

2100 Ross Electronic Tenant® Portal

Created on December 3, 2014

2100 Ross Construction Updates: 2100 Ross Construction Updates



May 30, 2014

- The brand new conference and boardroom room will be available Tuesday, April 15th. Some of the new features in the conference room include, WIFI, wireless microphones, projector screen and flat screen TV's. Video conferencing, Apple TV and WIFI are available in the Boardroom. Attached is the new conference room reservation form and layouts.
- The Ross lobby opens in April and will offer seating. The South lobby is currently open and will also offer additional seating.
- The Commons is currently open and offering free WIFI.
- San Salvaje, the new concept Stephen Pyles restaurant will open at the end of April. The restaurant will offer a brand new menu, outdoor patio area and bocce ball court.
- A second floor terrace with seating will be coming in May!

December 16, 2013

- Pulse Fitness- Scheduled to open Monday, December 16th at noon. Cards will be issued to all tenants that submitted a tenant access spreadsheet. You will be given a copy so that you can determine which employees have access to the gym. Once the access system is fully installed these cards will be used to access the building, after- hours elevators and access to floors that are locked.
- The new 2nd floor restrooms will be open in mid- January.
- The conference Center will open in February, this will not include the pre-function area, this area may open in late February
- The San Jacinto Lobby will be open in late January.
- The Ross lobby will open in late February.
- The new stairs that replaced the escalators will open early February.
- The exterior plaza will be ready early Spring, end of March.
- Stephen Pyles will have a new restaurant that will open late March .

November 20, 2013

- The fitness center is scheduled to open in November, pending security access completion.
- The snack shop will re-open on the first floor Monday, November 25th.
- Overhead scaffolding on the Ross entrance will be removed on Saturday.

- The new second floor restrooms will open in January.
- The management office will relocate to the first floor in January.
- The South lobby renovations will be completed in December.
- Temporary walls will be installed in the Ross lobby to add a new seating area in December.
- The new conference center, located on the second floor, is scheduled to open in January.

September 25, 2013

- Temporary walls in the lobby will be installed on the San Jacinto side of the building on Wednesday, September 25th.
- The sundry shop will be temporarily closed starting Monday, September 30th and the new location will open on the first floor in November.
- Temporary walls will be installed to demo the escalator and install a new staircase on Monday, September 30th and will open in January.

August 28, 2013

- Exterior fencing will be installed on the Ross entrance for overhead demo on Friday, August 30th and will remain until Monday, September 23rd.
- Temporary walls in the lobby will be installed on the San Jacinto side of the building on Tuesday, September 24th and will remain until Monday, December 2nd.
- The sundry shop will be closed mid-September until mid- November. The new location will be on the 1st floor lobby.
- The North entrance of the lobby will be temporarily closed on Friday, September 13th and will re-open on Monday, September 16th, canopy demolition.
- Temporary walls will be installed to demo the escalator and install a new staircase on Monday, September 30th and will open on Wednesday, January 1st.
- The new fitness center is scheduled to open in November.
- Temporary walls will be installed in the North lobby for renovation and construction of the new common areas on Tuesday, December 3rd until Wednesday, February 19th.

August 22, 2013

- The parking garage and elevators lobbies have been totally renovated. New signage has been installed, art graphics on ramps and additional lighting was added.
- Temporary walls on the second floor have been installed. The fitness center construction is currently underway. Pulse Fitness will open in November!
- Samar is currently closed, a construction fence has been installed around the perimeter. Renovations are underway and the restaurant will open in January.
- Temporary walls have been installed on the West side of the first floor lobby. This will be the new sundry shop and management office location.

*Please note these dates may vary according to the construction schedule.

```
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image: 'images/slideshows/floor2.jpg', thumb: 'images/slideshows/floor2.jpg' }, { image:
'images/slideshows/floor3.jpg', thumb: 'images/slideshows/floor3.jpg' } ];
```

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Amenities: On-Site Amenities

Stephan Pyles - San Salvaje

214-922-9222

Monday through Thursday:	11:00 a.m. to 2:00 p.m. - Lunch Hours 4:00 p.m. to 6:00 p.m. - Happy Hour 5:00 p.m. to 10:00 p.m. - Dinner Service
Friday	11:00 a.m. to 2:00 p.m. - Lunch Hours 4:00 p.m. to 6:00 p.m. - Happy Hour 5:00 p.m. to 10:30 p.m. - Dinner Service
Saturday	5:00 p.m. to 10:30 p.m. - Dinner Service

laMadeleine

Lobby Level, Suite 120

214-220-3911

Monday through Friday: 7:00 a.m. to 3:00 p.m.

Subway Sandwich Shop

Mezzanine Level, Suite 220

214-468-8841

Monday through Friday: 7:00 a.m. to 6:00 p.m.

Optometrist

Dr. Roger Weikum, O.D.

Therapeutic Optometrist

Mezzanine Level, Suite 260

214-220-2425

Monday through Friday: 8:30 a.m. to 5:00 p.m.

Dentist

Dallas Dental Arts

Lorin Berland, DDS

9th Floor, Suite 960

214-999-0110

Complimentary Reserved Parking available in the Garage for patients who do not have an office in the building.

Sundry Shop

Snacks 2 Go- New location on the 1st floor

Back in Touch Massage Therapy

Wednesdays, located in Suite 115. Contact Cedrick at 214-916-9088 to book an appointment.

Pressed for Time

Dry cleaning service will pick up and deliver to your office. Starter packets available in the Management Office.

Sparkle and Shine

Detail Auto Service 2100 Ross Parking Garage - Level P4. Contact Trey at 972-217-5934 to schedule an appointment.

Building Operations: Building Management

2100 Ross Avenue is managed by a professional management team from Cousins Properties. The management team has been chosen for its expertise in managing corporate office properties and reflects a depth in management covering all functional operating areas. It is our objective to provide you with the highest quality service available to ensure your comfortable, continued tenancy.

The Management Office is located on the 1st floor in Suite 115. The Management Office phone number is 214-754-2988 and the office hours are 8:00 a.m. until 5:00 p.m., Monday through Friday. The Management Office is closed on Saturdays, Sundays and holidays. During non-business hours, security staff will answer all calls and is capable of directing any emergency calls.

The Management Team of 2100 Ross Avenue is comprised of the following individuals, all of whom can be reached through the Management Office:

Ann Spain Senior Property Manger Annspain@cousinsproperties.com	Katina Comeaux Property Manager Katinacomeaux@cousinsproperties.com
George Hammond Chief Operating Engineer Georgehammond@cousinsproperties.com	Norman Chreene Lead Building Engineer Normanchreene@cousinsproperties.com

Building Operations: Hours of Operation

Normal access hours at 2100 Ross Avenue:

7:00 a.m. to 6:00 p.m. – Monday-Friday

8:00 a.m. to 1:00 p.m. – Saturdays

Access to the building at other times may be obtained by signing in on the sign-in/sign-out log provided at the North Lobby Security Console.

2100 Ross Avenue is officially closed on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day

Should you require cleaning, air conditioning or other special services on any of the above holidays, please contact the Management Office. Given that the building is closed in observance of these holidays, you will be charged for any standard building services requested on an official holiday.

Building Operations: Leasing

Bill Brokaw
972.432.3604

Bill.Brokaw@cushwake.com

Cynthia Cowen
972.432.3632

Cynthia.Cowen@cushwake.com

Mark Dickenson
972.432.3608

Mark.Dickenson@cushwake.com

Emergency Procedures: Emergency Plan

[Please click here to view the Fire and Emergency Evacuation Plan.](#)

Emergency Procedures: Fire and Life Safety

Emergencies (Fire, Medical, Police)	911
Management Office	214-754-2988
Security Console	214-754-2999

The safety of everyone at 2100 Ross is dependent on each of us doing simple, yet critically important things that assure proper responses to emergencies. When an emergency arises, please call 911 and then contact the Management Office.

Emergency Procedures: Bomb Threat

If you should receive a bomb threat, you should:

1. Use the attached Bomb Threat Checklist.
2. After the call has been terminated by the caller, call the Management Office at **214-754-2988** and provide the following information:
 - a. Your name, telephone number, and suite number
 - b. The extension the call was received on
 - c. The exact wording of the threat and all information obtained on the checklist.
3. DO NOT tell anyone else of the threat.

THIS IS WHAT HAPPENS:

1. The Police and Building Management are notified.
2. Fire Wardens will conduct a search.
3. An evacuation of the building may take place.

If you receive a bomb threat telephone call, follow this guidance:

1. Be calm. Be courteous. Listen carefully. Do not interrupt the caller.
2. Get as much information as possible from the caller but avoid the impression you are working a checklist.
3. If possible, alert your supervisor while the caller is on the line.
4. Take notes. Try to get the caller's remarks "word for word."
5. It is very important to obtain answers to these questions:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What does the bomb look like?
 - What is the bomb made of? (Obtain details about its parts.)
 - What will cause the bomb to explode?
 - Who placed the bomb? Why?
 - What is your name? Where are you now?
6. Try to keep the caller talking. If necessary, pretend difficulty with your hearing. Try to weave these general questions into the conversation:
 - What did you say? I'm sorry I didn't understand what you said.
 - How do I know this is not a joke?
What group do you represent?
 - Why are you doing this?

Notify your supervisor and the Management Office immediately. Discuss the incident only as needed.

Emergency Procedures: Civil Disturbance

Should a civil disturbance involve your company or work area:

- Notify the Property Management office at 214-754-2988
- Lock your doors, secure any cash and sensitive records.
- Report any suspicious objects or materials to the Property Management Office
- Evacuate the floor, if necessary, and move to a safe location.
- Be alert for any suspicious persons in your area. Report them to the Property Management Office
- Do not leave the building if it is not safe to do so.

Emergency Procedures: Elevator Emergency

If an elevator malfunction occurs while inside the elevator, you should:

1. Locate the clearly labeled phone or CALL button on the front panel of the cab and press it. This automatically dials the Security Console.
2. Provide Security with details of your emergency (entrapment and/or other).
3. Do NOT try to force the elevator doors open.
4. Remain calm.
5. Security will notify the technician and/or other response personnel.

If a malfunction is observed from outside the elevator, please notify the Management Office at 214-754-2988.

Emergency Procedures: Emergency Contact

In case of emergency, such as theft, fire or any other incident after normal business hours, we will notify a designated emergency contact from your organization. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances. Please contact the Management Office either by phone or email with two contacts and their cell/home phone numbers. Should your contact(s) change at any time during the year, please update your records as soon as possible with the Management Office.

Emergency Procedures: Emergency Response

Information Pending

Emergency Procedures: Evacuation

Evacuation will be announced over the building Fire Alarm & Communication System and will be preceded by an alarm. Fire wardens will direct employees down the stairwells to three (3) floors below the alarm floor and/or out of the building.

Note: It is your responsibility to be familiar with stairwell locations, evacuation routes and to know your Fire Warden(s).

THINGS TO DO:

1. Upon hearing the alarm, listen for and follow instructions given
2. Use a stairwell for evacuation, unless otherwise directed.
3. Remain calm. Keep talking to a minimum.
4. If you need special assistance, seek the help of another employee, a Fire Warden, or building management personnel.

THINGS NOT TO DO:

1. Do not use elevators unless directed to do so.
2. Do not run.
3. Do not smoke.

OTHER NOTES:

Any order to evacuate after hours will be announced over the Fire Alarm & Communication System only.

Emergency Procedures: Explosions

If an explosion occurs, report the explosion to 911 and then contact the Management office at 214-754-2988.

Give the following information:

- Your name, company name and phone number
- Exact location of the explosion
- Cause of the explosion
- Extent of casualties and number and type of injuries
- Whether the explosion caused fires and if so, location of fire(s)

The Property Management Office will immediately contact the fire department and police department.

Emergency Procedures: Fire

When you hear the Fire Alarm:

Go to the nearest stairwell and EVACUATE down to three (3) floors below and enter. Do NOT call the Management Office. Wait for further instructions.

Upon Discovery of a Fire or Smoke:

1. Call the Fire Department by dialing **911**
2. Identify what is on fire.
3. Give the building address and the type of building.
4. Give the floor and suite number.
5. Answer any questions that the fire dispatcher may ask.
6. Call the Management Office at **214-754-2988**.
7. Notify your Fire Warden(s).
8. Close doors around the fire to contain it.
9. Alert other persons nearby who may be in danger.
10. Evacuate through the nearest stairwell.

If you think you smell smoke or something burning, perform actions 2 through 3 above.

Helpful Hints in the event of a real emergency:

1. Know where all emergency exits are on your floor.
2. Do not attempt to fight the fire.
3. Do not attempt to use elevators. Use stairwells only to evacuate the building.
4. If caught in heavy smoke, get low to the floor and cover your mouth and nose with a handkerchief or cloth. Take short breaths and crawl to the nearest exit.
5. Remain calm.
6. Move quickly across the street from the building. Proceed to the designated gathering area.

Emergency Procedures: Homeland Security

2100 Ross recommends that each Tenant have an emergency action plan in place to help their employees prepare for and react quickly to a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that are available

American Red Cross

www.redcross.org

FEMA

www.fema.gov

Department of Homeland Security

www.dhs.gov

Dallas County Emergency Management

<http://www.dallascounty.org>

Centers for Disease Control

www.cdc.gov

Active Shooter Booklet

http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

Emergency Procedures: Medical Emergency

If an accident or incapacitating illness occurs, you should:

1. Call **911** and have the following information ready to give the operator:
 - Your name
 - Building address, floor and location of the emergency
 - The name, sex and approximate age (if known) of the victim
 - The nature of the injury or illness. Is the victim:
 - conscious;
 - breathing without assistance; or,
 - bleeding?
2. Call the Security Console at **214-754-2999** and give the following information:
 - Floor/suite and/or location of the emergency
 - The nature of the injury or illness.
 - Building personnel will be waiting on paramedics with a dedicated elevator.
 - Security is equipped with an Automatic External Defibrillator (AED) and Oxygen.
3. DO NOT move the victim.
4. Have someone meet responding emergency personnel in the corridor to lead them to the victim's location.

Emergency Procedures: Other Emergencies

The building is equipped with an emergency generator, which will provide power to certain building systems during a power outage. These systems include, fire life safety, one elevator in each elevator bank, shuttle parking and freight. Lighting in the stairwells and every 5th fixture in a tenant space and common corridors.

Emergency Procedures: Toxic Hazards

ENVIRONMENTAL EMERGENCIES

IF AN ENVIRONMENTAL SPILL OR LEAK OCCURS ON YOUR FLOOR:

- Notify proper federal, state, or local authorities.
- Notify emergency response personnel if required.
- Notify building management.

RESPONSIBILITY

It is the responsibility of each handler of hazardous material to know all regulations affecting the handling, storage, or transportation of those materials. If you have any questions on what materials may be covered, contact the Federal Environmental Protection Agency or local authorities. Notify building management of any materials stored or handled in your space. Maintain Material Safety Data Sheets (MSDS) and have them available for any emergency.

RESPONSE

- For emergency dial (9) 911
- For information or accidental poison control dial 800-522-4611.
- For cleanup assistance call:
 - Local Fire Department
 - U.S. Environmental Protection Agency: 800-424-8802
- Notify building management with full details of the incident.

KNOW THE HAZARDS OF CHEMICALS IN YOUR SPACE AND TREAT THEM ACCORDINGLY

Emergency Procedures: Training

Life Safety Training

Fire Warden training is conducted once a year by the 2100 Ross Management Team.

Emergency Procedures: Workplace Violence

If your company or an individual receives a threat, get as much information as possible such as:

What exactly was said?

Was a date/time of the threatened action mentioned? ("I'll be there this afternoon.")

Was a weapon mentioned or known to be in the threat maker's possession?

Is there prior history with the threat-maker; upset client, ex-employee, ex-boyfriend/girlfriend?

Is there a restraining order in effect against this person?

Is a photograph or physical description available?

Develop a plan for notifying office personnel, police, and building management should the individual come into your office.

Give the front desk receptionist a discreet way to signal for help.

Building Security Officers are not armed nor trained in physical intervention. They are trained to confront suspicious individuals, talk them into leaving the building and to report on incidents. Report threatening individuals immediately to 911 and then report the incident to the Management Office.

Introduction: Welcome

Cousins Properties welcomes you to 2100 Ross Avenue. It is our goal to provide you with the most efficient and professionally operated office and retail environment. This Electronic Tenant Handbook has been designed to familiarize you with the operations of the building, security and emergency procedures and the many services and amenities at 2100 Ross Avenue.

Please let us know if you employ any individual with a disability that may require special assistance in the building. We strive to provide a barrier-free environment in the common areas of the buildings. For more information about this topic, please consult the Management Office.

The Management Office is located at 2100 Ross Avenue, Suite 115. The office hours are 8:00 am to 5:00 pm, Monday through Friday, excluding holidays. The telephones are answered 24 hours a day, seven days a week. The contact numbers for the Management Office are:

Office: 214-754-2988

Fax: 214-754-2995

Please call or visit the Management Office if we can be of further service.

Introduction: About 2100 Ross Avenue

2100 Ross Avenue is a premier office building located on the southwest corner of Ross Avenue and Pearl Street, in the Arts District of the Central Business District. It is adjacent to the Dallas Museum of Art, Nasher Sculpture Center and the Morton H. Meyerson Symphony Center. 2100 Ross Avenue is a fixture of the Dallas skyline and offers unobstructed views of the Dallas Arts District, Klyde Warren Park and Uptown.

2100 Ross Avenue is a 33 story Class "A" office building with 843,728 square feet of rentable space. There is approximately 30,000 rentable square feet of space per floor. The extensive use of granite and glass in the 35' vaulted ceiling lobby enhances the sculptural quality of the building. Exteriors are clad in architectural concrete with gray granite, red-flamed granite and full-height windows of bronze dual pane reflective glass. Parking consists of 468 spaces in a four-level underground parking garage.

2100 Ross Avenue is connected via Skybridge to Chase Tower, across Plaza of the Americas, within two blocks of the DART rail station, 143,000 sf of retail space and the Dallas Marriot City Center.

Introduction: Important Phone Numbers

Emergency	911
24/7 On Site Security	214-754-2999
Dallas Police Department	214-744-4444
Property Management Office	Phone: 214-754-2988 Fax: 214-754-2995

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as [Forms section](#) and a [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at the property.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

Introduction: Recycling Program

[Please click here to view the Recycling Program Flyer](#)

[Please click here to view the Office Building Single Basket Recycling Flyer](#)

Policies and Procedures: Construction

[Click here to download a complete copy of the 2100 Ross Construction Procedures](#)

Policies and Procedures: Insurance Procedures

Vendor Insurance Certificates

Current certificates of insurance are required and need to be approved by the Management Office prior to any work that will be done on the premises.

[Please click here for a Sample Certificate of Insurance](#)

Policies and Procedures: Moving Rules and Regulations

MOVING PROCEDURES

The relocation of a company is a very important, and sometimes a difficult function to perform. To assist your firm, we have established guidelines and procedures which will aid in your move-in and/or move-out. Many different people are involved in the process. We will assist you in every way possible to insure a smooth and comprehensive relocation.

Your move-in must be coordinated with the Management Office in order to ensure a smooth, efficient relocation. Information concerning move-in procedures will be sent to you during your construction phase. Any arrangements for telephone installation, copier installation, etc. should be set-up through the Management Office.

Below is a list of items you need to complete before moving in:

- Provide the Post Office with change of address information.
- Notify the Phone Company to arrange for installation of new phones and equipment.
- Provide Certificate of Insurance from your moving company to the Management Office per the owner requirements. A sample COI can be requested from the Management Office.

Prior to move-out:

- Contact your phone vendor to discontinue/relocate your service.
- Upon leaving the Building return all office keys, mailbox keys, and building identification cards to the Management Office.

MOVING POLICIES

ELEVATOR USE

To permit an efficient flow of furniture and material, the proper scheduling of the service elevator should be considered. The Management Office should be notified at least **ten** (10) days prior to the scheduled move-in/move-out date. All moves will take place after 6:00 p.m. on weekdays and/or all day Saturday and Sunday.

After initial occupancy, the tenant must give a minimum of a 48-hour notice for elevator use, other than normal daily freight delivery requirements.

Please give us a 48-hour notice of any extraordinary deliveries.

It is our desire to serve all of our tenants with efficiency and equal service. Your cooperation is essential to help us to meet this end.

KEYS

Keys for your offices will be turned over to a designated representative of your firm on the day which you are scheduled to move into the building. The keys can be secured at the Property Management Office. Two keys per exterior lock into the suite are issued at no charge.

Please furnish the Management Office with a list of all employees needing after-hours access prior to your move in date. The Property Manager and/or his/her designate will be on hand to answer any questions which may arise. Security maintains the list and any changes may be submitted through the Management Office.

MOVING DAY

A designated representative from the incoming tenant must be present when the moving vans arrive. This is in order to assure the proper positioning of furniture and supplies.

To completely inform everyone involved in the move, a Moving Policy has been created. We would suggest you review our policy with the moving company prior to the day of the move.

The following rules pertain to moving furniture, equipment and supplies in and out of the 2100 Ross Avenue Building. **Moving companies who do not adhere to the following rules will not be allowed to enter the premises, or will be required to discontinue the move.**

Freight Elevator: The building is equipped with one (1) freight elevator.

Interior dimensions:

6'4.5" (w) x 8' 6" (d) x 9'6" (h).

Weight Capacity: 4,500 lbs.

Movers will be responsible for any elevator repair calls due to their negligence.

Our Freight Elevator is designed so that if the doors are forced open manually, it will shut down entirely. **It is very important that one person is inside of the elevator cab, holding the button so that the doors stay open.**

Freight Elevator Reservation: The moving company must make arrangements with the Property Management Office for use of the freight elevator. **This must be scheduled 48 hours in advance.**

Only a padded passenger elevator in the respective elevator bank can be used for the movement of personal small furniture, equipment and supplies. **Additional passenger elevators may not be used unless prior approval of the Management Office.** If the use of the Passenger Elevator is approved, Masonite must be installed on the floor of the elevator for protection.

Inspection: All walls, door facings, elevator cabs and other areas along the route to be followed during the move will be inspected by the Property Management Office and moving company personnel before and after the move. The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.

Insurance Requirements: The moving company must provide a Certificate of Insurance to the Management Office with the required coverage per ownership prior to commencement of operations. A sample COI can be requested from the Management Office.

Each moving company moving supplies, furniture and/or equipment through this building shall secure and present to the Property Management a certificate reflecting this coverage 24 hours before the move takes place.

Liability: Any damage to the building or fixtures, caused by the move, will be repaired by or paid for by the moving company.

Loading Dock & Trash Bins: The loading dock operating hours are 6:00 a.m. to 7:00 p.m., Monday through Friday. Deliveries outside these hours must be coordinated with the Management Office. The maximum height for trucks in the loading dock is 14'6" with a depth of 72'. One bay has a hydraulic ramp to help adjust for any height difference between the truck and the dock. There is also one ramp to the dock for any deliveries made from the ground level. All contractors must make arrangements for construction trash. Bins may not be set in the dock area before 7:00 p.m., Monday through Friday, and must be removed each business day before 6:00 a.m. **All move-ins will be made through the loading area. Deliveries will not be permitted through the lobby entrances on the first floor.**

Move In Times: Move-ins of large quantities of furniture, equipment or supplies will be accomplished after 6:00 p.m. on weekdays and/or weekends provided they have scheduled in advance.

Moving Personnel: Employees of the moving company will not be permitted to access any part of the building other than the predetermined moving route. Movers shall be provided the convenience of restroom use on the floors in which they are moving furniture as there is no public or lobby facility available.

Preparation: Clean Masonite sections will be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid type dollies. Clean plywood sections will also be required when moving over "sensitive" floors (i.e., stone or tile floors). The Masonite must be at least 1/4" thick, 4' x 8' sheets in elevator lobbies and corridors, and 32" sheets through doors in tenant space. The plywood must be at least 1/2" thick, 4' x 8' sheets in elevator lobbies and corridors, and 32" sheets through doors in tenant space.

Policies and Procedures: Rental Payments

PAYMENTS

Please make checks payable to: CP 2100 Ross LLC

Check Mailing Address:

Cousins Properties, Inc.
P. O. Box 204516
Dallas, TX 75320-4516

Check Courier Address:

Lockbox Services â Cousins Properties
2975 Regent Blvd.
Lockbox #204516
Irving, TX 75063

Wire Address:

Account Number:	4124776212
ACH Routing Number:	121 000 248
Wire Routing Number:	121 000 248
Swift Code (International Wires):	WFBIUS6S
Wire Bank Address:	San Francisco, CA
Wire Bank Name:	Wells Fargo

Policies and Procedures: Rules and Regulations

The following rules and regulations shall apply to the Premises, the Building, the Land and the appurtenances thereto. They may be amended, added to, or discarded at the discretion of the Landlord. All Tenants are encouraged to contact the management office regarding these and other issues as they arise.

1. Sidewalks, doorways, vestibules, halls, stairways and similar areas shall not be obstructed by tenants or their officers, agents, servants and employees, or used for any purpose other than ingress and egress to and from the Premises and for going from one part of the Building to another part of the Building. There is NO SMOKING in the Building or its entranceways. Smoking will be permitted ONLY on the South Plaza, but not within 25 feet of the building entrance. Smoking is NOT permitted in the parking garage. No trash or supplies are to be left in public areas including but not limited to halls, stairways and elevator lobbies.
2. Plumbing fixtures and appliances shall be used only for the purpose for which constructed, and no sweepings, rubbish, rags or other unsuitable material shall be thrown or placed therein. The cost of repairing any stoppage or damage resulting to any such fixtures or appliances from misuse on the part of a tenant or such tenant's officers, agents, servants and employees shall be paid by such tenant.
3. No signs, posters, advertisements or notices shall be painted or affixed on any of the windows or doors, or other part of the Building, except of such color, size and style, and in such places, as shall be first approved in writing by the building manager. No nails, hooks, or screws shall be driven into or inserted in any part of the Building, except by Building maintenance personnel.
4. Directories will be placed by Landlord, at Landlord's own expense, in conspicuous places in the Building. No other directories shall be permitted.
5. The Premises shall not be used for conducting any barter, trade or exchange of goods or sale through promotional give away gimmicks or any business involving the sale of second hand goods, insurance salvage stock or fire sale stock, and shall not be used for any auction or pawnshop business, any fire sale, bankruptcy sale, going out of business sale, moving sale, bulk sale or any other business which, because of merchandising methods or otherwise, would tend to lower the first class character of the Building.
6. Tenants shall not do anything, or permit anything to be done, in or about the Building, or bring or keep anything therein, that will in any way increase the possibility of fire or other casualty or obstruct or interfere with the rights of, or otherwise injure or annoy, other tenants, or do anything in conflict with the valid pertinent laws, rules or regulations of any governmental authority.
7. Tenant shall not place a load upon any floor of the premises which exceeds the floor load per square foot which such floor was designed to carry or which is allowed by applicable building code. Landlord may prescribe the weight and position of all safes and heavy installations which Tenant desires to place in the premises so as properly to distribute the weight thereof. All damage done to the Building by the improper placing of heavy items which overstress the floor will be repaired at the sole expense of Tenant.
8. A tenant shall notify the building manager when safes or other heavy equipment are to be taken into or out of the Building. Moving of such items shall be done under the supervision of the building manager, after receiving written permission from him/her.
9. Corridor doors, when not in use, shall be kept closed.
10. All deliveries must be made via the service entrance and service elevators during normal business hours or as otherwise directed or scheduled by Landlord. Prior approval must be obtained from Landlord for any deliveries that must be received after normal business hours.
11. Each tenant shall cooperate with building employees in keeping the premises neat and clean.
12. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. No birds, animals or reptiles, or any other creatures, shall be brought into or kept in or about the Building.
13. Should a tenant require telegraphic, telephonic, annunciator or any other communication service, Landlord will direct the electricians and installers where and how the wires are to be introduced and placed, and none shall be introduced or placed except as Landlord shall direct.
14. Tenants shall not make or permit any improper noises in the Building, or otherwise interfere in any way with other tenants or persons having business with them.
15. No equipment of any kind shall be operated on the premises that could in any way annoy any other tenant in the Building without written consent of Landlord.
16. Business machines and mechanical equipment belonging to Tenant which cause noise and/or vibration that may be transmitted to the structure of the Building or to any leased space so as to be objectionable to Landlord or any tenants in the Building shall be placed and maintained by Tenant, at Tenant's expense, in setting of cork, rubber or spring type noise and/or vibration eliminators sufficient to eliminate vibration and/or noise.

17. Tenants shall not use or keep in the Building any inflammable or explosive fluid or substance, or any illuminating material, unless it is battery powered, UL approved.
18. Tenants' employees or agents, or anyone else who desires to enter the Building after normal business hours, may be required to provide appropriate identification and sign in upon entry, and sign out upon leaving, giving the location during such person's stay and such person's time of arrival and departure, and shall otherwise comply with any reasonable access control procedures as Landlord may from time to time institute.
19. Landlord has the right to evacuate the Building in event of emergency or catastrophe.
20. If any governmental license or permit shall be required for the proper and lawful conduct of Tenant's business, Tenant, before occupying the Premises, shall procure and maintain such license or permit and submit it for Landlord's inspection. Tenant shall at all times comply with the terms of any such license or permit.
21. Landlord shall have the right, exercisable without notice and without liability to any tenant, to change the name and street address of the Building.
22. No handguns shall be permitted in the Building.
23. Landlord reserves the right to rescind any of these Rules and Regulations and make such other and further rules and regulations not inconsistent with the express terms of the Lease as in the judgment of Landlord shall from time to time be needed for the safety, protection, care and cleanliness of the Building, the operation thereof, the preservation of good order therein and the protection and comfort of its tenants, their agents, employees and invitees, which Rules and Regulations when made and notice thereof given to a tenant shall be binding upon him in like manner as if originally herein prescribed.

Policies and Procedures: Tenant Alterations

Tenants in an office building will from time to time request permission to make alterations (or other physical improvements) to their demised premises. Because such tenant changes generally add to the building's appearance, the owner and management are anxious to cooperate with the tenant. However, there are certain rules that regulate such work at 2100 Ross Avenue. Below lists the items required of the tenant. For the protection of the tenant, as well as the property, these rules will be followed.

Similarly, requirements for contractors, trades and other service companies performing construction work at 2100 Ross Avenue have been established. For everyone's convenience, management has prepared a Tenant Construction Guide to assist all parties in the alterations' process. The Tenant Construction Guide is issued to all Contractors doing alterations and improvements. All contractors must abide by this guide at all times.

GENERAL

1. Tenant will make no alterations, decoration, installations, repairs, additions, improvements or replacements (tenant changes) in, to or about the premises without Management's prior written consent, and then only by contractors or vendors approved in advance.
2. Tenant shall, prior to the commencement of any work, submit to Management for written approval a complete plan of the demised premises and/or of the floor on which the tenant change is to occur. Drawings are to be complete with full details and specifications for all of the work.
3. The proposed tenant changes must comply with the Administrative Code of the City of Dallas and rules and regulations of other agencies having jurisdiction.
4. No work shall be permitted to commence without the City of Dallas Building Permit being furnished.
5. Permits must be received as required from the prevailing governmental authority.
6. All demolition, removals and other categories of work that may inconvenience other tenants or disturb building operations must be scheduled and performed before or after normal working hours and the Management Office shall be provided with at least 48 hours notice prior to proceeding with such work.
7. All inquiries, submissions, approvals and all other matters shall be processed through the Management Office.

PRIOR TO COMMENCEMENT OF WORK

Tenant shall submit to the Management a request to perform the work. The request shall include the following enclosures:

A list of approved contractors or subcontractors tenant wishes to have bid on the work.

Two complete sets of plans and specifications properly stamped by a registered architect or professional engineer.

Contractors and subcontractors are required to submit a Certificate of Insurance to the Management Office per owner and management requirement (sample upon request).

Management personnel shall review each request on an individual basis. Work requests should be submitted well in advance of construction commencement to provide adequate time for management review. The Management Office has 5 working days to review each request.

Tenant shall obtain approval of plans and permits from jurisdictional agencies. Tenant shall submit copies of all approved plans and permit to Landlord and shall post the original 2100 Ross Avenue permit on the premises prior to the commencement of any work. Permits from the prevailing governmental authority shall be posted as they require. All work performed by a contractor or subcontractor shall be subject to supervision and inspection by Landlord's representative. Such supervision and inspection shall be at tenant's sole expense.

REQUIREMENTS AND PROCEDURES

Please see Tenant Construction Guide available upon request from the Management Office

Security: Overview

The security of 2100 Ross Avenue tenants and visitors is one of our highest priorities. Consequently, we have developed and implemented a system to maximize personal safety and minimize property damage and theft. Our security system is composed of many elements, including a computerized fire and smoke detector system, monitored closed circuit cameras, 24-hour on-site security and two-way radio communication between the Management Office staff, Security staff, Engineering and Building Maintenance staff. Specific elements of our security system are outlined below. Ultimately responsibility for security in your suite rests with you, the tenant.

Security: Building Access

VENDOR/CONTRACTOR ACCESS

In the event a vendor or contractor will need to perform work in your suite during non-business hours, please provide the following:

- Notify the Management Office stating the name of the company and its employee(s).
- The date and time they will be here.
- A Certificate of Insurance as previously described.
- A brief description of the work to be performed.

This may be done by sending an email or calling the office. If the vendor arrives and the Management Office has not been notified, the vendor will be sent away.

Upon the vendor's arrival to the building, they are to check in at the security dock office. Security scans the photo I.D. of all vendors and/or contractors through an electronic system for limited background check before allowing them access into the building.

Security: Deliveries

All deliveries are to be made through the loading dock on the west side of the building. The loading dock area is accessible from Olive Street. Tenants must accept and sign for all deliveries and arrange for the immediate transport of those items to their suites. The freight elevator is to be used for all deliveries. No deliveries are allowed on the passenger elevators.

Deliveries requiring extended use of either the dock or the freight elevator should be scheduled with the Management Office for after hours or on weekends. A 48-hour notice is required for all extended deliveries.

Security: Escorts

Should you need an after-hours escort to your vehicle. Please call 214-754-2999 and a security officer will be glad to assist you.

Security: Incident Reporting

The security staff is required to write an incident report for every incident (accident, theft, injury) that occurs on the property. We would appreciate your cooperation in answering any questions that security or the building staff may need.

Security: Keys

All keys at 2100 Ross Avenue must be keyed to the Building Master Key System. This system is necessary for the building staff has access to all areas in the event of an emergency. If changes or repairs to the lock are required, please contact the Management Office and make an appointment with the locksmith.

[Please click here for a Key Authorization Form](#)

Security: Security Recommendations

The following information provides some suggested office safety guidelines you may find helpful:

If you see a suspicious person in your office please call the management office at 214-754-2988 and we will have security investigate.

Question any unknown person in your suite by asking, "May I help you?"

Purses should be out of sight from anyone entering your office area. Particular care should be taken in any entry or reception area.

Restrict distribution of office keys and access cards.

Collect keys and access cards from terminated employees.

Clear desktops of important working material that should be safeguarded when you leave work.

Lock the entrance and back door if the reception area is left unattended.

Office personnel working late at night or on weekends should keep their suite doors locked at all times.

If you plan to work late, move your car to a parking space close to the entrance of parking deck or walk to your car with another employee or request a security escort by calling 214-754-2999.

Whenever walking in any parking lot, be alert! Have your keys in your hand, and pay attention as you walk to your car for suspicious persons or activity.

Security: Tenant Precautions

In public buildings such as 2100 Ross Avenue, ultimate responsibility for security must rest with each tenant. Please ensure, upon leaving the building, that all entrances and exits to your suite are locked. This is especially important on Friday evenings. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses, should be locked up or taken with an employee when he/she leaves his/her work area.

Solicitation is not permitted in 2100 Ross Avenue. If you notice a suspicious person within the building, please call the Management Office (214-754-2988) or the Security Console (214-754-2999) at once and provide as much detailed information as possible regarding the person. 2100 Ross Avenue security will escort the individual off the premises. We also suggest that you require identification from vendors who come into your office suite.

Security: Theft

Any suspected theft, no matter how small, should be reported to the Management Office immediately. The Dallas Police should also be notified immediately and an incident report filed with Building Security and the Dallas Police Dept. The Police need to be kept informed of all thefts in the Building to determine if there is a pattern to any thefts and to effectively complete any investigation. Personal property insurance is the responsibility of each tenant.

Services: Elevators

ELEVATORS

Vertical transportation is provided by 22 Otis Electronic 401 Gearless Traction Elevators, consisting of five (5) low-rise elevators which service floors 1 through 11; six (6) mid-rise elevators which service floors 11 through 20; and six (6) high-rise elevators which service floors 21 through 29.

There are two (2) shuttle elevators which service floors 29 through 33 and two (2) elevators which service the parking garage P4 level through the 2nd floor mezzanine.

A 4,500-pound capacity service elevator is located directly off the dock and services floors P2 through 29.

All elevators are equipped with direct dial telephones in the event of an emergency or entrapment. These phones will immediately dial the security console.

Services: Forms

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

[Property Removal Pass](#)

[Key Authorization Form](#)

[Conference Center Reservation Form](#)

[Fitness Center](#)

[Access Card Request Form](#)

Services: HVAC

GENERAL OVERVIEW

The HVAC (heating, ventilation and air conditioning) systems in the building are designed to maintain the temperature at a comfortable level and are centrally controlled. Should the temperature level change abruptly or exceed a reasonable level in your suite, or in a particular office, please call the Management Office. Normal hours of HVAC operation are 7:00 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday upon request.

Building thermostats are calibrated and set for proper temperatures. In the event your area needs to be adjusted, please contact the Property Management office and a service request will be generated.

Services: Customer Services

[Customer Services Login](#)

[Customer Services FAQ's](#)

Contact Us:

214.754.2988

2100ross-customerservice@cousinsproperties.com

Services: Mail Services

The United States Postal Service will not make deliveries of regular mail to individual office suites. Mail may be picked up between 11:30 a.m. and 12:00 p.m. Monday through Friday at the Postal Station on the first level (P1) of the Parking Garage.

Outgoing mail may be deposited in the mail chutes located on the first level (P1) of the parking garage. All outgoing mail is collected daily at approximately 4:00 p.m. Monday through Friday. We ask that tenants deposit mail in the boxes provided and/or place it on the floor adjacent to the mailboxes. All oversized mail must be taken directly to the Post Office.

Express Mail Drop-Off Boxes are conveniently located at the Postal Station area on the first level (P1) of the Parking Garage.

The nearest Post Office is located at:

400 N. Ervay Street
Dallas, Texas 75201
214-468-8270

Services: Signs

Building standard suite signs must be ordered from the management office. Management asks that you refrain from posting paper signs within your suite if the signs are visible from a common area. It is our intent to maintain a class "A" facility for you and your patrons with only standard building signs.

Lead time on a signage order is approximately 3-4 weeks.

Services: Conference Center

Located on the 3rd floor, the Conference Center provides seating for 175, wireless router access, DSL/Broadband access, three telephones and twenty-two electrical outlets.

[Please click here for a Conference Center Reservation Form](#)