bidding all projects.
- Demolished materials are to be removed from the building.
- Contractor is to furnish and install the approved brass or metal transition strips between all carpet and granite/marble transitions.
- Contractor is to ensure that all existing demising walls are one hour rated, floated, sealed and properly fire sealed by the completion of the project.
- Contractor is to ensure that all existing mini-blinds are in good working order and thoroughly cleaned by the completion of the project.
  
- Contractor is to furnish the following documentation on the project:
  1. A weekly construction meeting will be held either at the job site or in the Building Management Office.
  2. Contractor will provide the meeting minutes 24 hours following each meeting.
  3. Contractor will provide a weekly progress report detailing the project schedule and status.
  4. Contractor will provide a written construction schedule for the project.
  5. Contractor will provide a written one year warranty for workmanship and labor for the project.
  6. Contractor will maintain a Request for Information Log in Excel for the project.
  7. Contractor will maintain a Submittal Log in Excel for the project.
  8. Contractor will provide finishes for the project for tenant approval.
  9. Contractor will provide copies of all permits.
  10. Contractor will maintain a Change Order Log in Excel for the project.
  11. Contractor will provide Trade Quotes for all Change Orders.

## **Materials**

- Materials shall be hoisted via the freight elevators. Passenger elevators shall not be used for material or tool transportation.
- No materials shall be hoisted outside the freight elevator cabs without prior notification and approval of management. All costs associated with material hoisting shall be borne by the contractor.
- Materials or trash shall not be stored in the freight elevator lobbies, mechanical rooms or any other common space within the building. Materials shall not be stored in adjacent vacant space without prior consent of management.
- Dollies, carts and other moving or loading apparatus shall have rubber tires. The expense of any damage caused to doors/floors/walls, etc., by moving materials shall be borne by the contractor

causing the damage. It is advised that all public areas be sufficiently protected in advance by the contractor to avoid such damage. Contractor is responsible for damage done by Subcontractors.

- Freight elevators are available on a first come, first served basis. The contractor is advised to contact Management 24 hours in advance of any hoisting operations that will require extensive use of the freight elevators to determine the availability of the elevators.
- Management reserves the right to inspect all tool boxes, storage bins, trash bins, gym bags, or other conveyances prior to removal from the property.
- The contractor shall comply with all Federal, State, and Local regulations pertaining to the use of hazardous materials or potentially hazardous materials. No hazardous materials may be used on the property without prior written approval of Management.
- All doors, hardware, door frames, light fixtures, HVAC units, air boots, slot diffusers, millwork and appliances to be removed from demolished leases are the property of the building and may be required to be relocated elsewhere (by contractor) in the building. Please contact Building Engineering at (504) 493-6760 for direction.

## **Insurance**

Service personnel, contractors and their subcontractors shall provide insurance coverage in accordance with the requirements of the Management Office which may be downloaded from the [Forms](#) or [Insurance](#) sections of Benson Tower's website.

## **Hazardous Materials Spills or Releases**

- If the materials can not be identified, assume they are hazardous.
- If a hazardous material is released or spilled, the following responses must be followed:
  1. Notify Building Management of the incident immediately. State the location of the accident, the type of material released, and any actions taken.
  2. Evacuate everyone in the vicinity immediately. This includes tenants, contractors, and building personnel. If the release of a dangerous vapor or gas occurs, a larger area of evacuation may be necessary.
  3. Once you know the area is cleared, you may take safe and reasonable steps to identify the released materials. If you can identify the materials, small spills of liquids may be limited with sand bags or absorbents. Isolated fumes or gases may be limited by closing doors or shutting down air handler units in the area. Immediately attempt to take all precautions to stop the spread of the material at the source.
  4. If the material has not been identified, the Property Manager or Chief Building Engineer will attempt to use Material Safety Data Sheets to classify the material according to its hazardous properties. If the spill or release is deemed to be a threat to a wide spread area of the property and its occupants, call 911 and ask for the Fire Department HAZMAT Response Unit.

## Policies and Procedures: General Building Guidelines

The following are Benson Tower's General Building Guidelines included in all Benson Tower leases. They are guidelines for tenants to observe and follow which from time to time may be amended, modified or supplemented by the Landlord as provided in your lease:

- 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 premises and for going from one part of the building to another.
- Plumbing fixtures and appliances shall be used only for the purposes for which designated, and no sweepings, rubbish, rags or other unsuitable material shall be thrown or placed therein. Damage resulting to any such fixtures or appliances from misuse by a tenant shall be repaired at tenant's expense, and Landlord shall not in any case be responsible.
- No signs, advertisements or notices shall be painted or affixed on or to any window or door 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 will be inserted into the window frames for any reason.
- Landlord will provide and maintain an alphabetical directory board for all tenants in the lobby of the building, and no other directory shall be permitted unless previously approved by Landlord in writing.
- Landlord shall provide all locks for doors in each tenant's leased area, and no tenant shall place any additional lock or locks on any door in the leased area without Landlord's prior written consent. Tenants shall not have duplicate keys made except by Landlord. Replacement keys will be provided by Landlord at tenant's expense. Replacement building access cards will also be provided by Landlord at tenant's expense.
- 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 the performance of any contractual services. This provision shall apply to all work performed in the building, including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments and any and all installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment, and any other physical portion of the building.
- Movement in or out of the building of furniture or office equipment, or dispatch or receipt by tenants of any bulky material, merchandise or materials which requires use of elevators or stairways or movement through the building entrances or lobby, shall be restricted to such hours as Landlord shall designate. All such movement shall be under the supervision of Landlord and in the manner agreed between the tenant and Landlord by pre-arrangement before performance. Such pre-arrangement, initiated by a tenant, will include determination by Landlord, and subject to his decision and control, of the time, method, and routing of movement and of limitations for safety and other concerns which may prohibit any article, equipment or any other item from being brought into the building. The tenants are to assume all risks as to the damage to articles moved and injury to persons or public engaged in such movement, including equipment, property and personnel of Landlord if damaged or injured as a result of act in connection with carrying out this service for a tenant from time of entering property to completion of work; and Landlord shall not be liable for acts of any persons engaged in, or any damage or loss to any of said property or persons resulting from any act in connection with such service performed for a tenant. **No such movement shall take place on the passenger elevators.**
- Extensive use of freight elevators is restricted to Saturdays and after 5:00 p.m. on weekdays. Such use must be coordinated with the Property Management Office prior to the date of use to provide authorization and prevent conflict.
- All damages to the building resulting from movement of property by a tenant shall be repaired at the expense of such tenant.
- A tenant shall notify the Management Office when safes or other heavy equipment are to be taken in or out of the building, and moving shall be done under the supervision of the Property Management Office, after written permission from Landlord. Persons employed to move such property must be acceptable to Landlord. Landlord shall have the right to prescribe the weight and position of safes and other heavy equipment, which shall in all cases stand on supporting devices approved by Landlord to distribute weight.
- All corridor doors shall be kept closed when not in use.
- Each tenant shall cooperate with Landlord's employees in keeping its leased area neat and clean. Tenants shall not employ any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel.

- Landlord shall be in no way responsible to the tenants, their employees, authorized agents or invitees for any loss of property from the premises or public areas or for any damage to any property thereon whether or not such loss occurs when area is locked against entry.
- Should a tenant require telephonic, internet or other communication service, Landlord will direct the electricians where and how wires are to be introduced or placed, and none shall be introduced or placed except as Landlord shall direct.
- **The City of New Orleans Building Code requires that all telephone cables be enclosed in metal conduit.** The telephone company does not, however, do this work. Tenants should contact the Management Office at least 5 days prior to any telephone installation so that Management can coordinate with an electrician to have the conduit installed, at tenant's expense.
- **NOTE: The City Building Code also expressly forbids the use of extension cords or electric heaters in the building. Any fine or penalty resulting from such use shall be the responsibility of the tenant.**
- Tenant shall not make or permit any improper noise in the building or otherwise interfere in any way with other tenants or persons having business with them.
- Nothing shall be swept or thrown into the corridors, halls, elevators shafts or stairways. No birds or animals shall be brought into or kept in, on, or about tenant's area.
- No machinery of any kind shall be operated by any tenant on its leased area without the prior written consent of Landlord, nor shall any tenant use, or keep, in the building any inflammable or explosive fluid or substance with the exception of flammable reproduction chemicals stored in approved storage containers.
- No portion of any tenant's leased area shall at any time be used or occupied as sleeping or lodging quarters.
- Tenants will not tamper with or attempt to adjust the building standard temperature control thermostats within the premises. The Building Engineers will make adjustments to the thermostats at the request of the tenant. Damage caused by tampering will be repaired at tenant's expense.
- Tenant is requested to lock all office doors leading to corridors and to turn out all lights at the close of the working day.
- Tenant will comply with all reasonable requirements necessary for the security of the premises, including the use of service passes issued by the Property Management Office for after hours removal of office equipment/packages, and the signing in and out in the security register in the building lobby after normal working hours.
- Landlord reserves the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgment shall, from time to time, be needed for the safety, protection, care and cleanliness of the building, the operation thereof, the preservation of the good order therein and the protection and comfort of the tenants and their employees, authorized agents and invitees, which rules and regulations, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed. Any changes to these rules and regulations shall be applied uniformly to all occupants in the building and shall not modify or vary the terms of a tenant's lease.
- All modifications in or to the Premises resulting from remodeling must conform to the City of New Orleans building and fire codes. Proposed plans for these modifications affecting floors, walls, woodwork, trim, windows, ceilings, equipment, and/or other physical portions of the building must be approved in writing by the Landlord. This provision will apply to all work performed in the building, including, but not limited to, installation of telephones, telegraph equipment electrical devices and attachments, and all installation affecting floors, walls, woodwork, trim, windows, ceilings, equipment or any physical portion of the building.
- The Property Management Office will be provided a copy of the building permit which has been "finalized" by the appropriate inspector. As the Owner is responsible for the construction related changes in the building, the cooperation of the tenant in providing the permit copy is appreciated. An application for a permit is not satisfactory, although in approved circumstances, the work may begin if contractor assumes all responsibility in obtaining the final permit and complies with all inspection requirements.
- Tenant will not make any alterations or physical additions in or to the premises without first obtaining the written consent of Landlord.
- Tenant is requested to submit a service request via the Service Request System prior to the initiation of any requested work by the Building Engineering staff.
- Tenant will prevent any utilization of "temporary" and/or "permanent" electrical extension cords, outlet multipliers or similar devices as outlined in Section 400-8 of the National Electrical Code. Such devices should be replaced by permanently affixed outlets properly installed by a licensed electrician.
- All routine deliveries to tenant's premises shall be made between the hours of 7:00 a.m. and 5:00 p. m., via the freight elevators only. Passenger elevators are to be used only for the movement of persons, unless an exception is approved by the Building Management Office.

- All freight elevator lobbies are to be kept neat and clean. The disposal of trash or storage of materials in these areas is prohibited.
- No vending machine of any type shall be allowed in Tenant's premises without the prior written consent of Building Management.
- No signs, directories, posters, advertisements, or notices shall be painted or affixed on or to any of the windows or doors, or in corridors or other parts of the building, except in such color, size, and style, and in such places, as shall be first approved in writing by Landlord in its discretion. building standard suite identification signs will be prepared by Landlord at tenant's expense. Landlord shall have the right to remove all unapproved signs without notice to tenant, at the expense of tenant.
- No pets or animals are allowed in the building (except for assistance animals for visually impaired or other disabled individuals).
- No bicycles, scooters or other vehicles are permitted in or around the building except in areas designated from time to time by Landlord for such purposes.

## **Policies and Procedures: Insurance**

Benson Tower tenants are required to carry insurance at specified limits pursuant to their leases. Prior to occupancy and receipt of any suite keys and upon renewal of all insurance policies, tenants must provide a certificate of insurance and a copy of their insurance policies' endorsement page(s) evidencing such coverage to the Management Office. Tenants' certificates must reflect the limits of liability required and stipulated in their lease agreements, and the coverage reflected on the certificate of insurance must be kept current through the entire term of their lease.

Prior to any work or deliveries taking place on Benson Tower premises, all vendors providing services in the building, including those vendors servicing tenants, must provide the Management Office an executed copy of Benson Tower's Vendor Agreement Form, a certificate of insurance, and a copy of their insurance policies' endorsement page(s) evidencing the insurance coverage as required by the Vendor Agreement Form.

The certificate holder on all certificates of insurance should be listed as Zelia, LLC & Corporate Realty, Inc., 1450 Poydras St., Suite 404, New Orleans, LA 70112, and the certificates must reflect the following additional insureds:

- Corporate Realty, Inc.
- Zelia, LLC

Click [here](#) to download Benson Tower's Vendor Agreement Form.

# Policies and Procedures: Moving Procedures

## Loading Dock & Elevator Usage & Building Lighting

- No loading or unloading may be scheduled during Superdome or Champions Square Events. All moves into and out of Benson Tower are to take place after 5:00 p.m. or before 7:00 a.m. during the work week. Smoking is prohibited in all areas of the building including the loading dock.
- Moves are limited to the freight elevator only with advance notice and approval by Building Management.
- No vehicles other than the moving truck are allowed to park in the loading dock. The moving truck is required to pull into the dock so that the overhead grill can be closed during the move. Moving trucks longer than 33' will not be able to fit into the loading dock when the overhead grill is closed.
- Materials and trash are not to be left unattended anywhere in/on the loading dock at any time.
- Dimensions of freight elevator:
  - Door: 4'W x 8'H
  - Interior: 8'2" W x 5'2" D x 11'7" H
  - Weight limit of 4,500 pounds
- If the elevator hatch needs to be opened to facilitate the movement of an item, the building's elevator contractor is required to be on-site and the additional charge for the elevator contractor will be billed to the tenant.
- All non-emergency lighting is computer controlled and programmed to turn off at 10:00 p.m. Monday through Friday, and is not scheduled to run on weekends unless specifically requested.

## Moving Companies

- The following moving companies have been pre-approved by Building Management. New moving companies must be approved at least two (2) weeks in advance.
  - Armstrong Relocation & Companies  
(504) 617-9150
  - The Quality Group  
(504) 585-7309
  - Expert Moving Company, Inc.  
(225) 358-0080
- Insurance Requirements: All moving companies shall provide insurance coverage in accordance with the requirements of the Management Office which may be downloaded from the [Forms](#) or [Insurance](#) sections of Benson Tower's website.

## On-site Tenant Supervisor

- He or she must be on-site at all times and is to submit to Building Management the contact names of all individuals involved in the move (tenant and moving company) who will be on-site along with the cell phone number of the tenant's on-site supervisor.
- He or she is required to meet with Building Management and walk the site prior to the commencement of the move. The purpose of this is ensure the tenant is well informed of the required wall protection in the corridor(s) and floor(s) that is to be in place prior to start up of the move and to note existing conditions or damage not related to the move.
- The tenant on-site move supervisor, building management personnel, and security officer will conduct a post-move walk through to note any damage incurred that will be billed to the tenant and/or moving company.

## Security

- An extra security guard is required at the loading dock at all times to monitor the move. The tenant will be responsible for any extra hourly charge for the security officer. Such charge will be billed to the tenant by Building Management.
- Tenant provided ID badges for moving staff (tenant and moving company) must be conspicuous and is to be worn at all times during the move.



## **Policies and Procedures: Smoking**

Benson Tower is a smoke-free property. Smoking is prohibited within 60 feet of any entrance to the building.

## **Tenant Services: Building Signage**

### **Elevator Directory Signage**

Each suite has a listing on the directory sign located in the elevator lobby on its respective floor. Please submit an [Elevator Lobby Directory Signage Order Form](#) to the [Service Request System](#) to change the information on the elevator lobby directory.

Click [here](#) to download an Elevator Lobby Directory Signage Order Form

### **Suite Signage**

All tenant entry signage will be building standard and must be ordered through the Property Management Office. There are to be no temporary or permanent signs in any form on the exterior of the suite doors or windows without prior written approval from the Property Management Office. Please submit a [Tenant Suite Signage Order Form](#) to the [Service Request System](#) to change your suite signage.

Click [here](#) to download a Tenant Suite Signage Order Form

## Tenant Services: Janitorial Services

Nightly janitorial services are provided Monday through Friday starting after 5:30 p.m., except on building designated holidays. The janitorial contractor will perform typical janitorial services such as vacuuming, dusting, mopping, and emptying trash. A few suggestions to insure that all the services will be performed are listed below:

- Large boxes or questionable trash too large to fit in a desk trash can should be clearly marked "TRASH", preferably with a yellow post-it-note or with a permanent marker. Items that are clearly marked will be removed with the normal nightly trash.
- Any extraordinary items such as a large quantity of books, shredding material, discarded furniture items, or anything larger than a regular trash bin should be submitted to the Management Office via the [Service Request System](#) for further evaluation by the janitorial staff. Removal of these items must be coordinated with the dumpster schedule. There is a removal fee for this extensive service.
- Emergency clean ups that cannot wait for the normal night crew to maintain should also be submitted to the Management Office via the [Service Request System](#).
- Building Management should be made aware of any rooms containing sensitive materials that a tenant wishes to not be cleaned on a permanent basis. Management will place a small Restricted No Entry sign above the door handle and communicate the tenant's request for no janitorial service in such room(s) to the janitorial contractor.
- Tenant offices that tenants may not want cleaned on one particular night should be designated by the tenant putting their garbage can outside of their closed office door.
- In order to insure that exposed surfaces will be dusted, please remove items from your desk and/or shelves. Computer equipment is not dusted.

# Tenant Services: Escalators & Elevators

## Escalators & Passenger Elevators

Escalators and passenger elevators are operable during normal business hours which are 6:00 a.m. to 6:00 p.m., Monday through Friday. Building issued access card will allow usage of the passenger elevator outside of normal business hours. Tenants, couriers, and vendors must utilize the freight elevator when relocating heavy or bulky items requiring a handcart (i.e., mail and package carts, etc.).

## Escalators & Low-Rise Elevators

Benson Tower has two (2) escalators that lead from the Ground Floor to the Bridge Level where all elevator service originates. There are six (6) passenger elevators that service the low-rise office tower floors – the Bridge Level through Floor 15. One of the low-rise elevators also goes to the Ground Level so that all handicapped individuals and individuals with strollers may gain access to the Bridge Level.

## High-Rise Elevators

Six (6) passenger elevators located in a separate elevator bank service the high-rise office tower floors – Floor 16 through Floor 26. Service originates at the Bridge Level and Floor 15 where both high-rise and low-rise elevators meet and act as cross-over floors.

## Annex Elevators

There are three (3) private passenger elevators located in the Benson Tower Annex. These elevators provide service inside individual suites.

## Superdome Garage 1A Elevator

This elevator provides access to the Bridge Level from Superdome Garage 1A. After hours entry into the building is available via the building access card reader located at 2nd level elevator platform in Garage 1A.

## Freight Elevator

One (1) freight elevator serves all floors of Benson Tower, and is accessible from both Benson Tower loading docks. The freight elevator is available on a first-come, first-served basis. Circumstances requiring lengthy use of the service elevators (i.e. move-ins, move-outs, and furniture deliveries) necessitate coordination of access with the Property Management Office at least forty-eight (48) hours notice. The Property Management Office should be contacted. Service elevators must be used at all times by construction employees and trades. The freight elevator must be used for all equipment or tools; all other elevators are reserved for passengers only.

## Dimensions of the freight elevator:

- **Door:** 4'W x 8'H
- **Interior:** 8'2" W x 5'2" D x 11'7" H
- **Weight limit:** 4,500 pounds

## **Tenant Services: 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).

[Bomb Threat Call Record Form](#)

[Construction Work Notice Form](#)

[Fire Drill & Evacuation Responsibilities Reference Chart](#)

[Instructions for Fire Drill & Evacuation Responsibilities Reference Chart Form](#)

[Tenant Authorization & Emergency Contact Form](#)

[Vendor Agreement Form](#)

## **Tenant Services: HVAC**

### **HVAC**

The heating and air conditioning equipment is controlled to a comfortable setting. All thermostats report the temperature to a centralized temperature and energy management system which ensures a constant, comfortable temperature is maintained throughout the building. In the event that employees are too warm or cool, please contact Building Management via the [Service Request System](#), and we will regulate the controls. The standard hours of operation of the heating and air conditioning systems are listed in each tenant's lease.

### **After Hours HVAC**

Air conditioning and heating will be provided in season at temperatures and in amounts which comply with the provisions of the Lease Agreement. Such service will be furnished during non-building standard hours upon written request, at the Tenant's cost and expense. All requests for additional services must be received via the [Service Request System](#) no later than 2:00 p.m. on the business day prior to the date such service is required. The current charge for overtime air conditioning is \$40 per hour per floor.

## **Tenant Services: Lighting**

In order to conserve energy, all non-emergency lighting in Benson Tower is controlled via motion sensors during the day and is automatically turned off at 10:00 p.m. Monday through Friday. No non-emergency lighting is scheduled to run on weekends unless specifically requested. All requests for additional lighting outside of normal lighting hours must be received via the [Service Request System](#) no later than 2:00 p.m. on the business day prior to the date such service is required. There is no additional charge for overtime lighting.

## **Tenant Services: Carpet Cleaning**

Benson Tower has partnered with Sun Interiors to provide semi-annual carpet cleaning and emergency spot cleaning services to all tenants free of charge. This not only extends the life of the carpet in your suite, but also provides tenants with a clean work environment. Please contact the Management Office via the [Service Request System](#) to schedule your suite's carpet cleaning or to report any spills.



## Tenant Services: Mail Service

The [United States Postal Service](#) (USPS) delivers mail to each tenant's assigned mailbox located on the Ground Level behind the escalators, Monday through Friday, except on legal holidays. USPS mail will not be received and/or delivered on Saturdays. The postal carrier typically services the mailboxes between 2:00 p.m. to 3:30 p.m. daily. USPS will pick up all outgoing mail from the designated outgoing mail chutes. Tenants are responsible for depositing outgoing mail into those mail chutes. Please note that the mail chutes only accept letters and envelopes and that no boxes are to be placed in front of the mailboxes.

For assignment of a mailbox and to receive a replacement key, please submit a request via the [Service Request System](#).

All air and private delivery services, such as [DHL](#), [FedEx](#), [UPS](#), etc. deliver packages directly to tenant spaces via the loading dock entrance and freight elevator. FedEx Express shipments and UPS Ground, Air and International packages can be deposited into the respective outgoing mailboxes located in the lobby on the Ground Level behind the escalators. Additional mail services may be arranged at the full-service [FedEx Office Business Center](#) located in the Hyatt Regency New Orleans.

# Tenant Services: Maintenance and Service Requests

For your convenience this Handbook includes an [Electronic Tenant® Service Request System](#). Use this system to submit routine maintenance requests directly to the Benson Tower Engineering Department; to track the status of previously submitted requests; to download important documents; and to communicate with the Benson Tower 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.

## 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](#)

## 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](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

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



## **The Neighborhood: ASM Calendar**

[Click here](#) to view the ASM Calendar.