Grand Central Terminal
Tenant Handbook

Jones Lang LaSalle
Grand Central Terminal
25 Vanderbilt Avenue Hall 3A, New York, NY 10017
Tel: 212.340.2345 Fax: 212.340.2366
Email: admin.gct@am.jll.com

Updated as of 3/8/2022
Welcome to Grand Central Terminal

This Tenant Handbook has been designed to provide you with all the building information, procedures, and policies that will assist you in operating your business here at the Terminal. An introduction to the property team is included to direct you to the proper individuals for assistance. Should you have any questions or need additional information, please contact the Retail Management Office of the Terminal at 212.340.2345.

All of your employees should read and keep up to date with this manual to be prepared to effectively deal with any given situation.

Please keep a copy of this handbook for quick reference.

We look forward to working together to create an enjoyable atmosphere for merchants and visitors. Although the procedures that follow have been developed using JLL’s knowledge of building management with input from Metro-North and the MTA, changes will inevitably occur. Therefore, we will be providing updates and revisions as necessary.

<table>
<thead>
<tr>
<th>JLL QUICK REFERENCE NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management</td>
</tr>
<tr>
<td>Marketing</td>
</tr>
<tr>
<td>Engineering</td>
</tr>
<tr>
<td>Fax</td>
</tr>
</tbody>
</table>

Contact us at admin.gct@am.jll.com or 212.340.2345
Visit www.GrandCentralTerminal.com
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# Phone Numbers - Quick List

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<table>
<thead>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td></td>
</tr>
<tr>
<td>MTA Police Department</td>
<td>212.878.1000</td>
</tr>
<tr>
<td>Stations Master’s Office (West side of Main Concourse near track 37)</td>
<td>212.340.2583 [Back-up Line 2586]</td>
</tr>
<tr>
<td>JLL Management Office (Hall 3A)</td>
<td>212.340.2345</td>
</tr>
<tr>
<td>JLL Engineering Office (Hall 1A)</td>
<td>212. 340.2337</td>
</tr>
<tr>
<td></td>
<td>917.696.7281</td>
</tr>
<tr>
<td><strong>Non-Emergency and Information</strong></td>
<td></td>
</tr>
<tr>
<td>Metro-North Information</td>
<td>212.532.4900</td>
</tr>
<tr>
<td>Grand Central Partnership</td>
<td>212.883.2420</td>
</tr>
<tr>
<td>Long Island Railroad</td>
<td>718.217.5477</td>
</tr>
<tr>
<td>Amtrak</td>
<td>800.872.7245</td>
</tr>
<tr>
<td>MTAPD District 5 Base at GCT (Lower level next to the MNR Lost and Found)</td>
<td>212-878-1000</td>
</tr>
<tr>
<td>BRC Homeless Outreach</td>
<td>212-803-5700</td>
</tr>
</tbody>
</table>
Property Management Team

The Grand Central Management Team was chosen for its expertise in managing multi-use properties with in-depth knowledge covering all building functional areas. It is our objective to ensure you a comfortable, profitable tenancy by providing you with the highest quality service available.

The proven, standardized systems and approaches used at Grand Central and all properties managed by JLL provide a consistently high level of management services. Both JLL and the Tenants work together to make Grand Central the best it can be.

<table>
<thead>
<tr>
<th>Management</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom Onorato</td>
<td>General Manager</td>
</tr>
<tr>
<td>Ryan Kelleher</td>
<td>Assistant General Manager</td>
</tr>
<tr>
<td>Marsovie Pierre</td>
<td>Manager, Dining Concourse &amp; Market</td>
</tr>
<tr>
<td>Adriana de la Rosa</td>
<td>Main Office &amp; Project Coordinator</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Finance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hesham Ghazalle</td>
<td>Sr. Accounting Manager</td>
</tr>
<tr>
<td>Francky Emile</td>
<td>Sr. Associate II, Accounting</td>
</tr>
<tr>
<td>Mohamed Ali</td>
<td>Accounting Assistant</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marketing &amp; Events</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorit Phinizy</td>
<td>Director of Events &amp; Sponsorships Sales</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>David Stein</td>
<td>Director of Design and Tenant Coordination</td>
</tr>
<tr>
<td>Patrick Reilly</td>
<td>Operations Director</td>
</tr>
<tr>
<td>Jim Bonfandio</td>
<td>Chief Engineer</td>
</tr>
<tr>
<td>Joe Nozdrovicky</td>
<td>Assistant Chief Engineer</td>
</tr>
<tr>
<td>Carl Roccanova, Jr.</td>
<td>Engineer</td>
</tr>
<tr>
<td>Melvin Suriel</td>
<td>Engineer</td>
</tr>
</tbody>
</table>
Office Location and Hours

To reach JLL Management, Marketing or Engineering offices, use Hall A Service Elevators (Northwest Passage Elevators). If you are on the Main Concourse, the Northwest Passage Elevators can be found next to Track 30. From the elevators, please call 212.340.2345 and a JLL employee will escort you up to the second and third floors, as a special pass card is needed to access these floors.

- The **Management Office** is located in Hall A on the third (3rd) floor above the Northwest balcony adjacent to Vanderbilt Avenue and 43rd Street. We are open from 8:30 a.m. until 5:30 p.m., Monday through Friday. Call us at 212.340.2345. For weekend assistance, call the Manager on call whose phone number is indicated on the voicemail message.

- The **Engineering Office** is located in Hall A on the first (1st) floor just below the Management Office. The Engineering Office is open 24 hours, Monday through Friday, 10:00 a.m. to 6:00 p.m. on Saturdays, Sundays and major holidays. You can reach the Engineering Office at 212.340-2337 or on the cell phone 917.696.7281.

- The **Marketing Office** is located in Hall A on the second (2nd) floor just below the Management Office. The hours of operation for the Marketing Office are 8:30 a.m. to 5:30 p.m., Monday through Friday. Call us at 212-340-2559.

<table>
<thead>
<tr>
<th>After Hours Assistance</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stations Master’s Office</td>
<td>212.340.2583</td>
</tr>
<tr>
<td>MTA Police</td>
<td>212.878.1000</td>
</tr>
</tbody>
</table>
Hours of Operations

Grand Central Terminal
The Terminal is open from 5:15 a.m. to 2:00 a.m., seven (7) days a week. Terminal operations are maintained 24 hours a day.

Metro-North Railroad
Train service hours are approximately from 5:15 a.m. to 1:50 a.m., seven (7) days a week.

Your Store/Restaurant:
Although these hours differ for restaurants, some cafes, casual dining, and Grand Central Market tenants, normal retail hours are:

- Monday through Friday, 8:00 a.m. to 8:00 p.m.
- Saturdays, 10:00 a.m. to 8:00 p.m.
- Sundays, 11:00 a.m. to 6:00 p.m.

You will be notified in advance of any changes.

For security reasons, unless you operate a food service establishment, which has lease-specified required hours of operation that necessitate personnel in the space after 10:00 p.m., no one is to remain on the store premises after 10:00 p.m.

If an emergency arises that may result in your store opening or closing earlier or later than the required operating hours, please contact the Management Office immediately. For non-emergency changes in the operating hours, please inform the office in writing, specifying the dates, times, and explanations for the deviation from the normal hours. You can also email this information to adriana.delarosa@am.jll.com with a copy to admin.gct@am.jll.com.

Store hours for each holiday season will be published well in advance; adherence to holiday hours is required of each merchant.

Please remember that your place of business is required to be open during the hours stipulated in your Lease.
HOLIDAYS

The dates that the Retail Tenants may be closed, unless arrangements are made with the Retail Management Office, are as follows:

- New Year’s Day
- Easter Sunday
- Thanksgiving Day
- Christmas Day

**JLL Management and Marketing offices** will be closed on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

The **Engineering office** is open from 10:00 a.m. until 6:00 p.m. on the above holidays.

The **Metro-North** Management Offices will be closed on the following holidays:

- New Year’s Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Christmas Day

However, **emergency services** are still available for elevator and plumbing needs.

The Station Master’s Office is always open and should be contacted for any emergency services at 212.340.2583
Please Notify Us When…

Please call our Retail Management Office at \textbf{212.340.2345} or \textbf{212.340.2347} when:

- You are planning to close the store or stay after hours for inventory; (see pg. 9)
- Any media events are to take place on your premises; (see pg. 19-25)
- You are expecting any large deliveries; (see pg 25 & 33-35)
- You are planning to do any remodeling, construction or repairs; (see pg. 31-32)
Your Neighbors  
at Grand Central Terminal

### CASUAL DINING

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Cuisine</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Market New York</td>
<td>Hot and cold sandwiches, salads</td>
<td>212.808.5227</td>
</tr>
<tr>
<td>Chirping Chicken</td>
<td>Roasted chicken</td>
<td>212.661.4059</td>
</tr>
<tr>
<td>Frankie’s Dogs on the Go</td>
<td>Hot dogs</td>
<td>212.808.5226</td>
</tr>
<tr>
<td>Hale and Hearty Soups</td>
<td>Soups, salads and sandwiches</td>
<td>212.983.2845</td>
</tr>
<tr>
<td>Prova Pizzabar</td>
<td>Pizza, meatballs, lasagna, cocktails</td>
<td>212.972.0385</td>
</tr>
<tr>
<td>Shake Shack</td>
<td>Hamburgers, hot dogs, frozen custard</td>
<td>646.517.5804</td>
</tr>
<tr>
<td>Tartinery</td>
<td>Parisian style café serving tartines, sandwiches, salads, grain bowls, coffee, wines and spirits</td>
<td>347-642-7090</td>
</tr>
<tr>
<td>Zaro’s Family Bakery (Dining Concourse)</td>
<td>Breads, salads, sandwiches</td>
<td>212.376.7619</td>
</tr>
</tbody>
</table>

### COFFEE & BAKERIES

<table>
<thead>
<tr>
<th>Coffee &amp; Bakeries</th>
<th>Description</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Café Grumpy</td>
<td>Coffee, pastries</td>
<td>212.661.2198</td>
</tr>
<tr>
<td>Doughnut Plant</td>
<td>Donuts and coffee</td>
<td>212-505-3700</td>
</tr>
<tr>
<td>Joe Coffee Company</td>
<td>Coffee, espresso, pastries, bottled cold brew</td>
<td>212.661.8580</td>
</tr>
<tr>
<td>Magnolia Bakery</td>
<td>Cupcakes, specialty cakes, pies</td>
<td>212.682.3588</td>
</tr>
<tr>
<td>Starbucks</td>
<td>Coffee, beverages, pastries</td>
<td>212.370.4161</td>
</tr>
<tr>
<td>Zaro’s Family Bakery</td>
<td>Breads, pastries, baked goods, pretzels, coffee</td>
<td>212.292.0160</td>
</tr>
</tbody>
</table>

### FINE DINING & COCKTAILS

<table>
<thead>
<tr>
<th>Fine Dining &amp; Cocktails</th>
<th>Description</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Campbell</td>
<td>Surrounded in historic architecture, housing the Campbell Bar, Campbell Palm Court (lounge with view of main terminal), outdoor heated Terrace, and menu with fresh ingredients bar fare of soups, salads, and sandwiches</td>
<td>917.209.3440</td>
</tr>
<tr>
<td>Cipriani Dolci</td>
<td>Fine Northern Italian Cuisine</td>
<td>212.973.0999</td>
</tr>
<tr>
<td>Grand Central Oyster Bar &amp; Restaurant</td>
<td>Seafood</td>
<td>212.490.6650</td>
</tr>
</tbody>
</table>

### FOOD & BEVERAGE SHOPS

<table>
<thead>
<tr>
<th>Food &amp; Beverage Shops</th>
<th>Description</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beer Table To Go</td>
<td>Craft beer, snacks</td>
<td>212.922.0008</td>
</tr>
<tr>
<td>Central Cellars</td>
<td>Wines, spirits</td>
<td>212.687.1300</td>
</tr>
<tr>
<td>Jacques Torres Chocolate</td>
<td>Chocolates, cookies, artisan confections</td>
<td>212.922.3620</td>
</tr>
<tr>
<td>Juice Press</td>
<td>Juices, desserts, smoothies</td>
<td>212.697.1689</td>
</tr>
<tr>
<td>Neuhaus Belgian Chocolate</td>
<td>Chocolates</td>
<td>212.972.3740</td>
</tr>
<tr>
<td><strong>GRAND CENTRAL MARKET</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Bien Cuit</strong></td>
<td>Pastries, breads</td>
<td>718.697.0526</td>
</tr>
<tr>
<td><strong>Ceriello Fine Foods</strong></td>
<td>Italian meats, poultry</td>
<td>212.972.4266</td>
</tr>
<tr>
<td><strong>Eli Zabar’s Bread &amp; Pastry</strong></td>
<td>Breads, breakfast, pastries, coffee, cakes</td>
<td>646.503.3534</td>
</tr>
<tr>
<td><strong>Eli Zabar’s Farm to Table</strong></td>
<td>Fruits, vegetables, herbs, mushrooms, flowers</td>
<td>212.490.4444</td>
</tr>
<tr>
<td><strong>Li-Lac Chocolates</strong></td>
<td>Chocolates, truffles</td>
<td>212.370.4866</td>
</tr>
<tr>
<td><strong>Murray’s Cheese</strong></td>
<td>Imported and domestic cheese</td>
<td>212.922.1540</td>
</tr>
<tr>
<td><strong>Pescatore Seafood Co.</strong></td>
<td>Fresh Seafood</td>
<td>212.557.4466</td>
</tr>
<tr>
<td><strong>Spices and Tease</strong></td>
<td>Spices, teas, peppers, herbs</td>
<td>212.883.8327</td>
</tr>
<tr>
<td><strong>Sushi by Pescatore</strong></td>
<td>Sushi</td>
<td>212.661.0002</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>RETAIL SHOPS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Apple Store</strong></td>
<td>Apple computers, mobile devices, accessories</td>
</tr>
<tr>
<td><strong>Aveda Experience Center</strong></td>
<td>Skin and hair care, makeup products</td>
</tr>
<tr>
<td><strong>Banana Republic</strong></td>
<td>Men’s and women’s apparel</td>
</tr>
<tr>
<td><strong>Diptyque</strong></td>
<td>Fragrances, body and face care</td>
</tr>
<tr>
<td><strong>Grand Central Optical</strong></td>
<td>Eyewear</td>
</tr>
<tr>
<td><strong>Hudson News</strong></td>
<td>Newsstand</td>
</tr>
<tr>
<td><strong>Inaya</strong></td>
<td>Jewelry</td>
</tr>
<tr>
<td><strong>Jet Set Candy</strong></td>
<td>Travel keychain accessories and jewelry</td>
</tr>
<tr>
<td><strong>L’Occitane</strong></td>
<td>French luxury skin care, home fragrances</td>
</tr>
<tr>
<td><strong>Love Pop</strong></td>
<td>Greeting Cards</td>
</tr>
<tr>
<td><strong>New York Transit Museum Gallery Annex &amp; Store</strong></td>
<td>Transit memorabilia, gift items</td>
</tr>
<tr>
<td><strong>Paper Source</strong></td>
<td>Stationery, cards, gifts</td>
</tr>
<tr>
<td><strong>Rite Aid</strong></td>
<td>Health and beauty products, pharmacy</td>
</tr>
<tr>
<td><strong>Swatch</strong></td>
<td>Multiple styles of unique watches</td>
</tr>
<tr>
<td><strong>TUMI</strong></td>
<td>Luggage, business accessories</td>
</tr>
<tr>
<td><strong>Warby Parker</strong></td>
<td>Eyewear</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SERVICES</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grand Central Watch</strong></td>
<td>Watch repair, collectable watches</td>
</tr>
<tr>
<td><strong>Chase ATMs</strong></td>
<td>ATM machines</td>
</tr>
<tr>
<td><strong>Bank of America</strong></td>
<td>ATM machines</td>
</tr>
<tr>
<td><strong>Grand Central Racquet</strong></td>
<td>Racquet stringing</td>
</tr>
<tr>
<td><strong>Leather Spa</strong></td>
<td>Shoeshine and repairs</td>
</tr>
<tr>
<td><strong>Star Shoe Repair</strong></td>
<td>42nd Street Shoeshine and Repair</td>
</tr>
<tr>
<td><strong>Vanderbilt Tennis Club</strong></td>
<td>Tennis courts and fitness center</td>
</tr>
</tbody>
</table>
## II. Tenant Services

<table>
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<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rules and Regulations</td>
<td>(Exhibit A)</td>
</tr>
<tr>
<td>Marketing and Advertising Opportunities</td>
<td>16-19</td>
</tr>
<tr>
<td>Tenant’s Guide to Special Events Planning at Grand Central Terminal</td>
<td>19-25</td>
</tr>
<tr>
<td>Signs</td>
<td>26</td>
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<tr>
<td>Solicitation/Handbills</td>
<td>26</td>
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<tr>
<td>Storefronts</td>
<td>26</td>
</tr>
<tr>
<td>Music/Noise/Odors/Balloons</td>
<td>27</td>
</tr>
<tr>
<td>Tenant Service Request (TSR)</td>
<td>27</td>
</tr>
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<td>Procedures</td>
<td>27</td>
</tr>
<tr>
<td>Keys</td>
<td>28</td>
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<td>Pest Management Services</td>
<td>28</td>
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<tr>
<td>Tips for Minimizing Pest Issues in Storage Areas</td>
<td>29</td>
</tr>
<tr>
<td>Clutter Management Recommendations</td>
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</tr>
<tr>
<td>Remodeling and Redecorating</td>
<td>31</td>
</tr>
<tr>
<td>Store Construction or Repair</td>
<td>31</td>
</tr>
<tr>
<td>Buildout / Remodeling / Contracting Rules and Regulations</td>
<td>32-33</td>
</tr>
<tr>
<td>Receiving and Delivery</td>
<td>33-35</td>
</tr>
<tr>
<td>Moving In / Moving Out</td>
<td>36-38</td>
</tr>
<tr>
<td>Tenant Insurance</td>
<td>39</td>
</tr>
<tr>
<td>Amenities</td>
<td>40</td>
</tr>
<tr>
<td>Heating, Ventilation and Air Conditioning</td>
<td>41</td>
</tr>
<tr>
<td>Cleaning</td>
<td>42</td>
</tr>
</tbody>
</table>
Rules and Regulations

(See attached Exhibit A)
Marketing and Advertising Opportunities

JLL continually markets Grand Central Terminal to neighborhood residents, office workers, Metro-North riders, and domestic and international tourists, with the objective of driving visitation and increasing sales for all tenants. The annual marketing strategy includes digital and print advertising, public relations, brand partnerships, and ongoing public events, among other initiatives.

In addition to directing customers to the Terminal, we offer numerous opportunities, detailed below, for your store and brand to leverage Grand Central’s marketing channels to directly reach our audience. Monthly marketing updates are sent to every tenant; these highlight upcoming events, calls for content, and other collaborative opportunities.

You should take advantage of these opportunities to promote your business.

For further information about the opportunities below, or if you have any questions regarding them, please contact Dorit Phinizy, Marketing Manager, at Dorit.Phinizy@am.jll.com or 212.340.2347.

Marketing Opportunities

1. Grand Central website: www.grandcentralterminal.com
   - Please email the marketing team with any promotions you would like to put on the website. These might include limited-time Deals & Offers, year-round Deals & Offers, monthly Gift Guides, in-store events, etc.
   - Our website receives at least 150,000 unique visits a month from all over the world.

2. Social Media
   - Facebook – we have over 155,000 Facebook fans and use our page to promote tenant offerings and events. Please send any content you’d like promoted, and tag “Grand Central Terminal” in your posts about your location here.
   - Twitter – we have over 22,000 followers on Twitter. We use this platform to promote tenant offerings and events. Please send any content you’d like promoted, and tag @GrandCentralNYC in your tweets about your Grand Central location.
   - Instagram – we have over 128,000 followers on @grandcentralnyc. We use Instagram to promote Grand Central Terminal as a shopping, dining, and architectural destination. In addition to the primary Instagram the Terminal also has an account dedicated to retail, dining, and lifestyle, called love.GCT @love.gct. We promote tenants and events through the use of organic posts and Instagram Stories. Please send any content for promotion to our Digital Content Manager, Dorit Phinizy at Dorit.Phinizy@am.jll.com.
   - YouTube – We use our page/channel to promote Grand Central as a complete destination: shopping, dining, errands, tourism all under one roof. Please send any content you’d like promoted, and tag “Grand Central Terminal” in your posts about your location here.
3. **E-Blasts**
   - We send weekly eblasts to over 78,000 subscribers. Content ideas must be submitted at least (2) weeks before if you would like them considered for feature in the eblast. Please submit a high-res product image, product name and product price.

4. **Terminal Signage**
   - All tenants are welcome to advertise in the signage kiosks located across the Terminal See poster spec sheet for more information. There is no charge for this, but tenants are responsible for the printing and delivery of posters to the Marketing Office. Before printing, the artwork must be approved by the marketing team. For more information, please contact Will Lewis for detailed information and printing specifications.

6. **Tenant Events & Promotions**
   - JLL produces themed events to help retailers and restaurants to raise customer awareness of the retailers and restaurants in the Terminal. Past events include Taste of the Terminal, Thanksgiving Market, Taste of Grand Central Market, Valentine’s Market, Taste of the Dining Concourse, Trick or Treat the Terminal, Holiday Wrap-Up, National Beer Day, National Coffee Day.
   - Tenants are offered a one-time 50% discount ($7,500) on the rental fee of Vanderbilt Hall for one day to produce their own event. Tenants are responsible for all production and management as well as adhering to the Vanderbilt Hall Production Manual. If interested, please reach out to Dorit.Phinizy@am.jll.com no less than 45 days before the event.

7. **Public Relations**
   - Wagstaff Media & Marketing is our PR firm and are available to help promote your store and products. Please contact Will Lewis for more information.

8. **Creative/Design Firm**
   - The Watsons are our brand and design agency, and produce all our printed and digital creative used to promote retail, dining and events at Grand Central.

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**Annual GCT Marketing Events**

We typically reach out the first two weeks of the month for the following month’s news/offerrings/deals as we plan for eblasts, social media, press releases, and other marketing activities.

Please contact Dorit.Phinizy@am.jll.com to share your content and products for promotion.
Monthly communication themes typically include, but are not limited to:

**January**
- Promotions include New Year’s and National Bagel Day.

**February**
- Valentine’s Day.
- Promotions include GCT’s birthday (February 2), Oscars, Super Bowl, and Black History Month.

**March**
- Promotions include Purim, St. Patrick’s Day, Daylight Savings, and National Cocktail Day.

**April**
- Event: Taste of Grand Central Market
- Promotions include Easter, Passover, National Beer Day, and Earth Day.

**May**
- Promotions include Mother’s Day, Memorial Day, Graduation, and Cinco de Mayo.

**June**
- Promotions include Father’s Day, Pride Month, Juneteenth, and Flag Day.

**July**
- Promotions include Independence Day, Bastille Day, and National Hot Dog Day.

**August**
- Promotions include summer travel, Labor Day, and National Dog Day.

**September**
- Promotions include Labor Day, Back to School, National Coffee Day, Beginning of Autumn

**October**
- Promotions include new fall items (pumpkin/spice themed), Halloween, Day of the Dead, Yom Kippur, and National Dessert Day.
- Event: Taste of Grand Central Market

**November**
- Event: Thanksgiving Market is the day before Thanksgiving. Tenants can sell baked goods in the Taxi Stand event space (on Vanderbilt Avenue). Our team reaches out about this opportunity in late October/early November.
- The Grand Central Holiday Fair opens mid-November
- Other promotions include Thanksgiving, Black Friday, Small Business Saturday, and the N.Y.C. Marathon.

**December**
- Event: The Holiday Wrap Up is a free gift-wrap event. We set up a gift wrap station for free wrapping of gifts purchased in Grand Central Terminal shops. Shops are also invited to offer
in-store events or discounts to encourage a convivial atmosphere throughout the Terminal.
- The Grand Central Holiday Fair continues through December 24
- Other promotions include Christmas, Hanukkah, New Year’s Eve, and the Holiday Gift Guide.

Tenant’s Guide to Special Events Planning at Grand Central Terminal

Introduction:

This guide has been created to give you – the event planner – all the essential information you need to ensure your event is a success and to assist you with filling out the Grand Central Terminal Tenant Special Event Request Form. This form is required to hold an event in your space.

In this guide you will find information on the following:
- Tips on completing the Grand Central Terminal Tenant Special Event Request Form
- Event safety guidelines
- Event services and fees

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Definitions

Metro-North Railroad (MNR): The commuter railroad which oversees operations within Grand Central Terminal and gives final approval on event details.

Jones Lang LaSalle (JLL): Direct point of contact for tenants. JLL works with/on behalf of MNR to obtain all event information and approvals.

Fire Brigade (Fire Guard): MNR’s fire and emergency department, which ensures that proper Railroad and NYFD fire, life, and safety rules and regulations are followed for all events.

MTA Police (MTAPD): The police agency for the MTA, which oversees all aspects of security at Grand Central Terminal.

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Completing the Grand Central Terminal Tenant Special Events Request Form
(See attached Exhibit B)
Deadline: The GCT Tenant Event Request Form is due a minimum of two (2) weeks prior to your event, as a minimum. When you begin planning the event keep this submittal deadline in mind. If you have information to share before the deadline, please send it with Dorit Phinizy, Director of Events & Sponsorship Sales. Do not hesitate to ask questions at any stage of the planning process.

- Apply for your SLA alcohol permit early, at least 4 weeks in advance.
- Inform JLL of any celebrities or VIPs in attendance as soon as they are invited and/or confirmed.

1. **Headcount / Occupancy:** It’s important to provide us with a complete number of individuals who will be at your event and a detailed floor plan of the event layout so MNR can determine a safe number who can be in your event space at any given time. This might include: staff, guests, media, and security. Based on your headcount and the occupancy of the designated event space your event may require two EMTs/Fire Guards to safeguard your guests.

2. **Celebrities / Public Figures:** We ask about celebrities / public figures for their protection. GCT is a building with a high amount of foot traffic and where the safety of all visitors is paramount. Please provide as much information as possible on the form so the MTAPD can be fully notified and prepared for their arrival.

3. **Deliveries:** All deliveries need to be inspected by the MTAPD Canine unit. Please give full details of all your deliveries – including deliveries of empty crates for load out – so that we can inform the Police Department and schedule a brief police inspection. Deliveries cannot be made between 7 AM – 10 AM and 4 PM – 7 PM on weekdays. These are our rush hour blackout times. Delivery inspections can last up to 15 minutes from the time we make the call to the Canine unit. Please call JLL engineering at 917-696-7281 to arrange the inspection.

4. **Catering:**
   - Tenant must provide a detailed layout/floor plan showing all catering elements.
   - Sternos, gas burners, convection ovens, induction burners or cooktops, and appliances with exposed heating elements are prohibited.
   - Cooking is prohibited.
   - Caterers may warm pre-cooked food using food warmers/chafing dishes and slow cookers.
   - Warming devices shall have temperature settings that do not exceed 210 degrees and must be electrically powered.
   - All catering equipment/elements must be rated for commercial use, and carry UL approved / tested or equivalent electrical safety certification and appear on the floor plan. No appliances designated or labeled for household use shall be permitted.
   - All appliances must carry the proper certification for their intended use. All appliances must be used in accordance with their manufacturer’s recommendations.
   - All electrical equipment / components must be grounded; there are NO exceptions.
   - Spec sheets for each electrical component are required. All appliances shall conform to latest version of the NYS Mechanical Code.
   - The proposed menu must be submitted.
• All table displays/centerpieces must be stabilized
• Use of sneeze guards for public events selling / sampling food is required
• Permittee is solely responsible for following all rules and regulations set forth by the Department of Health, including but not limited to getting the appropriate permits and licenses.

5. **Electrical equipment.** Please provide a list and a spec sheet of all the equipment used at your event. We require this information to ensure the equipment is safe to use in a landmarked building and to make sure it is within the load capacity of the power outlets. All items must be plugged into dedicated circuits. All equipment shall be subject to inspection.

6. **Alcohol Serving and Selling.** You will need to apply for a Temporary Beer, Wine and Spirit permit from the SLA (non-restaurant tenants only). Bear in mind it can take up to six (6) weeks to obtain your permit. Please send the Landlord Authorization form to the JLL Event Production Manager. If you are serving alcohol at your event, you will need to hire two Fire Guards for the duration of your event. Please see event fees section.

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**Event Safety Guidelines**

**General Rules**

- All event activity must happen within the dedicated event space (which is likely to be your store or restaurant location.)
- Construction activities shall adhere to all applicable safety procedures established by OSHA and required by MNR
- All safety rules apply at all time especially during load out.
- Workers on ladders taller than six feet:
  - Must follow OSHA’s guidelines for Ladder use, including but not limited to:
    - Must be counter-balanced by a second worker during use.
    - Must not straddle the ladder.
    - Must not stand or sit on the top step.
- Egress/ingress must be kept clear at all times
  - Equipment, tools, and event elements must not be placed in front of entrances and exits.
- Objects longer than six feet must be carried by two people (one at either end).
- Public and work-spaces must be kept clear of tripping hazards.
- No public guests or VIPs can enter the event until final safety clearance has been issued after an inspection by MNR and JLL
- Based on event details you might be required to submit a Safe Work Plan

**Please Note:** failure to comply will result in a work stoppage until corrections are made.

**Appropriate Attire:**
During load-in, set-up, breakdown, load-out – and when any construction, assembly and scenic work is underway in the tenant or event space - all individuals, whether they are part of the production crew or not, MUST wear Personal Protective Equipment (PPE): proper work boots at all
times, hard hat and safety glasses, when necessary, as stated below, until the tenant passes the MNR inspection and the event is approved to open. Anyone not dressed properly will not be permitted to enter or work in the space.

**Proper PPE includes:**
- Work boots with at least a 1” defined heel (steel toe is not required, see examples below).
  - **NO** sneakers, sandals or open-toed shoes of any kind are permitted until the construction has passed inspection and accepted by MNR and JLL.

  ![Work Boots Example](image)

  ![Work Boots Example](image)

- Safety goggles and protective eyewear must be worn by when using power tools, staplers, hammering, working beneath overhead construction, or at any time when eye injury is a possible risk.
- Hardhats must be worn by workers where there is a possible risk of head injury from impact, falling objects, or from electrical shock.

**Electrical Requirements**
- All plugs must be grounded.
- Zip cords and homemade plugs are not permitted.
- The use of extension cords is discouraged, if used, the following applies: Cords must be a minimum of 12-gauge wire, grounded and UL Listed.
- All extension cords shall be a continuous run regardless of the distance.
- Any extension cord run of over 150 feet, for 15 amps, must use 10 AWG (American Wire Gauge).
  - Power strips can be used on low amperage devices ONLY. *(Total allowed equipment connected to a power strip shall not exceed 10 Amps).*
  - Use of any extension cords, multi-plug adapters, and power strips as an extension of an extension cord (daisy-chaining) is **STRICTLY PROHIBITED.**

**Cable Arrangement**
- Cables must be covered by Gaffer’s tape only.
- All electrical cords must be clear of any and all items including sand bags and/or personal belongings.
- Electrical cords may not be placed under flooring of any kind (wood/carpet/vinyl, decal, etc.) at any time.
- Cables must not be run in areas of guest or public egress, or in areas where the guests or the public are likely to walk.
- Cable ramps, also known as yellow jackets, are **not** allowed in public or fire egress areas. Use of cable ramps requires prior review and approval by MNR. Rubber mats with gaffe tape and high visibility markings can be used to prevent tripping hazards and will be inspected on site.
- Cables must be “flown” over the doorways and secured to the grate with zip ties. Minimum overhead clearance is 8’.
- All cables that are enclosed in a structure (such as but not limited to: scenic walls, flooring, ceilings, truss, light boxes, etc.) must be protected against damage (pinching, tearing, piercing, exposure to flammable materials).
- All cable connections (terminators, plugs) must be properly secured so that there is no tension or stress on the cable connections.
- All bulbs must be LED. No halogens.

**Truss Lighting or Displays**
- Continuous System Bonding jumpers, in accordance with NEC 250.28 (A, C, D), and 250.8 codes, must be used for all metal truss construction.
- The jumper connection can be made at any point on the truss and to the connecting system from the equipment source to the first area there is a disconnection point.

**Structural Stability**
- Height concerns: Any element, including pipe and drape, scenic backdrops and step-and-repeats, in excess of 8’ in height, must be inspected on site by a JLL Engineer or the JLL Event Production Manager. In some cases, MNR may require a formal review of event elements by an approved NYS structural engineer. This is decided on a case-by-case basis and is undertaken to ensure all elements are proven to be stable against overturning from unexpected forces.
- Any draping posts higher than 12’ in height will require a double post for support.
- Bases: round bases for elements taller than 4’ are NOT permitted.
- Weight restrictions: Point loads vary at different locations within the Terminal. The weight of certain event structures (such as but not limited to truss or stages) might require specific measures to ensure there is no damage to your floor and ensure against overturning. This will be determined on a case-by-case basis and may require a formal review of event elements by an approved NYS structural engineer.
- If using a truss tower to support equipment, the bases must sit upon a minimum of ¾ inch plywood to spread the weight load.

**Event Inspection**
- All events require an inspection with MNR and JLL staff as well as members of your events team. Inspections will be scheduled about 30-60 minutes before event opens to your guests. Changes or adjustments may be needed at the time of inspection in order to maintain a safe environment. MNR will not be responsible for delays or costs associated with the latter.

**Safety Briefing**
- A fire and safety briefing will be conducted by a designated MNR fire/safety official prior to opening the event to your guests. All working staff including production personnel, brand ambassadors, catering staff etc. MUST be present. The briefing will last 5-10 minutes.

**Floor Plan**
- Floor plans must be as detailed as possible, current, and include the location of the event elements showing: egress distances, dimensions of elements in both plan and section views. Please include a key/legend.
- Indicate all materials, objects, props, structures, and equipment on the plan.
- Include an electrical plan (map) with all amperages, cable runs and exact plug-in locations. (See “Electrical Requirements” above)
Safe Work Plan (when necessary):

- Must provide specific information on the practices to be followed for build out and break down for each element.
- Must be based on OSHA standards and the safety standards described in the production manual.
- Must be referred to on site by the Foreman, Production Manager, or persons responsible for implementing safety controls throughout load in, build, strike, and load out.
- Must be referred to on site by JLL and MNR staff when necessary
- Requires approval from MNR or JLL
- Example of a blank SWP, if required, will be provided by the JLL Event Production Manager.

Alcohol:

- Must submit a liquor license for tenant space
- Must have liquor liability
- Must abide by all New York State Liquor Authority laws and guidelines
- Guests must be ID and 21+ years of age in order to receive an alcoholic beverage
- Guests may not exit your space with any alcoholic beverages
- MNR will require 2 Fire Guards during the duration of the event, at the tenant’s expense
- Third-party security may be required

Prohibited Items for Events

- Open heating elements (Open flames, gas burners, sternos, coils and candles)
- Painting staining and/or varnishing
- Toxic substances
- “Hot-work” sawing, painting or construction – assembly only
- Motorized or self-propelled equipment or pneumatic tools
- Powder or other fuel actuated fastening tools (e.g., but not limited to: Ramset, Hilti, Paslode)
- Any objects blocking air vents (In Vanderbilt Hall)
- Balloons
- Smoke, haze, fog, particle and dry ice
- Aerosols of any kind
- Generators
- Air compressors
- Propane tanks
- Helium tanks
- Round bases of any kind for elements taller than 4’
- More than one gallon of water used in décor items or props
- Fountains
- Loose sand
- Animals
- Giveaway items such as balls, matches, stickers and Frisbees.
- Tripods and step stools (monopods are approved.)
- **MNR Elevator Operators**
  - MNR Elevator Operators may be required at rush hour times if you expect multiple deliveries during load in; this is to ensure all deliveries reach the event space on time with minimum disruption to visitors and Grand Central staff.
  - MNR Elevator Operators work in teams and in 3-hour increments. For a 3 hour load it costs $1601 (ST).

- **MNR Fire Guards**
  - MNR Fire Guards/EMTs might be required for a private event, if your tenant space is fully shut down for the event, if alcohol is served and if there is catering equipment. Determination of Fire Guard coverage will be made once all final event details have been submitted.
  - Fire Guards typically work in pairs and can cost $396 per guard for a 4-hour increment.

- **MTAPD Canine**
  - MTAPD Canine units must inspect all deliveries coming into the building. There are no exceptions. This service is usually free if you plan to have no more than three (3) small deliveries, however, if you schedule more than this, a dedicated Canine unit will be assigned to your event. The quicker you submit delivery information, the quicker the Canine unit can determine whether you need a dedicated unit or not.
  - Dedicated Canine units cost $1,000 at a time for each 8-hour increment.

- **Event Safety Supervisor**
  - An Event Supervisor might be required for set-up and breakdowns if the event involves construction or assembly work. The decision is made on a case-by-case basis after the final floor plan and equipment list has been submitted.
    - The cost for this service is $60 per hour
  - A JLL Weekend Event Supervisor will be required for events loading in on Saturday outside these hours: 11 AM – 7 PM, and Sunday outside these hours: 10 AM – 6 PM.
    - The cost for this service is $100 per hour.

- **JLL Housekeeping**
  - Housekeeping includes mopping, vacuuming, dusting, trash removal, etc. Dedicated cleaners, working in 4-hour increments, will be required for events which generate a lot of waste, e.g., plastic cups, wine bottles, cardboard, and other catering waste.
  - Additional hours will apply if garbage is not properly bagged in clear bags and cardboard broken down according to housekeeping regulation.
  - Cleaners cost $60-80 per hour.
Signs

All signs must be approved by the Retail Management Office before they may be placed in the Tenant space.

Attractive, well-designed signs not only inform, they also identify, and support the Terminal’s image. Please follow these rules to maintain a uniformly high standard:

- All signs must be professionally printed. No hand printed, magic marker or grease pencil signs are allowed unless pre-approved by the Retail Management Office. No banners may be mounted outside of your space.
- Freestanding signs must be kept inside the store’s lease line. Please contact the Management Office at 212.340.2345 if you cannot identify your lease line.
- No signs are to be taped to any area of your storefront windows or doors, or placed in windows that face the exteriors of the Terminal.
- Credit card signs and other advertising placards may not be affixed to the glass storefronts or doors.
- Signs may not obstruct entrance to or visibility into your or any other store.
- No signs with visible neon tubing or lamps, or signs of the flashing, blinking or animated type are permitted.

Please remember that our common goal is not to limit your creativity but to ensure that those efforts meet the presentation standards that help set the Terminal apart.

Solicitation | Handbills

We try to make the Grand Central experience special by providing a clean and comfortable environment. No one likes to be hassled by people seeking donations, passing out handbills, or conducting surveys. In addition, advertising inside Grand Central is a valuable marketing opportunity that is reserved for the tenants of the Terminal.

Therefore, under no circumstances, is the Terminal property (interior and exterior) to be used for the purpose of soliciting business, donations, recruitment, petition signing, etc. This regulation pertains to store owners/operators and their employees as well as other individuals. No handbills may be distributed inside or outside the Terminal premises.

Please report any unauthorized solicitors in the Terminal by calling JLL at 212.340.2345.

Storefronts

Display windows and other glass surfaces should be kept clean of fingerprints, smudges and streaks. Storefront cleaning is restricted to non-working hours (except in the case where only minor touch-up cleaning is required).

All storefront features should be regularly checked for cleanliness.
Music | Noise | Odors | Balloons

In an effort to provide a comfortable environment for shoppers, we ask that you observe the following points:

- All in-store music must be kept at a volume that cannot be heard outside the Tenant space. This applies to all sounds from televisions, stereos, and/or other devices. No music is allowed within the tenants’ space in the Dining Concourse.
- Flashing lights may not be seen from outside the Tenant space.
- Anything emitting an offensive odor or vapor is not allowed in or around the Tenant space.
- No helium balloons are allowed to be sold or given away anywhere in the Terminal. The expense and difficulty of removing escaped balloons from the Terminal ceiling is great and your store will be charged if they must be removed.

Tenant Service Request (TSR)

To request assistance from the Grand Central Engineering staff, please follow the procedures listed below. Billing for such work will appear on your next regular monthly invoice. If the work is beyond the scope of our capabilities, we will assist you in finding an outside contractor. In such cases, you will not be charged for the evaluation.

Procedures

Please remember that store maintenance is your responsibility.

Call the Engineering office at 212.340.2337 between the hours of 8:30 a.m. to 5:30 p.m. Monday through Friday.

Give the following information:

- Tenant’s name
- Tenant space number
- Name of the person calling
- Nature of the request or problem (store temperature, cleaning, electrical, etc.)

The Engineering office will dispatch the proper personnel to serve the request.

Response time to the request will vary, but the following may be used as a guideline:

- Emergency (water leak, chemical spill, etc.) – immediate response
- Comfort call (store temperature) – next available Engineer
- Cleaning – will be handled during the day or evening by cleaning staff
- Other – times vary

Where necessary, the Tenant will be requested to sign a Tenant Service Request.
**Keys**

Please note that the Management Office does NOT hold any keys to individual stores. Security for tenant spaces is the tenant’s responsibility.

If you would like additional keys made to any locks, we can make additional keys for you for a charge. Depending on your security needs, we can provide the following additional services:

- Separate keys to individual spaces
- Re-keying the entire space

In the interest of your store/restaurant’s security, you should consider re-keying doors when keys are lost or when someone who has access to the keys leaves your employment, even if all keys are returned, as there is no guarantee that copies were not made.

Should you require any of the above-described services or if you need further information, please contact our Engineering Office at 212.340.2337.

**Pest Management Services**

Pest management services are provided through JLL. This includes

- Integrated pest management services to tenant premises
- Emergency re-treatments at no extra charge

There is only one Pest Control Company insured and certified to do work in Grand Central Terminal.

If you use another company at a different location, you will need to use the company that Jones Lang LaSalle provides in the terminal.

The pest management technician is on-site 7 days a week including:
- Monday through Friday 7 AM – 7 PM
- Wednesday through Friday 8 PM – 2AM
- Saturday and Sunday 10 AM – 6 PM

If any needs arise, or you have any special requirements, please contact the Station Master’s Office (SMO) at (212) 340 - 2583 as soon as the situation arises. Give your name, location and phone number and take the name of the person you are speaking to.

The pest management service is used throughout the Terminal including the public areas and is fully familiar with Grand Central. Pest Control price is included in your lease agreement.

Please refer to the following sections for actions that your staff can take to minimize pest issues.
Tips for Minimizing Pest Issues in Storage Areas

In a busy train terminal such as Grand Central Terminal, all vendors are subject to daily delivery boxes and packages of all sorts. Consequently, the storage cages and the backrooms of shops can become full and cluttered fairly quickly. This is especially true in New York buildings where even small space is at a premium.

Nevertheless, properly storing boxes, packages, food supplies, and equipment in Grand Central Terminal is very important in controlling pests such as cockroaches, mice and rats.

This is because clutter and pest problems go together for the following reasons:

- Pests gravitate towards cluttered areas because clutter enables pests to hide and reproduce undisturbed.
- Cockroaches like to hide in boxes, especially those that are placed into corners and not moved for days or weeks. They hide in the glued portions and feed on the glue.
- Rodents also love clutter. It is not uncommon for two to three families of mice (15-20 mice) to live in the bottom of just one big box placed in the corner of a back room of just one vendor at Grand Central Terminal.
- Even the best exterminator in the world cannot kill pests that hide in clutter. There are no sprays, bug bombs or mouse baits that will penetrate cluttered closets or rooms and eliminate hiding pests. To eliminate pests, the exterminators must have access to all walls and spaces beneath shelving and stored items.
- Sweeping up and cleaning practices are difficult to perform in cluttered rooms. This causes more problems with rodents, flies and cockroaches.
- Pest proofing (sealing holes and gaps) cannot be done when clutter blocks access.
- All storage areas should have the proper cleaning supplies on hand. PLEASE SEE THE SUGGESTED LIST BELOW
  - Small (2.5 gallon) wet/dry shop vac.
  - Windex, Simple Green or some good degreaser that cuts through and removes fly specs, roach droppings and rodent pheromone.
  - A good, non-frayed, working broom and dustpan.
  - Cleaning rags and a dry mop with a clean head. Excess water causes more problems than it solves… PLEASE – DRY MOP SPILLS AND EXCESS WATER.
Clutter Management Recommendations

1. **REDUCE CLUTTER IN BITE-SIZE PIECES.**
   Sometimes, the clutter is so overwhelming, we realize it will take hours and hours of work to organize (i.e., what to save, what to discard), and thus we procrastinate starting. We tend to think in terms of “when things slow down, I’ll clean up this mess.” But in these busy times, “cleanup days” have become rare events indeed. It is far more realistic to allocate 30 minutes three days each week and reduce the clutter in bits and pieces. After just a week or two, cluttered areas will be organized.

2. **WHERE POSSIBLE, REPLACE CARDBOARD WITH PLASTIC BOXES.**
   Cockroaches and mice often hide in the flaps or within the tiny crevices of the cardboard boxes. Plus, we cannot see through cardboard boxes to observe if any pests are hiding inside them. Plastic transparent boxes exist in nearly every size, shape and color for all storage needs.

3. **STORE ITEMS PROPERLY TO PREVENT PEST INFESTATIONS.**
   Boxes and packages that are stored on the floor and up against the wall are most vulnerable to pest invasion. Therefore, all boxes should be stored at least eight inches (20 cm) off the floor. This allows for easy access by brooms and mops. It also allows for inspection and the application of pest monitors and pest traps when needed. Leaving these spaces clear also discourages cockroaches and rodents from hiding beneath the first shelf.

4. **HEAVY-DUTY ADJUSTABLE METAL OR PLASTIC RACK SHELVES ARE THE BEST DESIGN FOR PREVENTING PEST PROBLEMS.**
   Metal or plastic rack shelving with slats allow spills to fall thru to the floor where they can be swept up. Also, the bottom shelf can be adjusted up and off the floor to allow access for cleaning.

   **NOTE:** *Wooden storage shelves that enclose the bottom shelf close to the floor should be avoided.* When the bottom shelf is enclosed, it basically creates a pest cave in which rats, mice and cockroaches can hide and thrive. Voids and hidden undisturbed areas are where all pests like to harbor.
Remodeling and Redecorating

Remodeling/redecorating work can be either minor or major, and may include any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wall covering

JLL has the capability to assist with the approvals process through every phase of design and construction on behalf of the Tenant. During the beginning phases please contact the Manager of Design & Tenant Coordination at 212.340.3403 to meet with you to discuss your design proposal. All work must follow the GCT Architectural Design Guidelines. Tenant will be required to submit drawings for approval in compliance with the GCT Architectural Design Guidelines.

Once the necessary approvals are obtained, the Tenant may begin the work. It is the tenant’s responsibility to hire a general contractor who will perform the work.

*Drawings must be submitted to the Management Office for approval before the work begins.* Management will in turn submit them to MTA and Metro-North for review.

Store Construction or Repair

Grand Central Terminal aims to provide its patrons with the most comfortable environment possible. Patrons should see only the final merchandising effort, not the cleaning of windows, the repair of signs or construction work in progress. For this reason, any construction or repair work should be discussed with, and approved by, the Management Office prior to its commencement.

Furthermore, the Terminal’s leases stipulate that *all changes* in store design, including signage, lighting and fixtures, *must be approved by the Management Office prior to the onset of construction.* See the next two pages for contractor’s rules and regulations.
Buildout | Remodeling | Contracting | Rules and Regulations

Prior to any planned construction the Management Office and Engineering staffs must approve all plans. Once approval has been given, the following contractor rules apply:

- Contractor/Engineer must meet with the Manager of Design & Tenant Coordination (212.340.3403) and Metro-North to discuss plans, review regulations and furnish all necessary insurance certificates. **Any deviations from approved plans must be approved by the Manager of Design & Tenant Coordination prior to proceeding with work.**

- An entrance will be designated for deliveries and trash removal. All movement of materials including supplies, tools and debris, is restricted to the hours between 10:30 p.m. and 6:30 a.m.

- All work must be confined to the sealed tenant space. The barricade between the space and the common area must have a solid dry wall surface and be taped and painted. Any dust, dirt, noise or vibration that is above the Landlord’s acceptable levels is restricted to the hours between 10:30 p.m. to 7:30 a.m.

- The contractor must notify the Manager of Design & Tenant Coordination and Operations Manager forty-eight (48) hours prior to needing sprinkler system shutdown.

- The contractor shall not disturb or interrupt any utility services running through the ceiling or floor area of the space servicing the common area of other tenants. Any work involving removal of, or alterations to the HVAC unit, including chilled water routing, thermostat removal or replacement and electrical feed supply requires that the contractor notify the Engineering office at 212.340.2337.

- Contractor is responsible for notifying the Landlord of access required after 9:30 p.m. so that arrangements may be made with MTA Police.

- The contractor must notify the Landlord for final inspection of the space prior to removal of the barricade. All construction must be completed and the store/restaurant fully merchandised/stocked and ready to open. A final inspection will be made by the Landlord and approval given for removal of barricade and opening for business.

- All barricades must be removed; demising piers touched up and display windows and signs cleaned prior to opening for business. Tenant may open for business only at the opening time designated by the Lease.

- **Landlord Ownership:** In order to preserve the integrity of the common area systems and other tenant systems, we need to be considerate of any piping – either sprinkler, fresh water or waste water. Note that there will be areas above your present ceiling and deck and under your floor system which serve such things as the fire sprinkler, electrical, HVAC systems
etc., which are, and will remain part of the Landlord’s property. As soon as you recognize that one of these systems exists in your space and does not relate to your internal space, please contact the Chief Engineer for identification and alternatives. *Do not tamper with these systems prior to contacting Engineering.*

- Accepting a unit in “as-is” condition means that any articles remaining in that unit that are not part of the Landlord’s ownership are at your disposal and are not the responsibility of the Landlord to move or add to.

## Receiving and Delivery

All deliveries must be made through the route designated by the Retail Management Office. Tenants **must** be on-site to accept and sign for all deliveries and arrange for the immediate transport of those items to their store or storage location. No deliveries are allowed through other entrances unless permission has been granted by the Retail Management Office.

Once deliveries requiring extended use of either of the docks or freight elevators need to be scheduled with the Management Office at 212.340.2345. 48 hours advance notice is needed for all extended deliveries.

In addition, the trucking company should be informed that they must transfer their delivery onto rubber-wheeled hand trucks in order to transport materials within the Terminal.

Please call the Engineering Office at 212.340.2337 to receive information on the correct access route for deliveries to your space from your designated loading area.

Deliveries coming through the front door are restricted to rubber-wheeled hand truck only items. Any large deliveries must come through the Depew Place loading dock.

Front door deliveries are restricted to 105 East 42nd Street (next to the subway entrance)

*See below for a diagram of permitted points of entry for deliveries.*

When possible, please **restrict** all vendors from rush hour delivery times (i.e., 7:00 a.m. to 10:00 a.m. or 4:00 p.m. to 7:00 p.m.).

**Ideal Delivery Times Are:**

- 5:30 a.m. – 7:00 a.m.
- 10:00 a.m. – 3:00 p.m.
- 8:00 p.m. – 1:00 a.m.

For large moves or equipment delivery, it is imperative that you notify the Management Office in writing and receive approval at least forty-eight (48) hours in advance of intended move so that the coordination of the various parties in Grand Central Terminal is possible.

Only small moves (requiring less than one hour) are permitted during weekdays. Larger moves (requiring more than one hour) **must be** scheduled after 10:30 p.m. weekdays or on weekends.
Any attempted moves without *prior approval* from the Retail Management Office will be stopped.

**NOTE:** No deliveries shall be made via the Kitty Kelly Ramp at the corner of 42nd Street and Vanderbilt Avenue.
Permitted Points of Entry for Deliveries
Moving In | Moving Out

**Move In**
Prior to your move-in, you must coordinate with the Retail Management Office in order to ensure a smooth and efficient relocation. Items you need to complete before moving are listed below:

- Ensure that the Post Office has address information.
- Notify the Phone Company to arrange for installation of new phones and equipment.
- Provide the Retail Management Office with a Certificate of Insurance for the moving company prior to the move (see Insurance Requirements below).

**Move Out**
To ensure that your move out is as smooth as possible, we ask that you adhere to the following procedures:

- Contact the Management Office at least one week prior to the move to discuss your arrangements.
- Contact the Phone Company to discontinue telephone service.
- Provide the Retail Management Office with a Certificate of Insurance for the moving company prior to the move. See below for Insurance Requirements for amounts of coverage.
- Inform the Post Office of your change of address.

Please submit in writing the following information to the Retail Management Office no later than forty-eight (48) hours prior to intended move:

- Date of move
- Time periods the elevator(s) will be required (if necessary).
- Name, phone number, and title of the Tenant contact person.
- Certificate of Insurance for moving company forwarded to the Management Office (admin.gct@am.jll.com please reference tenant name in email subject line) evidencing the moving company’s Worker’s Compensation Insurance and Commercial General Liability Insurance (see Insurance Requirements below).

**Clean-Up**
Moving companies and tenants will be responsible for leaving the Terminal and premises clean by removing all cartons and other trash generated in the move. If you wish to have trash removed, arrangements can be made through the Retail Management Office at 212.340.2345.

**Property Damage**
Any damages caused by the Tenant, the Moving Company or its employees or agents, will be the responsibility of the Tenant. Required repairs will be done by the Landlord at Tenant’s expense. The following sections contain specific information, of which your mover should be made aware. A copy of this information should be given firsthand to the moving companies bidding for the move.

Instructions to Movers
The mover shall perform all services required to move furniture, merchandise, office machines, records and supplies. The freight elevators are available on a first come, first serve basis Monday through Friday from 6:00 a.m. to 10:00 p.m. Large moves (requiring more than one hour) must be done after 10:30 p.m. Each employee of the mover must be bonded and uniformed in a consistent type and color uniform plainly lettered with the moving company’s name. These requirements are necessary in order to maintain the security of the building and to provide easy identification by MTA Police.

Inspection of Premises
The mover is responsible for inspecting the Tenant’s space prior to the move so that they may furnish such equipment and labor necessary to provide for an orderly, timely and efficient move. They should be acquainted with all the available information regarding difficulties, which may be encountered, and the conditions, including safety precautions under which the work must be accomplished.

Supervision, Labor Materials and Equipment
The mover must furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services needed. Such equipment shall include, but not be limited to, dollies, trucks and pads. All material-handling vehicles used in the interior of the Terminal must have rubber-tired wheels and must be maintained free from grease and dirt. It is required that Masonite floor covering material be provided by the mover and laid down to protect the marble flooring.

Crating, Padding and Packing Materials
The mover should take every precaution by means of crating and padding to safeguard the property from damage. All padding and packaging materials used are to be removed by the mover.

Floor and Wall Protection
The mover should at all times protect the Terminal from damage. The move must comply with all reasonable requests for special protection. This includes furnishing, installing and removing floor, carpet, wall and glass protection materials wherever necessary.

Permits, Franchises, Licenses or Other Lawful Authority
The mover, at its own expense, must obtain and maintain all necessary permits, franchises, licenses, or other lawful authority required for moving, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities to the Management Office.
Indemnity – Insurance Requirements
The Tenant must submit the mover’s Certificate of Insurance to the Management Office no later than ten (10) days prior to any move. It must evidence the following types of insurance:

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<thead>
<tr>
<th>Types of Insurance</th>
<th>Minimum Limits of Liability</th>
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<tr>
<td>Workers’ Compensation</td>
<td>Within Statutory Limits</td>
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<tr>
<td>Employers’ Liability</td>
<td>$1,000,000 each accident</td>
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<tr>
<td></td>
<td>$1,000,000 disease – policy limit</td>
</tr>
<tr>
<td></td>
<td>$1,000,000 disease – each employee</td>
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<tr>
<td><strong>Commercial General Liability:</strong></td>
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<td>Bodily Injury</td>
<td>$1,000,000</td>
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<tr>
<td>Property Damage</td>
<td>$1,000,000</td>
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The following Additional Insureds must be indicated on the Certificate of Insurance:

- Jones Lang LaSalle Americas, Inc.
- Argent Ventures, LLC
- CBRE Real Estate, Inc.
- Connecticut Department of Transportation
- Metropolitan Transportation Authority, including its subsidiaries and affiliates
- Metro-North Commuter Railroad Company
- Midtown Trackage Ventures LLC
- Midtown TDR Ventures LLC

The Certificate Holder must be indicated as follows:

Metro-North Railroad/MTA  
c/o Jones Lang LaSalle Americas, Inc.  
25 Vanderbilt Avenue, Hall 3A  
New York, NY 10017

Claims for bodily injury and property damage including, but not limited to, all of the following shall be covered:

- Premises and operations
- Product/Complete operations
- Broad form property damage
- Personal injury
- Coverage for any special hazard or operation not normally encountered.
Tenant Insurance

Grand Central Terminal Retail Leases include a provision requiring Tenants to have Commercial General Liability Insurance, Property Damage Insurance, Statutory Worker’s Compensation Insurance, and All Risk Property Insurance for all Tenant belongings located on the Tenant premises.

The Commercial General Liability Insurance must include the following entities as **Additional Insureds**:

- Jones Lang LaSalle Americas, Inc.
- Argent Ventures, LLC
- CBRE Real Estate, Inc.
- Connecticut Department of Transportation
- Metropolitan Transportation Authority, including its subsidiaries and affiliates
- Metro-North Commuter Railroad Company
- Midtown Trackage Ventures LLC
- Midtown TDR Ventures LLC

The **Certificate Holder must** be indicated as follows:

Metro-North Railroad/MTA

c/o Jones Lang LaSalle Americas, Inc.

25 Vanderbilt Avenue, Hall 3A

New York, NY 10017

The Certificates of Insurance must also contain agreements by each insurance company, providing evidence that such coverage will not be materially changed or cancelled without thirty days or more prior written notice to JLL.

**Annually provide updated Insurance Certificates**

Please refer to your lease for specific requirements for your store’s Certificate of Insurance. As most Policies and Certificates are written on an annual basis, please request that your Insurance Provider forward via mail and email an updated renewal Certificate to the Management Office at the above **Certificate Holder** address and admin.gct@am.jll.com, each year that your certificate is renewed.

**If you have any questions or need further information**
Amenities

Grand Central Terminal provides many services. The following list identifies services which you or your customer may wish to utilize:

<table>
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<tr>
<th>ATMs:</th>
<th>Bank of America offers Automatic Teller Machine service in the Main Concourse under the West Balcony; Chase Bank offers the same in the Dining Concourse by the East escalators.</th>
</tr>
</thead>
</table>
| Banks:        | **Bank of America** – Main Concourse (ATM only).  
|               | **Chase** – located at 270 Park Avenue and in Grand Central Terminal (ATM only).  
|               | **Capital One** – Lexington Avenue Passage in Grand Central Terminal.  
|               | **Citibank** – MetLife building lobby.  |
| Information Booths: | The round Information Booth is found in the center of the Main Concourse and is most distinguishable by the clock that is on top of it. The Information Booth provides Terminal information to the public including Terminal Directories showing the location of stores and amenities, timetables for Metro-North, directions, and any assistance that is required.  
|               | Directories are located throughout the Terminal providing information about store locations and special events in the Terminal.  |
| Dining Concourse: | The Dining Concourse offers a dedicated dining area and a wide variety of excellent food.  |
| Post Office:  | A Post Office is located on Lexington Avenue between 44th and 45th streets. There are also two mailboxes on the Main Concourse, one by the bridge to Vanderbilt Hall, and one by the entrance to the Graybar Passage.  |
| Restrooms:    | Public restrooms are located in the Dining Concourse.  |
Heating, Ventilation and Air Conditioning

For your convenience, HVAC is supplied either to your individual space or to the adjacent common area.

The overall temperature of the Terminal is maintained at a comfortable level and is centrally controlled. Your air handling unit enables you to control the temperature of your space. You may wish this temperature to be a little colder or warmer than the common area, depending upon the season.

Please remember that even if your store feels cool in the morning, it will heat up as customer traffic builds through the day. A comfortable customer will spend more time in your store and generate more sales.

Preventative maintenance on Tenant HVAC is at the expense of the tenant, JLL Management Services, Inc. has an on-site engineering team with experience in preventative maintenance of air handling units.

Please contact our Chief Engineer at 212.340.3407 with any concerns regarding temperature at your location, or with any questions relating to heating or air conditioning.

Cleaning

All common areas in the Terminal are cleaned by Metro-North janitorial personnel. **Cleaning inside tenant spaces is the responsibility of each tenant.** However, you may occasionally need special services such as window cleaning, carpet shampooing or restroom cleaning in your premises. These services can be scheduled by contacting the Engineering office at 212.340.2337.

Special services are detailed below which are billable to you.

**Carpets**

Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting, as well as ongoing spot cleaning. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee and customer satisfaction and productivity.

**Floors**

Prolonging the life and beauty of any floor requires a combination of proper maintenance techniques (sealing, waxing and buffing) and specialized equipment. Wooden, tile and marble floors often require special care on a regular basis to preserve their natural appeal and lifespan. A program can be established to clean your floors in conjunction with the contracted cleaning service at Grand Central.
Upholstery
Upholstery should be vacuumed and cleaned on a regular basis with spot-cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first-class image of your store or restaurant and the Terminal.

Walls
It is recommended that you have your walls washed and painted as needed in accordance with the design criteria and your lease. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean appearance of your store or restaurant.

Kitchen
It is possible to set-up a program to clean kitchen areas in your space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this task and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping.

Miscellaneous
Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture, etc. all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy. Please contact the Engineering office at 212.340.2337 to discuss setting up a cleaning program specifically tailored to your business.

III. Building Services

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Station Master’s Office

The Stations Master’s Office (“SMO”) is located on the West side of the Main Concourse near the Transit Museum.

The SMO is open seven (7) days a week, 24 hours a day and can be reached at 212.340.2583.

Loading Dock Information

- The Loading Dock is located at Depew Place between Lexington and Vanderbilt Avenues off 45th Street.

- Loading Dock space at Grand Central is limited. Please keep this in mind when planning to make use of these facilities.

- There are also designated delivery areas throughout the Terminal. Please contact the Retail Management Office to determine which routes pertain to your store or restaurant.

- No vehicles should be left unattended in the Depew Place loading dock unless it has been coordinated with the Management Office and Dock Master.

- The Loading Dock is to be used for loading and unloading only. Standing time in this area is limited to 30 minutes per vehicle unless permission has been coordinated by the Management Office and the Dock Master. Loading and unloading should be conducted as quickly as possible to minimize the impact on other deliveries.

- The Loading Dock plays an important role in the operation of the Terminal. It should be maintained accordingly. Please help keep this area free of debris and odors. All deliveries must be moved through Grand Central on hand trucks or dollies with clean rubber wheels.

- The Loading Dock is open 24 hours per day, seven days a week. However, if you require deliveries made between the hours of 1:00 AM and 5:15 AM, you must contact the Retail Management Office a minimum of 48 hours in advance for coordination with Metro-North and MTA Police.

- Deliveries made during rush hours (between 7:00 a.m. and 10:00 a.m. and between 4:00 p.m. and 8:00 p.m.) at Depew Place should be limited to items that can be carried with a small hand truck.
Tenant Employee Parking

Grand Central Terminal does not provide tenant employee parking. There is no public parking garage in this Terminal.

Lost Children

If you find a lost child on your premises, please call the Station Master’s Office at 212.340.2583. Parents or guardians of missing children should also be directed to the Station Master’s Office (located next to the Transit Museum in the Main Concourse).

Call the Station Master’s Office at 212.340.2583
or MTA Police at 212.878.1000

Lost and Found

All lost and found articles, whether they were lost in the Terminal or on the train, are handled by the Lost and Found Office located just past Track 100 in the Dining Concourse.

We at JLL will not accept any lost articles. Please contact the Lost and Found if you find anything.

Grand Central Terminal

LOST AND FOUND OFFICE

Call 511
## IV. Emergency

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Emergency Call List

The following list of local emergency numbers is provided for your information but please remember to call Metropolitan Transportation Authority Police at 718.361.2201 to report any emergency.

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency, Police, or Fire Emergency</td>
<td>212.878.1000</td>
</tr>
<tr>
<td>Retail Management Office</td>
<td>212.340.2345</td>
</tr>
<tr>
<td>Station Master’s Office (“SMO”)</td>
<td>212.340.2583</td>
</tr>
<tr>
<td>MTA Police Department, GCT Office</td>
<td>212.340.2480</td>
</tr>
</tbody>
</table>

The main number to be used for emergencies is

MTA POLICE 212-878-1000

This telephone number is answered 24 hours a day, 7 days a week.

Each person must become familiar with all provisions of these emergency procedures. Each store Manager should be responsible for assuring that each employee is aware of the emergency procedures and that each office has a supervisor (or “Store Warden”) in charge of evacuation, along with an alternate so that someone is in the store at all times. Everyone should know the Supervisor(s) in their store. It is the responsibility of the Store Warden(s) to become familiar with individual store layouts and general personnel staffing levels, so that in an emergency an accurate headcount can be made during and after evacuation procedures.
Emergency Response Procedures

IN A BUILDING EMERGENCY, AN ALARM WILL SOUND IN THE AFFECTED AREA. AT THIS TIME, THE OCCUPANTS OF THE SPACES WILL EVACUATE.

In such case, use good judgment.

If a fire alarm is sounded, the following sequence of events will occur:

01. An audible alarm and strobe lights will begin on all affected floors and in stairwells.

02. THE RESPONSE TEAM WILL REPORT TO THE SCENE WHETHER OR NOT IT IS A FALSE ALARM!

03. After the alarm, a message over the PA system will be broadcast to notify the tenant that an alarm has been activated.

04. After the alarm is sounded, the store warden will then direct all employees and patrons to the closest exit and all employees will report to their emergency meeting area.

05. The store warden will take roll call of employees and report to central command at 43rd Street and Vanderbilt Avenue to report missing personnel and to be advised on further action. Do not allow employees to disperse from the emergency meeting areas, determined by each tenant, until all personnel are accounted for to ensure an accurate headcount.
Evacuation Procedures

In the event of an evacuation, the Fire Brigade and MTA Police will instruct people and direct them to the appropriate staging area.

Terminal Management staff will assemble in the vicinity of the Vanderbilt Taxi Stand (please do not use this area for an assembly point for tenant staff) and a store Manager should report to that point for updates on re-occupation of the Terminal.

The safety of our customers and employees is our first priority. Should an evacuation of the Terminal prove necessary, an announcement will be made over the Terminal’s emergency public address system, by phone, or verbally by MTA Police or Management staff.

In such an event, do not call us. We will be busy contacting the proper authorities. Instead, please proceed to:

- Orient your customers towards the nearest exit.
- Encourage your customers to remain calm, helping to prevent panic. Do not run.
- Do not use the elevators.
- Pay attention to handicapped persons.
- When everyone is out, close the doors and leave via the nearest exit.

It is your responsibility to note the nearest exit, as well as the nearest alternative exit, and to inform all employees of the location. All exits are clearly marked.
Fire Response

Fire is perhaps the most common and most frightening safety hazard. Effectively combatting this hazard requires a thorough knowledge of the building safety features, escape routes, and fire and evacuation procedures.

Tenants should take steps to safeguard their businesses from the effects of a fire in the building by protecting vital documents and company records. This can be done through off-site storage of duplicate records or fire-resistant storage areas. The specific method of protection will depend on the size and nature of the material involved.

IF YOU SMELL OR SEE SMOKE
If you smell or see smoke, call MTA Police at 212-878-1000. Report the smoke’s location, if possible, and any other available details.

IF YOU SEE A FIRE
01. Proceed to and operate the nearest fire pull station.
02. Orient your customers towards the nearest exit.
03. **DO NOT PANIC. Encourage** your customers to remain calm. Do not run. Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through knowledge of emergency procedures and confidence in personnel’s ability and guidance.
04. *Close*, but do *not* lock, exit doors as you go.
05. If smoke is present, stay close to the floor.
06. Do not use elevators. Use stairwells to exit.
07. Pay attention to handicapped persons.
08. When everyone is out, close the door and evacuate by the nearest exit. Because most designated evacuation areas are outside of the building, move to areas across the street to ensure you do not inhibit fire-fighting activities.
09. You will be notified when it is safe to reenter the Terminal.

Metro-North Fire Emergency personnel will note the nearest exit, as well as the nearest alternative exit. **It is the store manager’s or store warden’s duty to inform all employees of the location.** All exits are clearly marked.
Shelter in Place Procedures

In the event of a shelter in place, the Fire Brigade and MTA Police will instruct and direct people to the appropriate area. The shelter in place may be within your space or a designated area within the terminal.

Relocation | Recovery Procedures

Specific details on how and when you can Relocate, Re-occupy and Recover to your space will be driven by the incident type and damages. MTA Police will instruct tenants on the specific details through JLL Management. We will inform tenants through our list of tenant emergency contacts.

Safety Systems

Grand Central Terminal is equipped with an automatic and manual fire alarm and voice communication system. Alarms in the buildings are monitored by the Terminal Fire Command Center, and they can be initiated in any of the following manners:

- Manually – Pull Station.
- Automatically – Activation of a heat detector or smoke detector in a work area.
- Automatically – Activation of a smoke detector in the duct system.
- Automatically – Sprinkler system flow switch activation.

The Life Safety System houses an audio system microphone and a master firefighters/building management telephone. The system microphone allows authorized personnel to make voice announcements to building occupants on a selected basis by section or to the entire building. Please note that there exists a separate communication system that includes public address circuit speakers apart from the firefighters/building management phone system.

Our Retail Management staff can provide more detailed information to you and your employees with regard to the Life Safety System. Please call 212.340.2337 if you need more information.

Fire Extinguisher Operation

Fire extinguisher types vary for different applications. Be sure the type of extinguisher being used is proper for the situation. Tenants that install fire extinguishers should seek training from the local suppliers.
Bomb Threats | Suspicious Packages

We must respond to all bomb threats as though they are genuine, putting the safety of our customers and employees first. Treat all bomb threats seriously, but do not panic.

If a telephone bomb threat is received, please use the Bomb Threat / Nuisance Call Record Form that can be found following this section, to record the threat.

As soon as the caller hangs up, CALL THE MTA POLICE IMMEDIATELY at 212.878.1000. MTA Police will send qualified personnel to the area, and the call will be evaluated. Tenants may be advised to evacuate their store. If so, the Store Wardens will be notified and will instruct the occupants as to where to go and which exits to use.

Should a bomb threat be received, the following guidelines should be used:

- Try to obtain as much information as possible. Follow the checklist for examples of information to get (see the Bomb Checklist Form on the following page). Be prepared to relate this information to the police when they arrive.
- Immediately call MTA Police at 212.878.1000.
- MTA Police will give the order to evacuate if necessary.
- Be alert for any unfamiliar people and/or objects to point out to the police or building staff upon their arrival. DO NOT touch or handle any suspected object.

MTA Police will make a complete search of common building areas. It will be the responsibility of your store manager to identify any suspicious items or packages that do not belong in your tenant space. If a suspicious item is identified the police will then investigate the object.

The most common threats are made by direct telephone calls to a company or the New York Police Department. However, some threatening calls are made to third parties such as television studios and newspapers.
Bomb Threats | Suspicious Packages (Continued)

There are two reasons for a caller to report that a bomb is to go off at a particular location:

- 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.
- The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

Suspicious Items

- Letters that are unusually bulky or weighty.
- Parcels or envelopes with chemical or oily stains.
- Parcels or envelopes without a return address.
- Parcels or envelopes with foreign postmarks.
- Parcels or envelopes that simply do not look or feel ordinary.
- Parcels or envelopes with excessive postage.

Precautions

While some safety precautions may seem elementary, do not dismiss them as unimportant nor take them for granted. Adequate knowledge of precautions may save your life, the lives of your fellow employees and tenants, and the lives of the individual customers and visitors who daily frequent the building.

Police offer the following precautionary measures:

- Do not use radio equipment to transmit messages.
- Do not change the lighting conditions.
- Do not smoke.
- Do not accept the contents of any container as bona fide simply
because it was delivered by routine means.

- Do not accept container markings and/or appearance as sole evidence of their content’s identification and legitimacy.
- Do not touch a suspected bomb.
- Do not shake, shock or jar a suspected bomb.
- Do not cover a suspected bomb.
- Do not carry a suspected bomb.
- Do not assume that a suspected bomb is of a specific (high-explosive or incendiary) type.
- Do not open any suspicious container or object.
- Do not cut a string, cord or wire on a suspicious container or object.
- Do not cut or remove the wrapper on a suspicious container.
- Do not unscrew the cover of a suspicious container or object.
- Do not move the latch or hook on the cover of a suspicious container or object.
- Do not raise or remove the cover of a suspicious container.
- Do not change the position of a suspicious container or bottle.
- Do not place a suspicious container or object into water.

REMEMBER,

IF YOU SEE SOMETHING, SAY SOMETHING…

Call MTA Police at 212.878.1000
Bomb Threat / Nuisance Call Record

At ____ a.m./p.m. a telephone call was received at telephone number + ext.: ____________

The following message was received:

________________________________________________________________________
________________________________________________________________________

1. TRY TO GET THE CALLER TO REPEAT THE MESSAGE! ("I’m sorry, can you say that again, please?")

2. DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.

3. TRY TO KEEP THE CALLER TALKING! (Use your imagination—try to act natural.)

Questions to ask the caller:

- What does the bomb look like?
- When is the bomb going to explode? Where is it right now?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name? Address?

4. CALLER DESCRIPTION:

<table>
<thead>
<tr>
<th>MALE -OR- FEMALE</th>
<th>AGE__________</th>
<th>LENGTH OF CALL__________</th>
</tr>
</thead>
</table>

**CALLER’S VOICE**  
Calm  Nasal  Street  Factory  
Angry  Stutter  Noises  Machinery  
Excited  Lisp  Crockery  Animal  
Slow  Raspy  Voices  Noise  
Rapid  Deep  PA System  Clear  
Soft  Ragged  Music  Static  
Loud  Cleared  House  Local Call  
Laughter  Throat  Noise  Long Distance  
Crying  Deep  Motor  Phone Booth  
Normal  Breathing  Office  Cell Phone  
Distinct  Crackling  Machinery  
Slurred  Voice  
Disguised  Accent  Other

**BACKGROUND NOISES**

- Street  Factory
- Noises  Machinery
- Crockery  Animal
- Voices  Noise
- PA System  Clear
- Music  Static
- House  Local Call
- Noise  Long Distance
- Motor  Phone Booth
- Office  Cell Phone
- Machinery
- Other

**THREAT LANGUAGE**

- Well Spoken (educated)
- Incoherent
- Foul
- Taped
- Message Read by Threat Maker

THIS REPORT WAS PREPARED BY: ____________________________

DATE: ____________________________
Mail Bomb Security

Mail bombs have been employed against individuals and organizations for purposes of revenge, extortion and terrorism. The physical appearance of a mail bomb is limited only by the imagination of the bomb maker. However, mail bombs have exhibited unique characteristics which should be helpful in identifying a suspected item.

Compare the type of mail normally received with the following in mind:

- Mail bombs can be contained in letters, books, and parcels of varying sizes, shapes and colors.
- Letters feel rigid, appear uneven, lopsided or are bulkier than normal.
- Oil stains may be present on the wrappers.
- Use of excessive amount of postage stamps.
- Sender is not identified.
- No return address.
- Unusual restricted endorsements such as “Personal” or “Private.”
- Address is prepared to ensure anonymity of sender (e.g., homemade labels, cut and paste lettering).
- Mailing emits a peculiar odor or appears to be disassembled or re-glued.
- Handwriting appears to be distorted or foreign.
- Probing wires, foil or string are present.
- Pressure or resistance is noted when removing the contents.
- Outer container is irregular asymmetric, has soft spots or bulges.
- Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses of tape.
- Several combinations of tape are used to secure the parcel.
- Unprofessionally wrapped parcel is endorsed “Fragile – Handle with Care” or “Rush – Do Not Delay.”
- Package makes a buzzing or ticking noise.
- Contents of parcel makes a sloshing sound.

If a Mailing is Believed to Be a Suspected Bomb Device:

- Do not open the Article.
- Isolate the item and secure the immediate area.
- Do not put the item in water nor in a confined space such as a desk drawer or filing cabinet and do not cover with anything.
- If possible, open windows in the immediate area to assist in ventilation of potential explosive gases.
- Contact the MTA Police at 212.878.1000 for assistance.
Grand Central Terminal Event Security

Additional security for the Holiday Fair and some Vanderbilt Hall events will be performed by a privately contracted security service. Their primary task will be to patrol the Vanderbilt Hall events during their daily operations and patrol the fairs during their nighttime hours. The primary tasks of the private security service will be to:

- Patrol Vanderbilt Hall
- Handle all emergency situations until MTA Police can respond
- Provide customer and Tenant assistance as required
- Monitor Vanderbilt Hall for safety and fire hazards

Civil Disturbances and Job Actions

Upon receiving notification that a civil disturbance may occur on building property, contact the **MTA Police at 212.878.1000** and give the following information:

- Date and location of the demonstration that is to occur.
- Approximate number of demonstrators expected.

Inform your employees and any customers about the civil disturbance. Assign them to execute the following emergency procedures (for the safety and protection of your personnel and company assets):

- If necessary, lock entrances.
- Lock all “sensitive areas” as appropriate to protect company assets, employees, and customers.
- Notify all employees and visitors and warn them to avoid personal contact with the demonstrators and to not make comments or statements that may further anger the demonstrators.
- Advise all employees and visitors to avoid public areas, unless there is no danger that they will be harmed by the demonstrators.

When the demonstrators leave and the civil disturbance is no longer threatening the building, but if the demonstrators entered your store:
• Immediately contact the MTA Police and report any areas that were entered.
• Initiate a quick search of your store for any items that are unusual or foreign to the normal environment.
• Be alert for unattended and suspicious items that were carried by the demonstrators. Also, warn employees and staff not to touch, move, jar, disturb or cover any items that are found. Contact the **MTA Police at 212.878.1000** if any suspicious items are found.

**Medical Emergency**

**If an employee requires medical attention:**

Call **MTA Police at 212.878.1000**. The MTA Police will dispatch their response officers and Metro-North Emergency Personnel who are EMT trained. All MTA Police officers are CPR and First-Aid trained. MTA Police will contact external resources if necessary.

**Accident Response**

**Major Medical (serious/life threatening)**
MTA Police Officers and EMT will respond to the scene of any major medical emergency.

**Medical Responses (non-life threatening)**
An MTA Police Officer will respond with EMT. Depending upon the injury, the EMT will treat the individual and recommend that the party seek further medical attention. The officer will also ask if the patient would like an ambulance called on their behalf.

**Person(s) Trapped in Elevator**
A call made by the trapped person is received at **the Fire Command Center Office at 212.340.3192**. The Fire Command Center will talk to the person(s) via the elevator phone to see what the problem is and reassure him/her that assistance is in route. Fire Command will contact Metro-North Repair to respond. Fire Command will contact the stranded elevator car periodically to comfort/calm trapped person(s).
Power Failure

Grand Central Terminal is designed to minimize the risk of a general power failure resulting from causes within the building. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the surrounding geographic area.

All stores and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure.

All stores and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure.

If an electrical failure does occur, the following guidelines should be observed:

• Contact the Retail Management Office at 212.340.2345.
• If you are instructed to evacuate, lock all areas.
• Do not congregate in public Terminal areas but at your designated congregation point.
• If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but it **WILL NOT FALL**. Do not force open the doors or try to escape through the roof hatch. **DO NOT PANIC**.
• The Retail Management Office and MTA Police will attempt to advise you regarding the length and cause of the power failure as soon as possible.
**Water Leaks**

Persons discovering water leaks should immediately report them to **JLL Engineering at 917.696.7281 or 212.340.2337**, and as an alternate, the Management Office at 212.340.2345.

Be certain to give your name, store name, location, and extent of leak. If water is coming through the ceiling and it is feasible, close all open receptacles in the vicinity of the leak, move papers or work in progress, and place wastebaskets or buckets under leak(s) and move merchandise.

Turn off machines only if a remote switch is available. Under no circumstances should machines be turned off if someone has to stand in water to turn them off. All electric devices and machines within the water leak area should be avoided by occupants.

Plumbers and emergency clean-up crews will respond immediately to the scene. All persons should be kept clear of the water leak area.

**Severe Weather**

**Tornadoes or Funnel Clouds**

In most cases, advance warning in the event of a tornado is not likely. Therefore, if a tornado is sighted approaching the building, notify the Retail Management Office at 212.340.2345 or MTA Police 212.878.1000 and begin moving your people towards the interior corridors and elevator lobbies of the building.

The greatest danger will be that of flying glass and objects; therefore, attempt to locate where the maximum number of walls are between you and the exterior of the building.

Other emergencies involving the occupants and building, such as hurricanes, loss of water pressure, loss of heat, etc. will be evaluated as they occur. Occupants will be contacted and advised of the conditions and actions recommended by the Retail Management Office.
Precautions to Take After an Earthquake:

- When the shaking stops, there may be considerable damage and people may be injured. It is especially important that everyone should remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed, and remedial measures begin.
- Remain calm and take time to assess your situation.
- Help anyone who is hurt; administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it.
- Check for fires and fire hazards. Put out fires immediately if you can.
- Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
- Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
- Do not light matches, or use any open flames, or turn on electrical switches or appliances, until you are certain there are no gas leaks.
- Do not touch power lines, electric wiring, or objects in contact with them.
- Do not use the telephone except to call for help, or to report serious emergencies (medical, fire or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services, and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are.)
- Be certain that sewer lines are not broken before resuming regular use of toilets.
- Clean up, and warn others of any spilled material that is dangerous, such as chemicals, gasoline, etc.
- Listen to the radio for information about the earthquake and disaster procedures.
- Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main quake.
- Use great caution when entering or moving about in a damaged building. Collapses can occur without warning, and there may be dangers from gas leaks, electrical wiring, broken glass, etc.
- There are no rules that can eliminate all earthquake dangers. However, damage and injury can be greatly reduced by following the simple rules contained in these procedures.
Media Events

If an unscheduled Media Event should take place within your store, the following guidelines should be followed:

- Call JLL Management at 212.340.2345
- Call the MTA Police at 212.878.1000
- We suggest that you do not answer or comment on any questions that have not been approved by your Corporate Offices.

V. Your Security

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<td>Bad Checks</td>
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Overview

Grand Central Terminal security is provided around the clock by the **MTA Police Department**. MTA Police are completely sanctioned by the State of New York. They can be reached at any time in an emergency at **212.878.1000**.

MTA Police can be recognized by their uniforms which resemble the New York Police Department uniforms with the difference being the arm patches which identify them as MTA Police Department.

The MTA Police Department is trained in procedures of all emergency situations and will respond accordingly. Please follow their directions in the event of an emergency.

The MTA Police Department is in contact with, and can call upon, the appropriate local agencies to assist in any emergency, if necessary. All tenants are requested to ensure that their staff is briefed on their own company policies with respect to emergencies and to confirm that these policies do not conflict with those of the MTA Police Department.

The primary task of the MTA Police is to provide a safe and comfortable environment for Grand Central customers, tenants and employees by:

- **Patrolling all of the Terminal**
- **Handling all emergency situations**
- **Providing customer and Tenant assistance as required**
- **Monitoring the Terminal for safety and fire hazards**

<table>
<thead>
<tr>
<th>MTA Police (Emergency)</th>
<th>212.878.1000</th>
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</thead>
<tbody>
<tr>
<td>MTA Police (GCT Office)</td>
<td>212.340.2480</td>
</tr>
<tr>
<td>Station Master’s Office</td>
<td>212.340-2583</td>
</tr>
</tbody>
</table>
Store Security

Your store/restaurant security is your responsibility. Make sure that all of your employees (part-time and full-time) are aware of your written policies regarding shoplifting, vandalism and other security issues.

All individual store/restaurant security systems are solely the responsibility of the owner/operator. MTA Police will check and patrol common areas and service corridors. If they find a door open or unlocked after the Terminal has closed, they will call the person on your Emergency Call List at the number listed. They will ask the person to come down to the Terminal and check the store/restaurant for evidence of burglary or vandalism. If they cannot reach the first person on the list, the officers will go down the list until someone is contacted.

Officers are not able to stand guard at a Tenant’s store/restaurant for an indefinite period and will only do so pending the arrival of a key holder.

Every store/restaurant must provide the Management Office with a written list of people that we can contact in after-hour emergency situations. These people should be listed in the order in which they should be contacted (at least three people should be listed). This list will be used only in the case of an emergency involving your store/restaurant. Please email your emergency contact list to admin.gct@am.jll.com or call the Management Office at 212.340.2345 with the following:

<table>
<thead>
<tr>
<th>Store Name</th>
<th>First Name</th>
<th>Last Name</th>
<th>Title (i.e., Owner, Manager, Key Holder)</th>
<th>Email</th>
<th>Store Tel.#</th>
<th>Mobile #</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
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<td>3.</td>
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</tr>
</tbody>
</table>

As store/restaurant personnel changes, please contact the Management Office at 212.340.2345 or admin.gct@am.jll.com to update the Emergency Contact List which must include mobile telephone numbers. Any changes to this list which are not reported could result in critical time lost in future emergency situations.

If it is necessary for employees to enter the store/restaurant after normal store operating hours, the store/restaurant Management should advise the Management Office at 212.340.2345 in advance. This information will then be passed onto the MTA Police for use during normal patrol cycles.

The employees should carry photo identification with them and produce it on request to an MTA Police officer. Remember Metro North Railroad and MTA Police are unable to help employees gain entry to their store/restaurant.

Please call the Management Office at 212.340.2345 when you are working after hours (for inventory, display set up, etc.) so that we can avoid misunderstandings and false alarms.
Intrusion Alarms

Individual stores may install their own intrusion alarms, but they must adhere to the following guidelines:

No local enunciation is permitted. This includes horns, bells, whistles, flashing lights or other devices that enunciate for a period of more than fifteen seconds before shutting off automatically. This is to preclude noise which may affect the patronage of other Tenants.

The first contact for the responding alarm company should be MTA Police at 212.878.1000 with a designated person on your staff being the second contact.

Fire Brigade

The Terminal has on duty 24 hours a day, MTA Police and Grand Central Terminal Fire Brigade.

Representatives from Fire Brigade will come by your store prior to your opening to discuss emergency planning and response procedures, as well as provide you with a separate manual on emergency evacuation procedures.

| Fire Brigade | 212.340.3192 |
Shoplifting

Remember at all times, prevention is better than cure. If you stay alert and observant you will discourage shoplifting from your store. In the event of a shoplifting, call MTA Police at 212.878.1000.

To deal with shoplifters follow these guidelines:

- When you see a suspect keep him in sight at all times. Do not approach until a definite effort has been made to conceal merchandise from view.

- If the suspect remains in the store, MTA Police will enter the store in the interest of safety and welfare of tenants and patrons. You should approach the suspect yourself and ask them to pay for the items or return them. If the suspect leaves your store and you reasonably suspect that he has stolen property from your store, you should follow the suspect accompanied by an MTA Police Officer who will detain the suspect.

- As detention presumes prosecution, your call to the MTA Police Department is presumed to be an indication of your intention to prosecute the offense.

- Please note that MTA Police cannot make an arrest unless you have already made a positive identification of the suspect to the Officer at the scene.

- When you approach a suspect, have another employee accompany you (a female should be present if the suspect is female) and remain with you until the police arrive. Do not create a scene or alarm other shoppers. Do not physically restrain the suspect.

- Ask the suspect to accompany you to a quiet area or to the Manager’s office. One possible approach may be: “I think there has been some mistake. Would you please come with me so we can straighten it out?” Do not say “steal” or “stolen” to the suspect. Do not threaten to have the suspect arrested unless you definitely plan to prosecute.

- Seek witnesses. If you believe that the suspect was shoplifting, obtain written statement from a witness that details what was seen, address, telephone numbers, etc. Do not physically intimidate the suspect or in any way coerce them to sign a statement. Do not discuss the matter with anyone except your staff, the staff of the Management Office and the MTA Police.

- Immediately write down exactly what happened. Make thorough notes before the suspect is released to the police or while you are awaiting the arrival of the police. Your report should include:
Names and statements of witnesses.

Exact time of apprehension.

Physical and clothing description of suspect.

Description of confiscated property.

- Do not make any deals with the suspect. If prosecution is not required, then do not accept any payment higher than the selling value of the merchandise. Prosecution is strongly recommended to discourage future thefts.

- Put an alert system into operation. If a shoplifter is spotted by an employee a team effort by trained personnel can prevent a loss. An alert system is easy to create and costs nothing. A possible system is outlined below:

  - The employee who first observes the suspect should keep the suspect under constant observation and should immediately alert other employees as discreetly as possible (such as a comment made as discreetly and calmly as possible, i.e., “Don’t forget to complete the (shoplifting code name) order today”). This statement would be made while looking directly at the suspect. Other employees would then know which person was under suspicion.

  - Other employees, hearing the alert signal should relay the signal until all floor personnel have been alerted.

  - The suspect is observed constantly until they have left the store.

- There are six (6) ground rules that should be followed when dealing with shoplifters:

  - You must know exactly what merchandise was taken.
  - You must know where the merchandise came from, including the exact counter or bin.
  - You must know how the merchandise was taken.
  - You must know where the merchandise is concealed.
  - You must know without a doubt, that the merchandise is still concealed.
  - You must be able to identify the merchandise as belonging to your store.

If the case goes to court, you will be required to furnish the above information. Your answers will have a direct effect on the court’s verdict.
Prevent Theft

MTA Police Department

It is through a combined effort with the MTA Police and the Metro North retail business partners that we can effectively deter crime within Grand Central Terminal.

To Make a Report contact the MTA PD at:
MTAPD Communications
(212) 676-1000
MTAPD Grand Central Terminal
(212) 340-2480

Reports need to be made immediately upon knowledge of a crime.

In order to file a report we need to know the date, time, specific location, items that were taken and a description of the perpetrator.

You should be prepared to fully cooperate with all requests from the police.

IF YOU SEE SOMETHING SAY SOMETHING

LOSS PREVENTION TIPS

Security devices such as alarmed electronic tags and tethered cables should be used on high dollar merchandise.

Check your video system daily to make sure it is operating and recording properly.

Every effort should be made to set up displays with a minimal amount of blind spots or hidden areas. Convex mirrors should be used to clearly view hidden areas. High value merchandise should never be displayed in hidden areas.

Limit the number of identical items displayed at the same time. Keep additional merchandise secured in storage and replace the items as they are sold.

Small items should be displayed in lockable display cases.

Keep your doors closed and do not display merchandise in close proximity to the doors.

Inventory checks should be conducted regularly throughout the day and at every shift change.

You are the best crime prevention tool. Be vigilant, engage customers and closely monitor your merchandise.

Take note of suspicious persons and contact the MTA Police Immediately.

DO NOT CHASE A THIEF!
Contact the MTA Police Immediately if merchandise is taken from your store and you need police assistance.
Robbery

In the event of a robbery, contact the MTA Police Department at 212.878.1000.

If a person comes into your store with a weapon and makes a demand, take the following steps:

**Step One:**

- Remain calm
- Make no sudden moves
- Cooperate fully. Do not risk injury to yourself by resisting

**Step Two:**

Observe and note the suspect’s:

- Height
- Race (e.g., Caucasian, African American, Asian, American Indian, etc.)
- Approximate weight
- Color of hair
- Color of eye
- Any distinguishing marks (tattoos, birth marks, physical defects, etc.)
- Clothing

**Step Three:**

- Notify MTA Police at 212.878.1000
- As the suspect leaves, note which direction he/she is heading
- Tell the Police that the robbery is in progress or has just occurred
- Stay on the phone until you are asked to hang up so that the Police can obtain all details regarding the robbery

**Step Four:**

- Notify the Management Office at 212.340.2345

When you deal with your cash earnings, you are vulnerable to robbery. The following are suggestions to keep in mind:
• Do not establish a routine. Avoid habits in times and routes.
• Do not always use the same identifiable bag to carry money to the bank.
• Do not always close-out your cash register at the same time in the evening.
• Do not always use the same person to carry cash bags to the bank.
• When counting money or working on figures, always have someone looking out for you. Look up and about frequently to show that you are alert. Do not count money in public view.
• Do not always cash out in the same place every evening. Select two or three places and use them at random.
• Make several deposits with your bank during the day.
• Do not leave large amounts of cash in the store at any time. Leave only enough cash to make change.

**Burglaries**

If you discover that there has been a break-in at your store, take the following steps:

• Do not enter the store. Your safety is more important than merchandise. Call the MTA Police at 212.878.1000. Please do not use the store phone (for possibility of fingerprints on the phone).

After the Police arrive, follow their directions.

• If you enter the store and find there has been a break-in, do not touch anything. Leave everything alone until the Police have conducted a thorough investigation.
• If MTA Police discovers any of the doors to your store open after hours, they will assume there has been a break-in. They will call the persons listed on the Emergency Contact List, to come to the Terminal immediately to inspect and re-secure the store or restaurant.
• MTA Police is unable to stand guard at a specific store for an extended period in excess of thirty minutes. Therefore, it is imperative that the person on the call list is available and you keep this list current, notifying the Retail Management Office at 212.340.2345 for any changes, additions or deletions in contact information.
Counterfeit Currency

If someone passes you a bill, particularly a large one, and it does not look or feel quite right, examine it closely looking for the following:

<table>
<thead>
<tr>
<th></th>
<th>Counterfeit</th>
<th>Genuine</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Portrait</strong></td>
<td>• Portrait is lifeless, usually too dark.</td>
<td>• Portrait appears lifelike and stands out distinctly from the fine screen-like background.</td>
</tr>
<tr>
<td></td>
<td>• Portrait merges into the background. The hairlines are not distinct.</td>
<td>• The hair-lines are distinct.</td>
</tr>
<tr>
<td><strong>Federal Reserve &amp; Treasury Seals</strong></td>
<td>• Saw-toothed prints on the circumference are usually uneven, blunt and broken off.</td>
<td>• Saw-toothed points are even, clear and sharp.</td>
</tr>
<tr>
<td><strong>Serial Numbers</strong></td>
<td>• The serial numbers may be the wrong color. They may not be properly spaced or aligned.</td>
<td>• Serial numbers are evenly spaced and aligned. They have a distinct style.</td>
</tr>
<tr>
<td><strong>Border</strong></td>
<td>• The fine lines that cris-cross are not clear or distinct.</td>
<td>• The fine lines are clear, distinct and unbroken.</td>
</tr>
<tr>
<td><strong>Fibers</strong></td>
<td>• Counterfeiters attempt to copy red and blue fibers by printing colored lines on the paper.</td>
<td>• Red and blue fibers will appear in the paper.</td>
</tr>
</tbody>
</table>

If you receive a counterfeit bill:
- Do NOT return the bill to the passer.
- Call **MTA Police at 212.878.1000**
- Delay the passer, if possible.
- Note the passer’s description and the description of any companion.
- Handle the bill as little as possible to preserve any fingerprints and place it in a protective cover.
- Write your initials and the date on the bill.
- Surrender the bill only to the MTA Police or other law enforcement agencies.
Credit Card Fraud

If you suspect a customer is using a stolen credit card:

- Ask for additional form of identification (passport, driver’s license, etc.). If possible, make a copy of the ID.
- Call the credit card company for an authorization and follow their instructions.
- Call MTA Police at 212.878.1000.

Be alert for:

- The customer who makes indiscriminate purchases without regard to size, style, color or price.
- The customer who questions the sales clerk about the floor limit or who makes several individual purchases, but never exceeds the floor limit.
- The customer who is unnecessarily talkative or who delays a selection repeatedly until the clerk is upset.
- The customer who hurries a clerk at quitting time.
- The customer who purchases a large item such as a color television console and insists on taking the item with him instead of having it delivered.
- The customer who refuses alterations on apparel even though the alterations are included in the selling price.
- The customer who pulls the credit card out of his pocket, not his wallet. The customer who tells you that he does not have a driver’s license or that it is in his car.
- Credit cards which are not signed.
Bad Checks

Tips to identify bad checks:

- Is the check dated correctly?
- Checks must be dated the same day they are used. Post-dated checks cannot be prosecuted.
- Is the signature legible?
- Do not accept checks previously signed. Have them signed in your presence and compare with the driver’s license or other identification.
- Is the address complete?
- Require a permanent street address (not a P.O. Box number) unless you know the writer.
- Can you confirm identity?
- Every kind of identification can be forged. The most reliable means of identification bears physical description, a photo, etc. If you are suspicious, ask the writer to hand you the identification card and politely ask his address and/or birth date. Such simple information is easily recounted by the real cardholder.
- Do written amounts and number correspond?
- Banks will not honor checks with discrepancies.
- Is the identification used recorded (driver’s license number, Social Security number, home phone, etc.)?
- Record the type of identification and the identification numbers on the check, initial it.
- Be suspicious of starter checks (with no personal information on them).
- Be suspicious of low-numbered checks (100-200).

Checks to avoid (the following checks usually cannot be prosecuted as “bad” checks):

- A check marked “Refer to Maker,” “drawn against uncollected fund” or “unable to locate account.”
- A post-dated check.
- A stop-payment check.
- A check from an out of state bank.
- A two-party check.
- A check more than one year old.
- A check for less than five dollars.
- A check for which partial payment has been received.
- A check given in exchange for a returned check.
- A check received in the mail.
- A check not presented to the bank within thirty (30) days after issue date.
- A “bad” check for which no request for payment was given to the passer of the check.
EXHIBIT A

Rules and Regulations

1. The sidewalks, driveways, entrances, passages, courts, lobbies, esplanade areas, plazas, elevators, escalators, stairways, vestibules, corridors, halls and other common areas and public portions of the Building and surrounding the Building ("Public Areas") shall not be obstructed or encumbered by any tenant or used for any purpose other than ingress and egress to and from its premises, and no tenant shall permit any of its employees, agents, licensees or invitees to congregate or loiter in any of the Public Areas or on the front, roof or any part of the Building used in common by other occupants of the Building. No tenant shall invite to, or permit to visit, its premises persons in such numbers or under such conditions as may interfere with the use and enjoyment by others of the Public Areas. The Public Areas shall not be used by any tenant, or the employees, agents, licensees or invitees of any tenant, for solicitations, distributions of handbills or other advertising matter. Fire corridors, exits and stairways are for emergency use only, and they shall not be used for any other purposes by any tenant, or the employees, agents, licensees or invitees of any tenant; in the event a tenant obstructs any such fire corridors, exits or stairways, such tenant shall be liable for the payment of all fines and charges assessed against Landlord by reason of such obstruction. No doormat of any kind whatsoever shall be placed or left in any public hall or outside any entry door of any tenant’s premises. Tenants shall not place objects against glass partitions or doors or windows which would be unsightly from the passageways or corridors, or from the exterior of the building, and will promptly remove the same upon notice from Landlord.

2. No awnings or other projections shall be attached to the exterior side of any walls of any tenant’s premises, and no curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with any window or door of any tenant’s premises without the prior written consent of Landlord. Such curtains, blinds, shades or screens must be of a quality, type, design and color, and attached in the manner, prescribed by Landlord’s Construction Rules and approved by Landlord. Tenants shall have no right to remove or change shades, blinds or other window coverings within their premises without Landlord’s consent. In order that the building can and will maintain a uniform and high-quality appearance to those persons outside of its premises, each tenant shall (a) in areas where lighting is visible from the outside of its premises, use only lighting which has been previously approved by Landlord, and (b) in window areas, use only blinds which have previously been approved by Landlord, all as more particularly described in Landlord’s Construction Rules.

3. All receiving and delivery of goods and merchandise and all removal of merchandise, supplies, equipment, garbage, trash, rubbish and refuse shall be made only by way of the areas provided therefor by Landlord and in accordance with procedures and at the hours specified, from time to time, by Landlord. Garbage, trash, rubbish and refuse shall be kept in a sanitary and adequate closed container so as not to be visible to the public.

4. Neither the sashes, sash doors, skylights or windows that reflect or admit light and air into the halls, passageways or other Public Areas in the Building nor the heating, ventilating and air conditioning vents and doors shall be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills or on the peripheral heating enclosures.

5. No showcases or other articles shall be put by tenants in front of or affixed to any part of the exterior of the building, nor placed in the Public Areas.
6. Tenants shall keep their premises, both interior and exterior, in clean and sanitary condition, including cleaning of floors, windows and lighting fixtures and will cause all dirt, rubbish and other refuse matter to be carefully collected and promptly disposed of in a manner satisfactory to Landlord. The removal of said dirt, rubbish and other refuse matter shall be at the expense of each tenant and each tenant shall employ only such cleaning, garbage and trash removal contractors as may be approved by Landlord.

7. No acids, vapors or other harmful materials shall be discharged, or permitted to be discharged, into the water lines, vents or flues of the building. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or other foreign substances shall be thrown or deposited therein. Nothing shall be swept or thrown into the Public Areas or other areas of the building, or into or upon any heating or ventilating vents or registers or plumbing apparatus in the building, or upon adjoining buildings or land or the street. The cost of repairing any damage resulting from any misuse of such fixtures, vents, registers and apparatus and the cost of repairing any damage to the Building, or to any facilities of the building, or to any adjoining building or property, caused by any tenant, or the employees, agents, concessionaires, licensees, customers or invitees of such tenant, shall be paid by such tenant.

8. No tenant shall mark, paint, drill into, or in any way deface, any part of its premises or the Building. No boring, cutting or stringing of wires shall be permitted, except with the prior written consent of, and as directed by, Landlord. No telephone, telegraph or other wires or instruments shall be introduced into the Building by any tenant except in a manner approved by Landlord. Tenants shall not lay linoleum, or other similar floor covering, so that the same shall come in direct contact with the floor of their premises, and, if linoleum or other similar floor covering is desired to be used, an interlining of builders deadening felt shall be first affixed to the floor by a paste or other material, soluble in water, the use of cement or other similar adhesive material being expressly prohibited.

9. No bicycles, vehicles, animals (except seeing eye dogs), fish or birds of any kind shall be brought into, or kept in or about, any tenant’s premises.

10. No noise, including but not limited to music, the playing of musical instruments, recordings, radio or television, which, in the judgment of Landlord, might disturb other tenants or visitors of the Building, shall be made or permitted by any tenant. Nothing shall be done or permitted by any tenant which would impair or interfere with the use or enjoyment by any other tenant or any visitor of the Building.

11. Nothing shall be done or permitted in any tenant’s premises, and nothing shall be brought into, or kept in or about any tenant’s premises, which would impair or interfere with any of the Building equipment or the services of the Building or the proper and economic heating, cleaning or other services of the Building or any tenant’s premises, nor shall there be installed by any tenant any ventilating, air conditioning, electrical or other equipment of any kind which, in the judgment of Landlord, might cause any such impairment or interference. No tenant, nor the employees, agents, concessionaires, licensees, customers or invitees of any tenant, shall at any time bring or keep upon its premises any inflammable, combustible or explosive fluid, chemical or substance. Smoking or carrying lighted cigars or cigarettes in the building is prohibited.

12. No additional locks or bolts of any kind shall be installed upon any of the doors or windows by any tenant, nor shall any changes be made in locks or the mechanism thereof without Landlord’s prior approval. Each tenant shall, upon the expiration or earlier termination of the Lease of which these Rules and Regulations are a part, turn over to Landlord all keys to stores, offices and toilet rooms.

13. All removals, or the carrying in or out of any safes, freight, furniture, packages, boxes, crates or any other object or matter of any description if made by hand trucks, shall be only by hand trucks equipped
with rubber tires, side guards and other safeguards that Landlord may require, and all such activity shall take place only during such hours and in such elevators as Landlord may from time to time determine, which may involve overtime work for Landlord’s employees. Tenants shall reimburse Landlord for extra costs incurred by Landlord including but not limited to the cost of such overtime work. Landlord reserves the right to inspect all objects and matter to be brought into the Building and to exclude from the Building all objects and matter which violate any of these Rules and Regulations or the Lease of which these Rules and Regulations are a part. Landlord shall in no way be liable to any tenant for damages or loss arising from the admission, exclusion or ejection of any person to or from its premises or the Building under the provisions of this Rule.

14. Landlord shall have the right to prohibit any advertising or identifying sign by any tenant which, in the judgment of Landlord, tends to impair the appearance or reputation of the Building or the desirability of the Building as a mixed-use building, and upon written notice from Landlord, such tenant shall refrain from and discontinue such advertising or identifying sign.

15. All entrance doors in its premises shall be kept locked by each tenant when its premises are not in use and Landlord shall not be liable to any tenant for damage or loss within such tenant’s premises, whether such doors are locked or unlocked.

16. No tenant’s premises shall be used for lodging or sleeping or for any immoral or illegal purpose.

17. Tenants’ requests will be attended to only upon application at Landlord’s office. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under instructions from Landlord.

18. Other than retail selling within a tenant’s premises, canvassing, soliciting and peddling in the Building are prohibited and each tenant shall cooperate to prevent the same.

19. No tenant shall obtain for use in its premises ice, drinking water, towel and other similar services, or accept barbering or boot blacking services in its premises, except from persons authorized by the Landlord, and at hours and under regulations fixed by Landlord. Handing out literature, advertising, promoting, canvassing, soliciting, peddling and distributing merchandise samples in the building is prohibited and each tenant shall cooperate to prevent the same.

20. No tenant shall cause or permit any odors of cooking or other processes, or any unusual or objectionable odors, to emanate from its premises which would annoy other tenants or create a public or private nuisance. No cooking shall be done in any tenant’s premises except as is expressly permitted in the Lease of which these Rules and Regulations are a part.

21. All paneling, doors, trim or other wood products not considered furniture shall be of materials as required by the Fire Safety Plan included in Landlord’s Construction Rules.

22. No tenant shall operate any coin or token operated vending machine or similar device for the sale of any goods, wares, merchandise, food, beverages, or services, including but not limited to, pay telephones, pay lockers, pay toilets, scales, amusement devices and machines for the sale of beverages, foods, candy, cigarettes or other commodities, without the prior written consent of Landlord.

23. Landlord reserves the right to rescind, alter, waive or add, as to one or more or all tenants, any rule or regulation at any time prescribed for the Building when Landlord or any Superior Lessor deems it necessary or desirable for the reputation, safety, character, security, care, appearance or interests of the Building, or the preservation of good order therein, or the operation or maintenance of the Building, or the equipment thereof, or the comfort of tenants or others in the Building. No rescission, alteration,
waiver or addition of any rule or regulation in respect of one tenant shall operate as a rescission, alteration or waiver in respect of any other tenant.

24. All mechanical equipment and machinery will be kept free of noise and vibrations which may be transmitted either to any part of the walls or building of which each tenant’s premises forms a part or beyond the confines of each tenant’s premises.

25. All tenants shall install and maintain fire extinguishers of the type and capacity and in such locations as may be required by law, and in the absence of any such Legal Requirement, all tenants shall install and maintain at a readily available location within their premises the type of fire extinguisher specified by all applicable fire and building codes.

26. Tenants shall not install, suffer or permit to be installed or placed any cover, facade, partition, decoration, alteration or improvement or the like over, upon or under the sprinkler heads within their premises, and such sprinkler heads are to remain exposed at all times.

27. Subject to Landlord’s prior approval, a tenant may install a security system within its premises, such system to be linked to the local Police Department or other agency as approved by Landlord. Landlord reserves the right to charge tenant a fee for and on account of any and each false alarm occasioned by tenant’s security system (including any fire alarm system). Landlord shall have the right to determine the amount of any such fee, and any such fee(s) charged by Landlord pursuant to this provision shall be considered additional rent under tenant’s lease. Such fees shall be in addition to any charge imposed by any governmental authority.

28. Tenants shall not install, place or permit any sign, awning, canopy, banner, flag, pennant, aerial, antenna or the like on the perimeter walls of their premises unless provided or consented to in writing by Landlord and each such item so provided or consented to shall be kept clean and in good order and state of repair and appearance by and at the expense of such tenant, including, without limitation, whenever necessary, the replacement thereof with materials similarly approved by Landlord.

29. Tenants shall not install, place or permit to be installed or placed any lights, fixtures, decorations of any sort or any flashing, blinking, neon or animated signs or lights in windows or areas visible to public view.

30. Tenants shall not solicit business or distribute handbills or other advertising matter in any common area within the Building or on the sidewalks, driveways, entrances or other areas adjacent to the Building.

31. Tenants shall not display in the windows of their premises or place in a location visible from the windows or glass door fronting on the Building Public Areas any items to which Landlord objects. All fixtures, trade fixtures, case work, millwork, and displays in or about the premises shall be maintained at all times by tenant in first class condition and repair.

32. Tenants shall not permit any delivery vehicles servicing their premises to park in front of or otherwise block any entrance to the Building or the sidewalk adjacent thereto.

33. Tenants shall not place on the sidewalk or street adjacent to the Building or in the Public Areas outside their premises any trash or recyclables for pickup.

34. Tenants shall not discharge or permit the discharge of objectionable fumes, vapors or odors into the Building’s flues or vents or otherwise in such manner as may offend other tenants or occupants of the Building.
35. Tenants shall not sell any food, beverage or merchandise other than as expressly permitted in the Lease to which these Rules and Regulations are annexed, without first obtaining Landlord’s approval of the sale of such food, beverage or merchandise.

36. Tenants shall not install, place or permit any exterior grille or gate for closure of storefront entrances or windows, except with the prior written approval of Landlord as to size, placement, color and design.

37. Tenants shall not use or permit to be used the Public Areas or other space in the Building outside of their premises for any display, sale or similar undertaking or storage or use or permit to be used any loudspeaker or other sound system or advertising device which may be heard outside their premises.

38. Tenants shall keep all mechanical apparatus free of vibration and noise which may be transmitted beyond their premises.

39. Tenants shall not conduct or permit to be conducted any auction, fire sale, going out of business sale, bankruptcy sale (unless directed by a court order), or other similar type sale.

40. Unless Tenant’s primary use of the Premises, as expressly provided in the Lease, is the sale of alcoholic beverages for off premises consumption, Landlord reserves the right to restrict and/or prohibit the selling of alcoholic beverages in the Building for off-premises consumption on designated day(s), in any given year, that Landlord deems appropriate in its sole and absolute discretion, including but not limited to St. Patrick’s Day (whether occurring on March 17 or other date in any given year).

41. If the sale of food is a Permitted Use under the Lease, Tenant’s employees shall wear a uniform designed by or for Tenant, which uniform shall contain at least one article of clothing branded with Tenant’s name and/or logo and which uniform shall be reasonably acceptable to Landlord.

42. No employee of any tenant, subtenant or licensee of the Premises nor any employee of any contractor or subcontractor of any of the foregoing, including without limitation, any security guard employed by any of the foregoing directly or indirectly through a contractor, to provide security at the Premises, is permitted to have any firearms in his or her possession while at the Premises or in the Terminal, except for employees licensed to carry firearms employed by a licensed Armored Car service providing such service for business conducted at the Premises while in route to and from the Premises.

- end of Rules and Regulations –
EXHIBIT B

GRAND CENTRAL TERMINAL TENANT SPECIAL EVENT REQUEST FORM

(See following page)
The Grand Central Terminal Tenant Special Event Request Form must be submitted and approved in order for any events to be held within the tenant space or any other designated event space in the Terminal.

An event is an activity which includes one or more of the following: external catering, rental equipment, the rearrangement of current furniture, special guests/speakers, celebrities or public figures, substantial audio, visual or structural components, facility management needs or special security considerations. This definition includes photo or video shoots in the tenant’s space.

Please provide all information listed below. Additional information may be required based on the event details provided. Requests must be submitted a MINIMUM of two (2) weeks prior to your event. Requests that are submitted without signature, incomplete or, if requested, without a floor plan, will not be processed.

Date Request Submitted:  Click here to enter a date.

Section 1. Event Basics

- Requestor / Tenant’s Name:  Click here to enter text.
- Phone #:  Click here to enter text.
- Mobile #:  Click here to enter text.
- Email:  Click here to enter text.
- Tenant Space / Designated Event Location:  Click here to enter text.
- Event title:  Click here to enter text.
- Event date(s):  Click here to enter a date.
- Event start time:  Click here to enter text.
- Event end time:  Click here to enter text.
- Nature of Event (detailed description):  Click here to enter text.
- Provide headcount for:  Staff:  Click here to enter text. Guest:  Click here to enter text. Crew:  Click here to enter text.
- Is this event public or private?  Choose an item.
- Is any area by or within the event space open to the public?  Choose an item.
- If so, what part?  Click here to enter text.

Section 1A. Delivery Details

- Load In time:  Click here to enter text.
- Load Out time:  Choose an item.
- Delivery* entrance:  Choose an item. *All deliveries must be swept by MTAPD K9 prior to entering GCT. Blackout times must be honored.
- Delivery Items/Rentals:  List all elements/equipment being delivered (Props, catering, drapes, signs, etc.):  Click here to enter text.
Section 2. Additional Event Elements

Will there be Catering? Choose an item.

Name of Catering Company: Click here to enter text.

Electrical and/or Catering Equipment. List all electrical equipment. Click here to enter text.

Will alcohol be served? Choose an item. Do you have an NYS Alcohol Permit*? Choose an item. *A liquor permit is required to serve alcohol. Contact Tom Davidson for information on how to acquire the proper permit.

Menu – What are you serving? Click here to enter text.

Performers/Entertainment/Music: Choose an item.

What type (detailed): Click here to enter text.

List instruments and equipment: Click here to enter text.

Any giveaways or gift bags? Choose an item. Quantity? Click here to enter text.

List items of value & prices: Click here to enter text.

Section 3. Celebrity / Public Figure

Will celebrity/public figure be in attendance? Choose an item.

Provide names of all individuals: Click here to enter text.

Nature of their participation: Click here to enter text.

Point of Contact Name: Click here to enter text.

Phone Number: Click here to enter text.

Provide arrival & departure time(s): Click here to enter text. Entrance: Choose an item.

Will celebrity/public figure participation be publicly broadcasted or publicized prior to or day of event? Choose an item.

If so, how? Click here to enter text.

Section 4. Security

Will private security accompany celebrity/public figure(s)? Choose an item.

Name of private Security Firm: Click here to enter text.

Section 5. Media

Is media coverage expected? Choose an item. Quantity: Click here to enter text.

List invited & confirmed media: Click here to enter text.

List media equipment: Click here to enter text.
Floor Plan: When requested, a floor plan, detailing all elements within the event space, must be submitted with this form. Metro-North Railroad (“MNR”) may require a more formal review of elements by an approved NYS Structural Engineer, at the sole expense of the Requestor.

Grand Central Terminal Support Services & Fees: Event support service requirements will be based on event details provided and determined by Jones Lang LaSalle (“JLL”) and MNR. Services include, but are not limited to: MNR elevator operator, fire guards, MTAPD Canine Unit, JLL weekend event supervision and housekeeping. All fees must be paid by the Requestor. For more information regarding services and fees, please refer to the “Tenant’s Guide to Special Events Planning at Grand Central” provided with this form, or you may contact Tom Davison, JLL Event Production Manager.

- Promote safety, to facilitate the proper use of Grand Central Terminal and to protect the facility, its customers, its employees, lessees/tenants and the public.
- Ensure all events must comply with all MNR's safety rules and regulations for Grand Central Terminal and the permit requirements of the New York State Liquor Authority. Requestor will pay for any and all support services, from MNR, JLL or Temco, as deemed necessary for the event.
- You understand that all requests should be considered TENTATIVE until confirmation is RECEIVED.

- You have provided all up-to-date and complete information for this event on this request form, along with a detailed floor plan (if requested) and have submitted this form two (2) weeks prior to your event.
- You acknowledge having received and read a copy of the “Tenant’s Guide to Special Events planning at Grand Central”
- Any information not provided, or that has not been received prior to approval, may cause the event to be delayed or canceled at the sole expense of the Tenant/Requestor

SIGNATURE: ________________________________ DATE: Click here to enter a date.
TITLE: ________________________________

Please submit your request electronically to Dorit Phinizy, JLL Director of Events & Sponsorship Sales at dorit.phinizy@am.jll.com
This concludes the Tenant Handbook