

CrownCenter EXECUTIVE SUITES

A GUIDE TO WORK THE WAY YOU WANT



Business Center Manual

**1451 W. Cypress Creek Road Suite 300
Fort Lauderdale, FL 33309**

ccesuites.com

main (954) 334-5800 | fax (954) 229-1561

TABLE OF CONTENTS

Important Contacts.....	3
Building Access and Access Cards.....	4
Holiday Schedule (Closings).....	4
Conference Room Information.....	5
AMENITIES	
Phone /WiFi System.....	5
Networking.....	5
Lorraine’s Cafe On Site Breakfast / Lunch Restaurant	5
Dry Cleaning.....	6
Car Wash.....	6
OFFICE SERVICES	
Print / Fax / Scan / Copy Services.....	6
Mail and Package Services.....	6
CROWN CENTER COMMUNITY LOUNGE	
Coffee & Tea Service.....	7
Lounge Rules	7
Referral Program.....	7
Office Improvements.....	7
Cleaning / Trash and Boxes.....	8
First Aid Center.....	8
Reception Area, Clients, Guests, & Children.....	8
Life Safety & Emergency Preparedness.....	9
Emergency Evacuations.....	9
Building Life Safety Systems & Evacuation Notice.....	9
Hurricanes.....	10-11

IMPORTANT CONTACTS

Main Line/Receptionist Desk (954) 334-5800

Client Service Coordinator Julie Ramirez
frontdesk@ccesuites.com

Fax Number: (954) 229-1561

Executive Director Cindy Barr
(954) 334-5802
Cindy.barr@ccesuites.com

Operations Manager Yameiry De La Rosa
(954) 334-5801
Yameiry.delarosa@ccesuites.com

Security (Roving)
6-10 PM, Weekdays 954-296-7384

After-Hours Emergency Call 911, if life threatening

WHAT YOU NEED TO KNOW

BUILDING ACCESS

24 / 7 Access

All full-time clients have 24/7 access to their offices, however, Crown Center Executive Suite's (CCES) doors will be locked, from Monday - Friday, 5 PM to 8 AM, and all day Saturday, Sunday, and holidays. Access Cards and office keys are available for 24/7 access. Please see Access Card Information below for instructions.

Lobby doors (exterior building doors) are locked and must remain locked, Monday - Friday, 8:30 PM to 6:30 AM. Lobby doors are open 7 AM to 2 PM on Saturday, and locked the remainder of the weekend, and on holidays. The elevators will be open. For security purposes, ***you may not prop any of these doors open***. A fine will be imposed on those who intentionally prop open the lobby or Crown Center Suites doors after hours. Cameras and a door alert are used to ensure adherence to these security rules.

The Customer Service team is on-site and at your service Monday through Friday, 8:30 AM to 5 PM.

Access Card Information

The access panel is located at the front lobby entrance to the building and at the rear building lobby entrance. For tenant entry, just place the card in front of the shaded window on the panel.

Access cards are required to gain entry to Suite 300 before 8:00 AM and after 5:00 PM Monday - Friday, and on weekends and holidays.

If you have any questions, please see your Client Services Coordinator (front desk). All clients may purchase an after-hours access card at the front desk for \$25.00 (nonrefundable).



Forgetting / Misplacing Key Or Access Card

If your key or access card is misplaced or forgotten outside of business hours, you will need to wait until normal operating hours for assistance.

Please contact the front desk if you need to purchase an access card.

HOLIDAY CLOSINGS

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

AMENITY DETAILS

Conference Rooms

Small Conference Room

Medium Conference Rooms

Large Conference Room

Training Room

Hourly, Daily & Package rates

Keys Room, 4-6 occupants

New York & Phoenix, 6-8 occupants

Miami, 14-16 occupants

Panther, flexible training room that can accommodate up to 45 people with class room seating. Call the front desk for information, or book online at CCES.com. State of the art audio / visual system

Meeting Room Cancellation Policies

24 hours - No cancellation charge, 3-23 hours' notice – 50% of room charge or allowance, 0-2 hours' notice – 100% of charge or allowance.

Meeting Room Clean-Up

Please be sure to clean up after your meeting. If you find that the conference room is not ready before your meetings, please alert the staff at CCES.com.

Catering

Need your meeting catered? Contact us at least 24 hours before your meeting and we will take care of the rest.

8 X 8 VOiP Phone System

A cloud-based technology is offered that allows users to access voice messages from anywhere. Voice mails are automatically transmitted via e-mail.

Built-in Networking

Whether it is through personal introductions, tenant appreciation events, informal conversations in the Community Lounge, Crown Center Executive Suites offers numerous ways to build business connections. Networking opportunities will be communicated via our monthly client newsletter that is sent via email.

WiFi

Join the CCES shared WiFi system anytime that you are in the Center by logging into CCES WiFi, using the password Crown@wifi!.

Lorraine's Cafe for Breakfast, Lunch & Catering

Bring your lunch and enjoy a break in our Community Lounge which features a refrigerator, microwaves and toaster ovens. On-site sandwich shop (in the lobby on the 1st floor) offers healthy, fresh and convenient options for breakfast, lunch, and corporate events. Lorraine's Cafe offers freshly prepared healthy sandwiches and

Paninis, soups, salads, and fruit bowls for our tenants that are on-the-go. Call 954-351-1867 to place an order. Pick up or ask them to deliver directly to your office door. They are open 8:00 AM – 2:30 PM, Monday – Friday.

Dry Cleaning

Dry cleaning is retrieved and delivered twice weekly so that you can look your best. Contact the Front Desk to arrange services.

Car Wash

Car wash and detailing services are available onsite Monday – Friday. Brion's Car Wash will be happy to wash or detail your car on Monday, Wednesday, or Friday. Call them directly at 754-214-7605 or contact the Front Desk to arrange services.

OFFICE SERVICES

Crown Center Executives Suites is equipped with copiers, fax machines, printers and scanners and provides a variety of office services. No need to run out to FedEx or Kinko's, everything can be done right outside your office door. See the front desk if you need copy or print service.

Notary Service

A notary service is available in the Management Office during business hours. This service is complimentary for our active clients, should you need to have your signature notarized. Please call the front desk in advance to confirm availability.

Mail Services

Never walk to the post office again. We can take care of all of your mailing needs in-house. See the Front Desk for details.

USPS Inbound

Mail is delivered directly to the building. Our Front Desk staff will prepare your mail for pick up each day, or forward to any address that you provide to us.

USPS Outbound

Outgoing mail is located in the bin found at the front desk. Please be sure to have your mail to the front desk by 4 PM and include your name on all outgoing mail so there is no delay in processing. Mail is taken to the post office box at 4:30 PM daily. Please see the front desk if you would like us to add postage to your mail.

Packages and Express Services

Crown Center Executive Suites staff will sign for packages, certified letters, courier deliveries, etc. You may email the front desk at any time to verify package receipt. Packages can be picked up at the front desk.

Package pickups can be scheduled with individual carriers and drop boxes are available in the downstairs lobby. If you do not have express delivery accounts (Fed Ex, UPS, etc.), Crown Center Executives Suites can send your packages via FedEx. The Front Desk needs to be notified before 4 PM, so that we may create shipping labels.

COMMUNITY LOUNGE

The Community Lounge is open and at your disposal. Need a morning pick me up? There is complimentary coffee and tea for you and your guests. Enjoy a complimentary latte, cappuccino or espresso from our gourmet coffee machine, available 24/7. You'll find snack and drink vending machines for your convenience. Want to get out of the office and stretch your legs? Come and have lunch or watch a bit of TV.

CROWN CENTER COMMUNITY LOUNGE RULES

Please be mindful of others and clean up after yourself. There are cups and plates for your use in the cabinets. Please do not use your speakerphone if you must use your phone in the Community Lounge; be considerate of others.

PLEASE PLACE USED ITEMS INTO THE DISHWASHER, NOT THE SINK.

- No garbage or food should be thrown in the sink.
- Please do not leave trash on the tables.
- Please do not adjust the volume or change the channel on the TV.
- Please wipe down the microwave if there are any spills.
- ***The refrigerator will be cleaned out every Friday at 3:30 pm.*** All items will be thrown out unless they are labeled as "keep". You may remove your food before we clean it out, and place it back in when we are finished if you wish to do so.
- Please do not remove any supplies from the Community Lounge.
- Please be aware that foods with strong smells affect others in the Center.
- Please treat our Community Lounge as you would your own home.

REFERRAL PROGRAM

Referral Fee

Be part of building your own community. How does it work? Hear of someone that needs office space? Have them contact us. When they sign an agreement and let us know you sent them, we will give you a check to thank you for your referral.

- Virtual office agreement referral: \$25.00
- Shared Space office agreement referral: \$50.00
- Full time office agreement referral: \$100.00

*Referral must remain an active client in good standing for 90 days, after which the referral fee will be paid.

OFFICE IMPROVEMENTS

Painting and office improvements must be approved by the building's property management **in advance**. You cannot bring in an outside company to perform office improvements due to building LEED certifications as well as insurance issues. Please see Crown Center Executive Suites management with any requests.

CLEANING & TRASH / RECYCLING SERVICES

Offices will be vacuumed weekly and trash cans emptied nightly. Please let your Operations Manager know if these standards are not being met.

Standard trash is considered anything that can fit in the trash can provided for you. Items that need to be disposed of that are too large to fit in the trash can must be marked "GARBAGE". Boxes must be flattened or they will not be removed. For boxes, large volumes of papers and any other items please contact your Operations Manager for disposal procedures. As Crown Center Executive Suites is LEED-Silver EBOM Certified, recycling bins will be provided for each desk as well as a common area recycling container which is located in the Community Lounge. A list of recyclable materials is available from the Operations Manager.

FIRST AID CENTER

Minor cuts, scrapes, a headache or indigestion? Visit the First Aid center located in the Business Center for relief.

RECEPTION AREA

The reception area is to be used for this purpose only. We request that once you are notified that your client has arrived, that you greet them promptly.

Remember Crown Center Executive Suites is a Business Center with a multiple businesses. Many of the tenants wish to maintain a level of privacy and anonymity and we ask that you be considerate of that. We also have limited seating space.

For these reasons, we ask that you be respectful of our community and do not meet with your clients/guests in the reception area or any common area to conduct business.

CLIENTS & GUESTS

Unattended guests are not permitted in any of the common areas outside of reception. You must escort them to and from the reception area to the conference rooms and/or to your offices at all times.

Children are not permitted in the Center. If you must bring your children, they must stay in your office at all times or they must be escorted by an adult.

LIFE SAFETY & EMERGENCY PREPAREDNESS

Hurricane season extends from June 1st to November 30th. The key to saving lives and minimizing damage is preparedness. The Property Management office hopes you find our guidelines and suggestions helpful.

EMERGENCY EVACUATIONS

In the event of an emergency, please listen carefully for announcements made from building management via email and messages posted in the lobby and lounge and follow accordingly.

BUILDING LIFE SAFETY SYSTEMS & EVACUATION NOTICE

Crown Center buildings are equipped with a fire alarm monitoring system. In the event of a massive power outage, the backup batteries that run the monitoring system are anticipated to work a maximum of twenty-four hours. If the power goes out in the building, only limited lighting will be available. Additionally, the elevators will not be in service.

Government codes require the building to be monitored at all times for life safety issues and have proper ingress and egress to all floors. If a massive power outage occurs, we will require all tenants to evacuate the building. If severe structural damage occurs to the building, for safety reasons, it may become necessary for engineering to shut down power and water and evacuate all occupants.

If a hurricane warning is in effect and evacuation orders are received from government authorities and/or by decision of the landlord, it will be necessary to shut down the building. We will provide as much prior notice as possible, but please be prepared to evacuate the building within (1) hour of notice.

Please accept this as advance written notice that in the unlikely event of an extended power outage that exceeds the life-safety systems battery timeframe, structural damage to the building, electric, gas and/or water utility shutdowns, or a hurricane warning situation, it may become necessary for the Management Team to close and evacuate the building.

HURRICANES

Hurricanes and tropical storms don't just damage homes. If a severe storm is approaching, it is the client's responsibility to determine whether they will evacuate their space prior to notification of mandatory building closure by the Management team.

The National Weather Service monitors and reports the movement of severe weather conditions in advance. Each client should take the proper steps to ensure the welfare and safety of their employees, secure their premises, equipment and merchandise and backup computer systems and data if applicable. The following pages list some basic guidelines when under a severe weather warning.

Hurricane Preparedness Program

In the event a hurricane strikes, and the building is shut down, please contact our front desk voicemail (954-334-5800) for any building updates. The Crown Center Executive Suites management team will make every attempt to contact our clients via email prior to the building closing and to notify them when it is safe to return. Please call the front desk number and check your email prior to returning to CCES.

Contact Your Customers & Suppliers

Share your communications and recovery plan in advance with your employees, customers and suppliers. If shipments are expected during the storm period, wherever possible, pre notify your vendors of anticipated delays or alternate delivery sites to properly maintain your inventory and supplies.

Protect Your Employees

Employee safety comes first! Prepare; distribute your company's business hurricane recovery plan to all of your employees.

Review your company's procedures for emergency evacuation of your premises and the building. Consider providing shelter to employees and their families and helping employees with supplies after the storm. Establish a rendezvous point and time for employees outside of the evacuation area in case damage is severe and communications are disrupted. Establish a call-down procedure for warning and post-storm communications.

Midgard will notify business heads or emergency contacts as to the conditions of the building at the Tenant supplied emergency phone numbers.

Protect Your Leased Space/Take Necessary Precautions

Although some of the below precautions may not be applicable to your suites at Crown Center, we are listing all items as a general guideline for businesses in our area:

- Secure/protect your glass entrance doors/storefronts/windows.
- Cover and move computers/equipment/furniture to a secured area.
- ALWAYS protect your computer data with backup files. If dependent on data processing, consider an alternate site. Make provisions for alternate communications and power.
- Make provisions to work with limited cash, water and sewer, and no power. Store emergency supplies in your office or consider an alternate area.
- Turn off lights and other electrical equipment.
- Turn off your supplemental air conditioning unit(s) if applicable.
- Pull as many plugs to equipment as possible in the event of a power surge/disruption.
- Close window blinds if applicable.
- Consider taking personal belongings and valuables off-site.
- Calculators and small office equipment should be stored in locked cabinets or moved to an interior portion of your office/store.

- Pictures should be removed from walls and wrapped in plastic.
- Loose paper, books, wastebaskets, desk items, etc. should be stored in locked cabinets or boxes. These boxes should be placed in the interior portion of your space.
- All computer and office equipment should be unplugged and covered with plastic. Computer software and disks should be wrapped in plastic and placed in a cabinet.
- People in the exterior offices should move their computer equipment into the interior portion of your space.
- Close and secure all doors.
- Make arrangements for a private security company to guard your space, if you deem it necessary.

12 Key Points for Planning Your Business Recovery

- Evaluate your business operations to identify critical functions.
- Evaluate your physical business and establish a pre-storm checklist to secure building equipment, supplies and records.
- Outline a chain of command and what each person's responsibilities will be both pre-storm and post-storm.
- Prepare a list of all employees. The list should include telephone numbers and address (and hurricane evacuation zone) of their home and any location the employee may need to evacuate to. Make a call-down list for warning and recovery operations.
- Prepare a list of all vendors critical to your daily operations and include their telephone numbers. Consider including a backup vendor outside your area.
- Evaluate all insurance coverage with your insurance agent. Prepare a list of carriers, policy numbers and a contact person including telephone numbers for agent and claims office.
- Maintain duplicate business recovery information off-site. These should include customer lists, financial information and all computer backup files.
- Secure adequate cash to operate for several days.
- Prepare a list of vendors who can assist in recovering your business. Examples: recovery of water-soaked papers, water extraction for your carpeting, emergency glass replacement for your storefront windows or entrance doors, electricians, plumbers, HVAC companies, general contractors, debris removal, moving companies, warehouse space, computer systems recovery.
- Ensure adequate primary and backup communications are available. Use of cellular phone, radio, CB, two-way radio or a messenger system should be considered. If possible, identify a radio station staff who should listen to company information regarding work hours, locations, assistance, etc.
- Prepare a plan to assist employees in recovery of their homes. Example: cash advances, housing, moving, counseling, childcare, food, and water.
- Don't make the mistake of thinking this will never happen to you. Plan ahead.