



WELCOME PACKAGE

Policies, Access, Amenities & Emergency Information

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IMPORTANT CONTACTS



ADDRESS

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

ccesuites.com

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

EXECUTIVE DIRECTOR

Charla Taylor
(954) 334-5802
Charla.Taylor@ccesuites.com

OPERATIONS MANAGER

Liliana Collins
(954) 334-5801
Liliana.Collins@ccesuites.com

CLIENT SERVICE COORDINATOR

Julie Ramirez
FrontDesk@ccesuites.com

Front Desk

(954) 334-5800

SECURITY (ROVING)

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

AFTER-HOURS EMERGENCY

Call 911 if life-threatening

CCES EMERGENCY INFORMATION HOTLINE

In the event a hurricane strikes, and the building is shut down, call (786) 971-6324 for any building updates.

HOLIDAY

ADMINISTRATIVE OFFICES CLOSED



The following is a list of holidays on which the Crown Center Executive Suites administrative offices are closed.

As a reminder, clients have 24/7 access to the space. Should a building access card be needed for the holidays, please check in with the Front Desk in advance.

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

BUILDING ACCESS

24 / 7 ACCESS

All full-time clients have 24/7 access to their offices; however, Crown Center Executive Suites (CCES) doors will be locked 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 the access card information for instructions.

LOBBY DOORS & ELEVATORS

Lobby doors (exterior building doors) are locked and must remain locked, Monday - Friday, 8:30 PM to 6:30 AM. Lobby doors are open 6 AM to 2 PM on Saturday and are 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 door alerts are used to ensure compliance with 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 enter Suite 300 before 8 AM and after 5 PM, Monday - Friday, and on weekends and holidays.

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

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 regular operating hours for assistance.

Don't hesitate to contact the Front Desk if you need an access card.

CROWN CENTER EXECUTIVE SUITES

AMENITIES



WiFi

Join the CCES shared WiFi system anytime you are in the Center by logging in to CCES WiFi with the password Crown@wifi!.

BUILT-IN COMMUNITY

Whether it is through personal introductions, tenant appreciation events, or informal conversations in the Community Lounge, Crown Center Executive Suites offers numerous ways to build business connections. Networking opportunities are posted and communicated via our email

8X8 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.

COMMUNITY LOUNGE & REFRESHMENTS

The Community Lounge is designed to give clients a comfortable place to recharge during the day. In addition to refrigerators, microwaves, and toaster ovens, the space includes complimentary coffee and tea, as well as on-site vending with an elevated selection of snacks and fresh food.

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 on-site 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.

AMENITIES

CONFERENCE ROOMS



Crown Center Executive Suites offers small, medium, and large meeting rooms. They can be booked online using our websites: ccesuites.com

Small Conference Room	Keys Room, 4-6 occupants
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Medium Conference Rooms	New York & Phoenix, 6-8 occupants
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Podcast Room	Podcast Room, 2-5 occupants
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Training Room	Panther is a flexible training room that can accommodate up to 45 people with classroom seating. Call the Front Desk for information or book online at ccesuites.com . State-of-the-art audio / visual system.
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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 ccesuites.com



COMMUNITY LOUNGE

The Community Lounge is available for your use throughout the workday and provides a comfortable space to relax, connect, or enjoy a meal. The lounge includes complimentary coffee and tea for you and your guests, as well as refrigerators, microwaves, and toaster ovens for your convenience.

On-site vending machines offer a curated selection of snacks and beverages, with upgraded options—including fresh, high-quality food selections—being introduced to better serve our clients.

The lounge also features seating and a television for casual breaks during the day.

COMMUNITY LOUNGE GUIDELINES

There are cups and plates for your use in the cabinets. To maintain a clean, professional, and welcoming environment for all clients, we ask that you observe the following guidelines:

- Please clean up after yourself and return cups and plates to the dishwasher after use.
- Dispose of trash in designated receptacles; food and garbage should not be placed in the sink.
- Be mindful of noise and avoid using speakerphone or conducting calls in the lounge.
- Please refrain from adjusting the television volume or channel.
- Wipe down microwaves after use if spills occur.
- The refrigerator is cleaned out every Friday at 3:30 p.m. Items not labeled “Keep” will be discarded.
- Please do not remove supplies or equipment from the Community Lounge.
- Out of courtesy to others, be mindful of foods with strong odors.

Thank you for helping keep the Community Lounge comfortable and enjoyable for everyone.

REFERRAL INCENTIVE PROGRAM

Be part of building your own community.

Hear of someone who 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
- Shared Space office agreement referral: \$50
- Full-time office agreement referral: \$100

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

AMENITIES

OFFICE SERVICES



Crown Center Executive 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 a 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 who need their signature notarized. Please call the Front Desk in advance to confirm availability.

MAIL SERVICES

Never walk to the post office again. We can handle all 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 pickup each day or forward it to any address you provide.

USPS Outbound

Outgoing mail is located in the bin found at the Front Desk. Please have your mail delivered to the Front Desk by 4 PM and include your name on all outgoing mail to avoid delays 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, and other items. 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 (FedEx, UPS, etc.), Crown Center Executive Suites can send your packages via FedEx. The Front Desk needs to be notified before 4 PM so we can create shipping labels.

CROWN CENTER EXECUTIVE SUITES

RULES & REGULATIONS



RECEPTION AREA

The reception area is intended for guest arrival and check-in only. Once you are notified that your client or guest has arrived, please greet them promptly.

Crown Center Executive Suites is a shared business environment serving multiple companies. Many clients value privacy and discretion, and seating in the reception area is limited. For these reasons, we ask that meetings and business discussions take place in your office or a reserved conference room rather than in the reception or common areas.

OFFICE IMPROVEMENTS

Any painting or office improvements must be approved in advance by Crown Center Executive Suites management and the building's property management team. Outside contractors may not be brought in to perform office improvements due to building requirements and insurance considerations. Please contact management to discuss any requested changes or enhancements to your space.

CLEANING & TRASH / RECYCLING SERVICES

Offices are vacuumed weekly, and trash receptacles are emptied nightly. Please notify the Operations Manager if these services are not meeting expectations.

Standard trash includes items that fit within the trash receptacle provided. Larger items must be clearly labeled "GARBAGE" for proper removal. Boxes must be flattened prior to disposal.

For large quantities of paper, oversized items, or special disposal needs, please contact the Operations Manager for proper disposal procedures.

Recycling bins are provided at each workstation and in designated common areas, including the Community Lounge. A list of recyclable materials is available upon request.

CLIENTS & GUESTS

To maintain a professional and secure environment: Guests may not remain unattended in common areas outside of the reception area.

Clients are responsible for escorting guests to and from reception, conference rooms, and their offices.

Children are not permitted in the business center. If a child must be present, they must remain in the client's office at all times and be accompanied by an adult.

EMERGENCY PREPAREDNESS

EMERGENCY EVACUATIONS

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

If a **hurricane warning** is in effect and/or evacuation orders are issued by government authorities and/or by 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.

FIRST AID CENTER

A First Aid kit is available within the Business Center for minor cuts, scrapes, headaches, or other minor discomforts.

BUILDING SYSTEMS & POWER OUTAGES

Crown Center buildings are equipped with a fire alarm monitoring system designed to operate independently of the main power supply.

In the event of a power outage:

- Life-safety systems will operate for a limited period.
- Lighting throughout the building will be limited.
- Elevators will not be in service.

If a prolonged power outage occurs, building management may require all occupants to evacuate the building in accordance with safety regulations.

EMERGENCY COMMUNICATIONS

For building status updates during emergency events, including hurricanes, please contact the Crown Center Executive Suites Emergency Information Hotline:

(786) 971-6324

Clients are encouraged to check email communications and the hotline before returning to the building following an emergency closure.

CROWN CENTER EXECUTIVE SUITES

HURRICANE PROCEDURES



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.

BE PREPARED

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 before the Management team notifies them of a mandatory building closure.

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 back up computer systems and data, if applicable.

HURRICANE PREPAREDNESS PROGRAM

In the event a hurricane strikes, and the building is shut down, please call our Emergency Information Hotline at (786) 971-6324 for any building updates.

The Crown Center Executive Suites management team will make every attempt to contact our clients via email before the building closing and to notify them when it is safe to return. Please call the Front Desk and check your email before 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, pre-notify your vendors of anticipated delays or alternate delivery sites to maintain your inventory and supplies.

Protect Your Employees

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

Review your company's procedures for the emergency evacuation of your premises and the building. Consider providing employees and their families with shelter and helping them 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 about the building's condition at the tenant-supplied emergency phone numbers.

CROWN CENTER EXECUTIVE SUITES

HURRICANE PROCEDURES



PROTECT YOUR BUSINESS SPACE

Although some of the below precautions may not apply 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 secure 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 for working 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 from the equipment as possible in the event of a power surge/disruption.
- Close window blinds if applicable.
- Consider removing personal belongings and valuables from the premises.
- 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 the 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.

HURRICANE PREPAREDNESS

HELPFUL TIPS

12 KEY POINTS FOR PLANNING YOUR BUSINESS RECOVERY

1. Evaluate your business operations to identify critical functions.
2. Evaluate your physical business and establish a pre-storm checklist to secure building equipment, supplies and records.
3. Outline a chain of command and each person's responsibilities, both pre-storm and post-storm.
4. Prepare a list of all employees. The list should include the telephone number and address (and hurricane evacuation zone) of their home, as well as any location the employee may need to evacuate to. Make a call-down list for warning and recovery operations.
5. Prepare a list of all vendors critical to your daily operations, including their telephone numbers. Consider including a backup vendor outside your area.
6. Evaluate all insurance coverage with your insurance agent. Prepare a list of carriers, policy numbers and a contact person, including telephone numbers for the agent and claims office.
7. Maintain duplicate business recovery information off-site. These should include customer lists, financial information and all computer backup files.
8. Secure adequate cash to operate for several days.
9. Prepare a list of vendors who can help you recover 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, and computer systems recovery.
10. Ensure adequate primary and backup communications are available. Use of cellular phone, radio, CB, two-way radio or a messenger system should be considered. Identify a radio station staff member who should listen to company information regarding work hours, locations, assistance, etc.
11. Prepare a plan to assist employees in recovering their homes—e.g., cash advances, housing, moving, counseling, childcare, food, and water.
12. Don't make the mistake of thinking this will never happen to you. Plan.