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“Metropolitan Square is designed with the intelligence, prestige, and architectural impact to stand among the truly world class buildings of our time.”

Gyo Obata, HOK

Welcome!

It is one of the great pleasures of my position here at Metropolitan Square to sincerely welcome you on behalf of all those on staff who are ready to serve you. We are glad you have chosen to establish your office at Metropolitan Square. Our goal is now to offer building services unsurpassed anywhere in the Midwest.

We truly believe that Metropolitan Square offers an environment, amenities and building services that will allow your business to grow and prosper unlike anywhere else. We work hard every day to ensure a continued level of quality.

While we strive to provide a responsive and proactive level of service, we encourage you to communicate with us whenever you require assistance or special consideration. We're always interested in your comments and suggestions.

This Building Manual has been created for you by the Management Office of JLL to provide information about building policies and procedures and other helpful information pertaining to the building. We suggest that you keep it in an easily accessible location as you may want to refer to it periodically. We will continue to update pages as information changes and will forward these to you on an on-going basis.

Again, welcome! Please contact us at 314-436-1212 should you require any assistance or have any questions.

Warm regards,

Larry J. Hunkins
Vice President/General Manager
Metropolitan Square

Metropolitan Square

Management Objective and Philosophy

While location is an important aspect of real estate, the management staff at Metropolitan Square realizes that the key to quality management is handling each tenant as its most important asset.

In order to be successful, an office environment must be more than a sheltered workshop, it must create an environment in which our tenants will grow and prosper. We believe that total property management is best accomplished by effectively serving our tenant's needs with dedication, communication and expertise whether the tenant occupies the Grand Lobby level retail space or the high-rise office space.

Your involvement and communication with our management team is essential to develop a two-way dialogue and to enable our ability to fulfill your expectations. Primary management contacts within Metropolitan Square are your Vice President/General Manager for on-going building operations; our Chief Engineer and his staff for maintenance and structural needs and our entire administrative staff for their supportive roles.

Our Vice President/General Manager is a representative of JLL. Their responsibility is to ensure a secure, attractive and efficiently maintained environment for your firm.

A staff of engineers, housekeepers, security officers, window washers, brass cleaners, elevator repairmen, parking attendants, marble cleaners and administrative personnel are in place to serve you.

The Chief Engineer and his staff are also representatives of JLL and are responsible for the maintenance and structural needs of the physical environment of Metropolitan Square.

The Vice President/General Manager has the responsibility to maintain good and clear communication between JLL and the building's tenants. Additionally, the management team is responsible for representing the building to the general community with the goal of preserving the building's image and securing a thriving downtown St. Louis environment conducive to a long-term business presence at this location.

From architecture and construction, to amenities and management, to being a good community neighbor and participating in local policymaking, we insist upon the highest standards of quality at every level. This is evident at Metropolitan Square in the selection of materials and finishes throughout the building as well as the array of restaurants, retail services, business support services and other amenities that are beneficial to your business and found in abundance within and around Metropolitan Square.

Management Office

Names and Phone Numbers

Management Office

JLL

211 N. Broadway, Suite 1290

Telephone 314-436-1212

Fax 314-436-7391

www.onemetropolitansquare.com

Vice President/General Manager

Larry J. Hunkins

Larry is responsible for the efficient operation and management of Metropolitan Square. His goal is to maximize performance, profitability and protection of the building for the Owner. He organizes all assignments by communicating company goals, issues and strategies that helps to maintain an effective working relationship with all tenants, vendors and associates. His experience in construction management and leasing has proven to be a real asset for Metropolitan Square. *Larry has been in property management since 1990. He served as the BOMA President in 1998 and remains an active member today. He is currently serving as the Treasurer of the Downtown St. Louis Partnership and is a member of the St. Louis Real Estate Association & holds a Missouri Real Estate Broker License*

Chief Engineer

Mark Keim

Mark is responsible for overseeing all mechanical, electrical and plumbing equipment throughout the entire building. In addition, he is responsible for building maintenance projects and works closely with construction companies to ensure building standards are met in accordance with a Class A building. He is also responsible for supervising the engineering staff here at Metropolitan Square. *Mark has had experience in building maintenance since 1989 and has been affiliated with Metropolitan Square since 1997. He has an Associate of Applied Science Degree in Heating, Cooling and Refrigeration from Jefferson College. He obtained LEED Green Associate and maintains an EPA Universal Refrigerant Certification and also participates in several courses related to facility operations and air conditioning.*

Assistant Chief Engineer

Chris Roberts

Chris is responsible for assisting and supporting the Chief Engineer in every aspect of high-rise maintenance. *Chris has worked at the Metropolitan Square building since 1997. He maintains an EPA Universal Refrigerant Certification and also participates in several courses related to facility operations and air conditioning.*

Property Administrator

Christina Davis

Christina is responsible for the daily processing of invoices, handles insurance claims, and schedules the use of the conference center by our tenants. She is the administrator of the building access card computer and is also in charge of coordinating all of our tenant events. This position provides direct support to the Vice President/General Manager. *Christina has worked in an office-related environment since 2004.*

Property Administrator

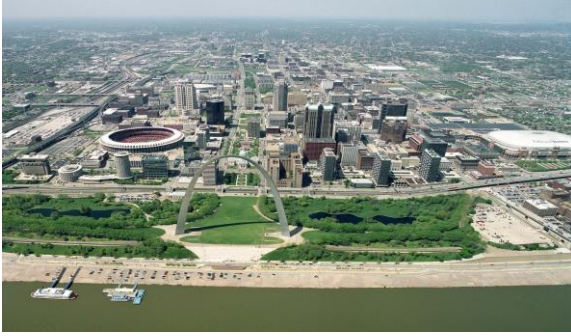
Susan Nielsen

Susan is responsible for the daily & monthly accounting procedures, processing the monthly tenant billings and overseeing the various contracted services here at Metropolitan Square. Her area of responsibilities includes landscaping, cleaning, metal/stone maintenance, seasonal decorating and overall operational procedures for the building. Susan's accounting experience has proven to be invaluable in assisting the Vice President/General Manager in quarterly projections, budgets, escalation calculations and various month and year-end requirements. *Susan has worked in the accounting field since 1992.*

Tenant Services Coordinator

Tracy Rogier

Tracy is the administrator of the website-based 360Facility program used by the buildings tenants that automatically is sent to the management office to dispatch, track and invoice service requests. She also provides clerical support in maintaining the lobby directory, tenant emergency lists and other forms used by our entire staff. *Tracy has worked in an office-related environment since 1997.*



Leasing

David Steinbach

David Steinbach is an Executive Vice President with JLL specializing in landlord representation. As a landlord representation professional, David acts as an exclusive advocate in all matters pertaining to his clients' properties and related real estate issues.

Mr. Steinbach has represented a broad range of local and national clients. Some of those clients include Positive Investments, Brinkmann Constructors, Duke Realty and Land Dynamics.

With over 15 years of commercial real estate experience in Chicago and St. Louis, Mr. Steinbach brings to the negotiating table a comprehensive understanding of the renewal and relocation process when representing his clients. A former consultant for Accenture, Mr. Steinbach has effective analytical skills and ability to work numbers, breaking down critical financial issues to help achieve his clients' needs. Most notably, he has developed an exceptional practice in the area of early lease restructuring that helped numerous Landlord's achieve favorable lease terms for financing and sale of their portfolio properties.

Mr. Steinbach is a graduate of Miami University, Oxford, OH. He is licensed real estate salesperson in the State of Missouri and the State of Illinois. His affiliations include the National Association of Realtors, Missouri Association of Realtors, and the St. Louis Association of Realtors.

Ed Backer

Since 2010, Ed has participated in over 100 commercial sale and lease transactions with local and nationally recognized companies. Ed is a graduate of Saint Louis University's John Cook School of Business where he received his Bachelor of Science in Finance. He is a licensed salesperson in the state of Missouri and member of the St. Louis Association of Realtors (SLAR) and Urban Land Institute (ULI). Edward also serves on the board of Friends of Arch Grants and is a parishioner of St. Clement Parish in Des Peres.

Move-In/Out Information

The Management team works with moving companies on behalf of Metropolitan Square tenants and we are pleased to offer this service to new tenants of the building. Building management personnel are available to coordinate the use of the freight elevators for tenants moving in and out of the building. The freight elevators can be reserved Monday through Friday after 6:00 p.m. and any time on Saturday and Sunday.

Building tenants are responsible for moving all supplies, furniture, fixtures, and personal property into and out of Metropolitan Square. For your convenience we recommend the selection of a moving company that is familiar with the building's moving procedures and insurance requirements. This information can be obtained by contacting the Management Office.

Loading Dock

The loading dock is located on the north side of Pine Street between Broadway and 6th Street.

The freight service elevators and the loading dock platform are available for use by all tenants (scheduling with the Management Office). As a courtesy to all tenants and to maintain a professional ambience in the building, equipment, materials, furniture, packages, supplies and other deliveries are not to be received through the Grand Lobby or in the passenger elevators.

Guidelines are as follows:

- Passenger elevators are to be used for transporting passengers only.
- Movers must use dollies with rubber wheels.
- Safes and other large heavy objects are to be transported by the freight service elevator only and must be within elevator load limits.
- If the freight service elevator is damaged during a tenant move-in or during a normal delivery, the Management Office will arrange for repair of the damage. Tenants will be responsible for costs associated with the repair of damaged elevators, floors and/or walls due to negligent delivery practices. An elevator operator may be designated by the Management Office to operate the elevator which is used for a tenant move-in/move-out.
- Tenants, their movers or agents must be certain that no movers or delivery people place a load that exceeds the load per square foot on any floor of the premises. Contact the Management Office for details on load factors.
- When a move is complete, the tenant may request a special clean-up by contacting the Management Office so it can be scheduled.
- In accordance with building insurance requirements, moving companies working within Metropolitan Square are required to submit a current Certificate of Insurance to the Management Office *prior* to entering the building.

Keys and Locks

When the lease agreement has been finalized, please contact the Management Office with your request for interior lock and key requirements. Be sure to include details of which offices require locks, how many keys are required for each lock and which locks should use the same key. A floor plan from your space planner complete with room numbers proves useful for this purpose.

At a minimal charge, additional keys may be requested at any time by contacting the Management Office.

The Management Office retains a master key accessing all building locations for emergency situations.

The Management Office must key doors to all leased and public spaces within Metropolitan Square. *No private locks are permitted.*

Security Access Cards

After-hours access to tenant floors is card-controlled and monitored by the Security Console staff. “After-hours” is the period from 6:00 p.m. to 7:30 a.m., Monday through Friday; all day on Saturdays, Sundays and national holidays. Access Cards are designed to provide access to specific floors occupied by a tenant *after* regular business hours. Additionally, the cards are used to provide parking privileges to those who are entitled.

Please provide to the Management Office, in writing, a list of all employees who will require an Access Card. Indicate whether the person is to receive parking privileges in accordance with your lease agreement. We will also need to know if an employee will need to utilize the freight elevators on a regular basis. Freight elevators require access card entry at all times. It is not necessary to provide an access card to employees who *will not* be coming in after-hours, weekends or on holidays.

The building provides Access Cards for employees with parking privileges free of charge. Lost or stolen cards can be replaced with a \$15 replacement fee. (Occasionally parking may be offered on a month-to-month basis and will be based on availability only).



Signage

Tenant directional signage is provided on multi-tenant floors. Each floor features a signpost in the elevator lobby with one sign plate for each tenant. These sign plates are building standard signs consisting of black lexon with vinyl lettering. They list the full name of the tenant, suite number and a directional arrow.

One standard client sign at the entry door to each client suite is also provided. The building standard is 4" raised brass lettering for the suite number and 1 ½" black lettering on gold signage for the company name. Initially, the General Contractor will order and install signage. Thereafter, building management personnel will order and arrange to have signage installed.

Please provide to the Management Office the official name of your company as you wish for it to be displayed on your building standard signage. We would request this information be confirmed prior to your move-in. This will enable us to have the signage installed in conjunction with your move-in.

Grand Lobby Directory

Metropolitan Square features a fully automated directory system in the Grand Lobby. This system is comprised of four separate marble encased directory consoles enabling visitors to access tenant information based on company name or individuals within each respective company. The directory is capable of holding thousands of employee names and lists each person's company name and suite number.

Additionally, there is a separate company listing that directs visitors to the appropriate location for each company. Because the system is computerized, it can be up-dated and maintained easily so that information is always current.

Please provide to the Management Office, in writing, a list of the personnel who should be included in the directory as well as the formal listing of you're company as you would like it to be displayed. Employee titles may be included on the directory and if your company is known by more than one name (or you have subsidiaries) please include this information.

Contact the Management Office for questions regarding the directory system.

Tenant Contact

The management office requires that each company designate a "Tenant Contact". This person is chosen by the company to make decisions on behalf of the company. The person who is the tenant contact becomes the liaison between the company and the Management Office and receives all the correspondence from the building. Additionally, the tenant contact is the only person empowered to request and approve billable services provided by the Management Office.

This person will be set up as a website user in conjunction with our maintenance/cleaning request system. (See more information on this subject on page 14 in the "Building Policies" section of this manual).

Emergency Information

It is necessary for the Management Office to maintain an informational database pertaining to each tenant in the case of an after-hour emergency situation. This list is *strictly confidential* and contains all methods of contacting person(s) responsible for making decisions on behalf of your company (i.e. home phone, cell phone number, vacation home number, etc).

The list should also include the names of person(s) responsible for responding to various types of emergencies. For example, a company's computer department may have a designated emergency contact person that would need to be contacted because of the nature of the equipment involved and the expertise required in resolving technical problems. (See the "Forms" section for a copy of the "Key Tenant Personnel" Form).

Individuals Needing Assistance

In order to properly respond to an emergency, the Management Office: maintains a confidential up-to-date roster of all persons that require assistance during an evacuation due to permanent or temporary disability. Please provide in writing the names of all persons who will require this assistance. (See the "Forms" section for a copy of the "Individuals Needing Assistance" Form).

Floor Warden

The emergency response system relies upon the use of a network of "floor wardens" to ensure the smooth evacuation of tenant spaces in the event of an emergency.

Detailed information about the responsibilities of the various emergency response team members can be found In the Occupant Handbook.

If your company occupies one full floor or part of a floor, please select a floor warden and two deputy wardens. If your company occupies more than one full floor of the building, please designate a floor warden, two deputy floor wardens, a male searcher and a female searcher for each floor. You will be contacted soon after you arrive and asked to submit the Emergency Forms to the Management Office. (See the "Forms" section for a copy of the "Emergency Organization Team" Form).

Move-In Summary Checklist

- ✓ **Loading Dock Procedures**
- ✓ **Key and Lock Information**
- ✓ **Security Access Card Information**
- ✓ **Signage Information**
- ✓ **Grand Lobby Directory**
- ✓ **Tenant Contact Designations**
- ✓ **Emergency Information**
- ✓ **Individuals Needing Assistance**
- ✓ **Floor Warden Designations**
- ✓ **Move-In Summary Checklist**

Building Policies

Rent Payments

Metropolitan Square tenants receive a monthly Billing Statement on the 25th of each month. In order for us to expedite the handling of your payments promptly and accurately, please include the following information on your check or check stub.

- 1) Tenant ID Number
- 2) Lease ID Number

This information as well as the payment address can be found at the top of the Billing Statement.

Rent payments are due on the first of every month to avoid being charged a late fee. Please contact the management office with any questions or concerns regarding your monthly charges.

Building Hours

The building is open every day of the year, 24 hours a day for people that have access cards. After-hours are between 6:00 p.m. and 7:30 a.m. Monday through Friday, weekends and on national holidays. Below are the following after-hour access procedures.

After-Hours Access

Anyone requiring access to the building after-hours *will need an access card.*

For employees who arrive early to work, work late or work on weekend's access cards may be obtained through the Management Office at the request of the "Tenant Contact". Access cards permit employees to access their floor before or after regular business hours and on weekends. Lost or stolen cards are replaced please see the management office for information.

Access cards are numbered and not transferable. If a card is to be cancelled because of a termination or loss, immediately notify the Management Office. The card will become inoperative and access will be denied to anyone possessing the card. Access cards that were reported lost but are subsequently found should be returned to the Management Office and a credit will be issued for the replacement card cost if a deposit is due to be refunded.

To use your access card simply swipe the card against the gold octagon emblem embedded on the right wall of the elevator as you enter and press your floor number. If access is authorized, the floor number will illuminate.

If a tenant possesses a valid security access card but does not have it with them when they attempt to use the elevators, security may grant access with adequate proof of identity.

If an individual attempts to enter the building after regular operating hours and has not been issued an access card, security will call the "Tenant Contact" to obtain verbal access approval. *Only after the person is approved by the authorized contact* will the individual be provided access. They will also be asked to sign the log at the Security Console. The name of the person authorizing access will be printed in the "authorizing signature" block. It is the responsibility of the tenant to issue cards to their employees in order to avoid inconveniences to everyone involved.

After-hour "visitors" must be escorted to a tenant space by an employee of the company. The Security Guard on duty will contact the employee by telephone, so that he/she can proceed to the Grand Lobby to meet and sign-in the visitor.

Unless these variables are met UNDER NO CIRCUMSTANCES WILL ANYONE BE PERMITTED ACCESS TO THE TOWER FLOORS!

Building Holiday Schedule

Metropolitan Square ceases regular operating hours to recognize the following national holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Access to the building on these days will require use of a security access card or pre-approval by the authorized client contact.

HVAC Service

Regular Hours

Heating, Ventilation and Air Conditioning (HVAC) is provided in each suite Monday through Friday 8:00 a.m. to 6:00 p.m. and Saturday morning from 9:00 a.m. until 1:00 p.m. (Times may vary so please refer to your lease for more details). Saturday HVAC service is handled just like the After-Hours HVAC service (see below). No additional charges will apply if within the regular hours of operation. Thermostat levels are established to maintain a reasonable comfort level while meeting our responsibility to achieve efficient energy management.

Adjustment of individual thermostats will result in affecting the temperature in both the tenant space and adjoining areas. Therefore, please be sure your employees *do not* adjust the thermostats. If an area of your suite becomes uncomfortable, notify the Management Office and the proper adjustments will be made.

Blinds and/or window coverings have been installed in some suites for your convenience as well as for additional energy conservation. These window coverings should remain closed during periods of direct sun to allow adequate temperature control and to assure employee comfort. During the summer, it is requested that these window coverings be closed at the end of each day so that the building will cool more efficiently during the hot summer days.

HVAC Service

After-Hours

If HVAC service is required at any time other than regular building operating hours, please contact the Management Office. Charges for over-time HVAC are calculated at month-end and will be billed to you separately. Rates are specified in your lease or may be obtained from the Management Office. If the building management office is closed and you require HVAC, contact the security officer on duty at the Security Console (314-436-7496) and they will be able to assist you.

Maintenance/Housekeeping Requests

360Facility is a web-based system used by our tenants for maintenance and cleaning requests. Upon your arrival, a representative from our company will contact your "Tenant Contact" and present a brief demonstration on how to use this system. *You have the option of calling in your requests if you choose not to submit your requests via the internet.*

After your request is received it will be dispatched to the appropriate department. Upon completion of the task you will be notified via e-mail that your request has been completed and if applicable, a brief description of what was done to correct the problem. We urge you to retain a copy of these requests in order for you to reconcile your invoices if a charge is warranted.

The maintenance staff will assist with routine maintenance including temperature adjustments, light bulb replacement, plumbing and electrical issues. The cost for non-routine maintenance is at a marketable rate per hour billed in increments of 15 minutes, with a 15 minute minimum. The building management staff strongly encourages tenants to report any problems that are seen within the building. Please do not assume someone else has already reported the problem. We appreciate your cooperation. Requests regarding housekeeping services also come through the Management Office. If special services are requested and not covered under routine maintenance, these services will be provided at the tenant's expense.



Smoking

As of July 1, 2017 the Metropolitan Square became smoke free. Smoking is not permitted anywhere within the public spaces of Metropolitan Square. This includes all restrooms, hallways, stairwells, elevators, lobbies, vacant spaces, parking garage, anywhere in and around the outside perimeter of the building. Tenants are strongly urged to utilize the public sidewalk for smoking and to properly dispose of their cigarette butts and other smoking-related items.

Property Removal Forms

People leaving the building with furniture, tools, computers, large office equipment, etc. will be asked to present the security staff with a Property Removal Form. This form should be signed by an authorized signatory of the company. Inspection of removal forms by security personnel is done throughout the business day and after hours. Security personnel have been instructed to request a Property Removal Form. Please cooperate with them as this protects *your* property. (See the "Forms" section for a copy of the "Property Removal Form.")

Open Flames

It is a building policy that open flames are not permitted anywhere within Metropolitan Square. This policy applies to candles and the use of sterno.

Space Heaters/Electrical Fans

A fire ordinance in the City of St. Louis prohibits the use of any space heater or electrical fan unless the equipment and its use are personally inspected and approved by the City of St. Louis Fire Marshall. As a result of these considerations, it is the policy of **Metropolitan Square that the use of space heaters and/or electrical fans are not permitted within the building.**

The engineering staff of Metropolitan Square works diligently to provide a comfortable working climate for the occupants of the building. If any area becomes uncomfortable the staff will quickly complete whatever adjustments are necessary to ensure all occupants of that area are pleased with the temperature.

Insurance Requirements

Your lease agreement with Metropolitan Square specifies the limit requirements and the types of insurance that must be maintained to continue your occupancy in the building. A valid Certificate of Insurance must be on file in the Management Office at all times. Should you have questions pertaining to your Certificate of Insurance or insurance requirements, please contact the Management Office.

Also contractors, vendors, moving companies, etc. contracted by your company are required to have a Certificate of Insurance on file in the building management office. Contact the Management Office for limit requirements or direct your contractor to the Management Office for this information.

Building Construction

Occasionally it is necessary for construction to be completed by the Management Office that may require your cooperation. Building management may deem it necessary to enter your space in order to accommodate a tenant's lease. In these instances, the Management Office will make every effort to restrict activities that could be inconvenient to existing tenants. Should it be necessary to complete a task that will generate unreasonable noise levels, these activities will be scheduled outside of normal operating hours.

Window Coverings

Window coverings are not permitted within Metropolitan Square except with prior approval of the Management Office.

Use of Common Areas

The building management office is responsible for operating and controlling the common areas of the building. The common areas consist of hallways, restrooms, elevator lobbies, freight elevator landings and the Grand Lobby. These areas shall not be obstructed by any tenant or used for any purpose other than the ingress or egress to and from the tenant's premises.

No tenant shall place mats, trash or other objects in the common areas at any time.

Noise Restrictions

Tenants must not hinder a comfortable working environment for other tenants within the building. No tenant will be permitted to generate noise at a level that hinders the use and enjoyment of any area outside of that tenant's leased premises.

Pets: Animals, Birds, Etc.

Pets and other animals are not permitted within Metropolitan Square at any time. Service animals such as guide dogs, signal dogs or other animal individually trained to provide assistance to an individual with a disability are permitted and welcome in the building. Should you require assistance or special consideration involving a working animal within the building, please contact the Management Office.

Cooking Regulations

Cooking by any means other than a microwave oven is not permitted within Metropolitan Square, except in an area specified by a lease arrangement.

Hazardous Materials

Tenants must comply with the City of St. Louis, State of Missouri and federally mandated waste disposal and removal practices, laws, orders and regulations (present and future) concerning the collection, sorting, separation, and recycling of waste products, chemicals, garbage, refuse, trash, newspapers and other materials used in tenant operations. Disposal of hazardous waste must follow strict federal guidelines. Tenants who do not dispose of their waste in the prescribed manner will be charged a fee to cover the cost of sorting and disposing of the waste.

Sleeping In the Building

Sleeping in the building or utilization of any space within Metropolitan Square for overnight accommodations or residency is not permitted.

Structural Changes to Leased Premises

No tenant shall be permitted to alter the structure of their leased space without prior approval of the Building Management. Building structures include such things as flooring, walls, wall covering, ceiling tiles, heating and air conditioning systems (including ductwork and thermostats) doors, glass partitions and windows, sinks, fixed countertops and desks, lights and lighting fixtures and any other non-temporary, non-portable, or structural aspects of the leased premises.

All construction within the building must be pre-approved by Building Management. Contact the management office for specific procedures as soon as any construction or structural change is contemplated within your leased area.

Antennas and Satellite Dishes

Antennas and satellite dishes are permitted at Metropolitan Square *after* completion of a proper lease modification. Contact the Management Office if your company wishes to install either of these items.

Single-Stream Recycling

Metropolitan Square actively recycles paper, cardboard, glass, plastics and aluminum cans. A recycling bin is located on each floor in the freight elevator landing. Recyclable items include:

- Copy Paper
- Cardboard
- Computer Paper (Greenbar, Laser)
- Letterhead
- Typing Paper
- Colored Paper
- NCR Forms (carbonless)
- Envelopes (window included)
- Manila Folders
- Newspapers/Magazines
- Shredded paper (must be in plastic bag)
- Aluminum Cans/Glass Bottles
- Telephone Books

Do NOT recycle in Single-Stream Recycling:

- Carbon Paper or Forms
- Binders
- Hanging Folders
- Spiral or Glued Books
- Non-Paper Items
- Trash or garbage of any kind
- Blue Prints
- Copier or Printer Cartridges (bring to recycle area for proper disposal)
- Tyvek Fed Ex Labels
- Thermal Fax Paper
- Plastic Shopping Bags (Please reuse, plastic bags are not compostable OR recyclable)
- Styrofoam
- Batteries/Electronics (bring to recycle area for proper disposal)

The housekeeping crew empties the recycling bins two times each week. **The tenant is required to bring their recycling bins to the freight elevator landing for regular pick up Monday and Thursday by 4:00 p.m.** If you require extra pick-ups or have items that you are unsure how to recycle, please contact the Management Office for assistance.

Electronics Recycling

The management office hosts a building wide event twice a year – spring and fall - for donating un-wanted electronics. We also offer data destruction for items that you want destroyed along with providing a proof of destruction certificate. These items are now being accepted on a year round basis, please contact the management office to schedule your item for drop-off.

Battery, Toner Cartridge and Shoe Recycling

We have separate totes for each of these recyclable items on a year round basis. Please bring down your donations to the recycle area located by the FedEx and UPS drop boxes.

In addition to the environmental benefits of recycling, your company benefits from the recyclable products through reductions in your building operating costs, which includes waste disposal.

Keys

Each tenant is issued keys in accordance with their lease agreement. Additional keys may be purchased from the Management Office at a minimal fee. Should it become necessary to change locks in your suite, install additional locks or install an internal security system, please contact the Management Office. These services carry an additional cost. Upon request of the tenant, quotes for such work will be provided to the tenant prior to the work beginning.

The Management Office must complete all lock changes and key copies. No private locks are permitted on any door within Metropolitan Square.

Energy Conservation

Metropolitan Square appreciates your contribution to energy conservation. The building is equipped with Infracon lighting which automatically activates lighting in rooms where there is movement detected. After a few minutes of non-movement lights are automatically de-activated. The building asks each tenant to be sure appliances, desk lights and office equipment are turned off when employees leave for the evening. In addition, closing blinds slightly during the peak of the day will also help conserve energy and will reduce the building's electrical usage which in turn affects the operational expense.

As a service to our tenants the Vice President/General Manager is available to evaluate your firm's energy conservation measures with the assistance of the building's energy consultant. These professionals can often recommend ideas to help keep energy costs as low as possible. With your continuing effort and our mutual cooperation, a great deal can be done to conserve energy.

Passenger Elevators

Passenger elevator service is available 24 hours a day, seven days a week via eighteen passenger elevators serving the office tower from the Grand Lobby. Three passenger elevators serve all levels of the parking garage from the southeast corner of the Grand Lobby.

All passenger elevators serving the office tower are equipped with a security access card "reader". (Refer to the section titled "After-Hours Access" on Page 14 for more details).

Freight Elevators

Regular operation of the freight elevators occurs between 7:00 a.m. and 5:00 p.m., Monday through Friday. If you anticipate a large delivery during regular business hours, please contact the management office at 314-436-1212 at least 24 hours in advance for scheduling.

This will aid us in avoiding scheduling conflicts with regular tenant deliveries and will also prepare us to provide sufficient staff to provide appropriate assistance.

If a freight elevator is required outside of regular operating hours, please contact the Management Office in advance to reserve the freight for your delivery.

Unannounced arrivals and unscheduled deliveries have access to a freight elevator on a first-come, first-serve basis. Exclusive usage of a freight elevator has to be "reserved" *prior to the delivery*. Contact the Management Office for details.

The freight elevators are equipped with a security access card “reader” that restricts entrance to the tower floors without prior authorization. A Loading Dock Attendant is on duty from 7:00 a.m to 1:00 a.m. Monday through Friday, to coordinate all activities that pertain to this area.

Freight Elevator Cab Information:

- ◆ Platform Size : 8’4” x 5’
- ◆ Height : 9’
- ◆ Weight: 5,000 lbs.
- ◆ Door Opening : 8’ x 4’6”
- ◆ Floor Stops : Ground to 41

The Dock Attendant will provide access to the freight elevator for delivery of items to the floor that is to receive the delivery *only*. If a delivery person is making deliveries to several floors, they must sign in with the Dock Attendant.

Deliveries

Equipment, furniture, large packages, supplies and other property requiring carts are not to be received through the Grand Lobby or in the passenger elevators. The freight elevators are to be used for all deliveries and for moving activities after 1:00 p.m. Couriers to check in at the Security Console. Deliveries will then be directed through the Grand Lobby to the passenger elevators.

Temporary Lobby Signage

On occasion, tenants may wish to display posters in the Grand Lobby for special events. These occasions might include directional signage for an after-hours event or special welcome signage for a particular customer, client, etc. Temporary signage must be pre-approved by the Management Office and displayed on an easel or sign holder (easels are available for use from the

Management Office). To maintain the dignity of the Grand Lobby, the sign must be professionally printed and must be 22”x 28” in size.

Mail and Package Delivery

Incoming mail is available for pick-up at the U. S. Mail Postal Substation adjacent to the loading dock on the 1st floor. Mail can be picked up from 12:30 p.m. through 1:00 p.m. on Monday’s, Tuesday through Friday from 11:30 a.m. until 12:30 p.m. Outgoing mail may be dropped off at the brass mailboxes located in the Grand Lobby or at the U.S. Postal Substation.



Newspapers

If your company subscribes to a newspaper they will be delivered to Dock Security



Also, for your convenience, there is Metropolitan Newstand located in the Grand Lobby.

Overnight Delivery Service

Drop boxes for Federal Express, and UPS are available off the Grand Lobby near the U.S. Mail Substation. Packages are retrieved from these locations at approximately 8:00 p.m. Monday through Friday.

Visitors

Metropolitan Square is considered an "open building" *during regular* business hours Monday through Friday 7:30 a.m. to 6:00 p.m. Visitors are welcome to the building. Certain areas of the building are restricted from public access according to the arrangements with various tenants. After regular business hours visitors must be accompanied at all times by an employee of the tenant in order to have access to a tower floor.

Solicitors

Solicitation is not permitted within Metropolitan Square. If you are approached in your office suite or anywhere within the building immediately contact the Security Officer on duty at (314) 436-7496 or call the management office. If possible, provide a brief description of the person(s). We view solicitation as a violation of your privacy as well as an unwelcome nuisance. It is frequently an opportunity for criminals to familiarize themselves with your space in order to attempt a theft.

Tenant Relations

The management and ownership of Metropolitan Square realize the value of our existing clients and make continuous efforts to reaffirm your decision to remain here. As part of these efforts, a Tenant Relations program has been designed which we feel is unique in the commercial property management industry and intended to make your time here at Metropolitan Square as productive and enjoyable as possible. We truly believe that we offer a program unlike that found at any property in the St. Louis area.

This section will be discussing the three aspects of the Metropolitan Square Tenant Relations Program:

- *Events*
- *Amenities*
- *Community Affairs*

A gray oval with a black border containing the text "Metropolitan Square Tenant Relations".

Metropolitan Square Tenant Relations

*** VENDOR EVENTS * LOCAL ARTISTS *
SPRING EVENT * ANNIVERSARY CAKES
*ICE CREAM SOCIAL
*ANNUAL HOLIDAY BREAKFAST
*FALL PUMPKIN CARVING CONTEST
*HOLIDAY CAROLING *BASEBALL RAFFLES**

Metropolitan Square Events

Crucial components of the Tenant Relations Program at The Metropolitan Square are the events sponsored by the building for the benefit of the tenants. The goal of these events is to make life a little more interesting and to express our appreciation to you for establishing your enterprise here.

New Tenant Welcome

The welcome to The Metropolitan Square comes long before construction of a suite is finished and ready for occupancy. Members of the management staff are constantly in communication with both the contacts and the employees of the new firm to determine what is needed in creating an environment that is functional as well as comfortable.

All members of the management staff are involved in preparing for a new tenant. Signage installation, directory listings and up-dates to our various database systems are put into place prior to the move-in to provide service to you from day one. New staff members are given a full tour of the building by the Building Management office so they are familiar with amenities and features important to them.

The current tenants are introduced to their new neighbor through a gold lettered "welcome" sign displayed in the Grand Lobby announcing the arrival of the new tenant.

Christmas Holidays

Metropolitan Square is in the heart of downtown holiday festivities for the winter season. The most notable exhibit is clearly within the Metropolitan Square building itself. We assemble the largest Christmas tree in St. Louis! It soars to the ceiling at a height of 40 feet! It is fully lit with 16,000 lights and decorated with ornaments comparable to its size.

In conjunction with the many decorations featured in the building, carolers are scheduled during the holiday week that makes the Grand Lobby resound with beautiful holiday music! It is impossible not to be in the holiday spirit at Metropolitan Square!



Annual Holiday Party

Each December Metropolitan Square hosts a holiday party in the Grand Lobby featuring a continental breakfast complete with gourmet coffees and teas. Tenants begin gathering for this annual treat on their way to the office and enjoy happy conversation and good food prior to starting the workday. This event is catered by one of the best caterers in St. Louis.

The holidays at Metropolitan Square enable guests and tenants alike to ponder the merry spectacle and know they are at the center of it all.

Anniversary Cakes

According to the definition, each tenant has an anniversary of their lease and we like to remember that date by presenting them with an Anniversary Cake! The management staff visits each company during the month of their anniversary bearing a cake and utensils. The cake is large enough to serve each employee. Everyone in your company is invited to participate!

This event enables building management an opportunity to thank each one of our tenants for their continuing presence in our building and also allows us an occasion to get together on an informal basis.

Ice Cream Social

St. Louis is notorious for its hot and humid summer months. Therefore, second in popularity only to the building's air conditioning is the Ice Cream Social held in the middle of the summer. Members of the Management Staff "serve up" an ice cream treat for everyone within Metropolitan Square!



Vendor Events

Throughout the year we feature several trade shows located in the Grand Lobby. We have a diverse selection of shows including Book Fairs, Hats & Stuff, Jewelry Shows, and much more.

Halloween Event

During the fall season, a very popular event that has become one the trade marks of Metropolitan Square is the Pumpkin Carving Contest! Building Management provides a pumpkin to each company in the building (and one to each floor for multi-tenants) to be carved, decorated, dressed, painted, etc. in whatever manner deemed appropriate by the designated carver.

These finished jack-o-lanterns are then displayed in the Metropolitan Square Pumpkin Patch in the Grand Lobby. You are the judges! Voting is completed by building tenants and 1st, 2nd and 3rd place winners receive a surprise gift!



Metropolitan Square Amenities

Electronic Directory System

Within four marbled pedestals in the Grand Lobby are four 17" touch screen computer monitors that are the core of the building's information system. This system enables visitors to quickly access the location of a company and/or each individual employee. Since our directory is computerized it can be up-dated easily and as often as needed. Further, the amount of information contained within the system is nearly limitless and the four individual directories ensures there is never a wait for visitors to quickly determine *your* location from the lobby.

High-Speed Internet Data and Wireless Internet

In keeping with the state-of-the-art expectations of our tenants, Metropolitan Square has contracted a fiber optic service for the tenants in the building.

Below is a list of High Speed Providers:

Arch Fiber Networks
AT&T
Century Link
Charter Business
Cogent
Windstream
Directv
Securix
Vertical Television
Wisper

Please contact the Management Office for more details regarding these services, also the provider's information is on our website at onemetropolitansquare.com.

Conference Center

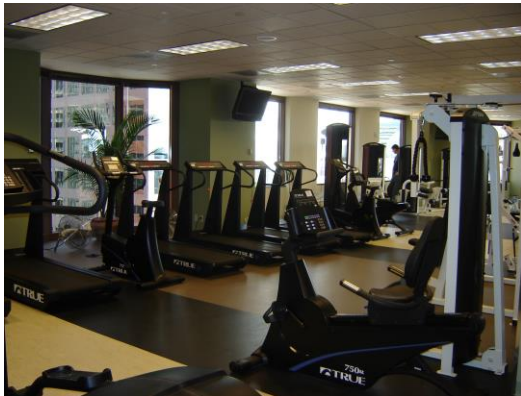
Metropolitan Square offers the use of its 4,611 square foot Conference Center located on the 9th floor for all of our tenants to use for a nominal fee. The conference center is comprised of one (1) large conference room that comfortably seats 60 people and one (1) small conference room that comfortably seats 25 people. The conference rooms are each fully equipped with state-of-the-art audio/visual equipment, internet and wireless internet service, white boards, movable tables, chairs. The conference center has a kitchen with a refrigerator, ice machine, microwave oven, dishwasher and coffee maker. The center also provides a small office for private meetings. Please call the Management Office for additional information. Advance reservations are required. The cost for rental is \$150.00 for up to 4 hours and \$200.00 for 5 or more hours.



Fitness Center

The fitness center is located on the 9th floor and is comprised of 5,566 square feet. For a nominal fee, you can join the fitness center that is only open for the building's tenants. The center is managed and operated by a licensed professional trainer, Troy Cooper, of T. Cooper Total Fitness. The center is equipped with Life Fitness weight equipment machines, True cardio-equipment, free weights. The club fee also includes many different aerobic classes by professional trainers. For more information on the fitness center, you can contact the management office or visit

www.tcoopertotalfitness@hotmail.com



Satellite Television

Our continuing commitment to provide the best office environment services to our tenants has compelled us to team up with Vertical Television, Direct TV and Charter to offer you *real time* information. Our company is aware that events from around the world have direct and immediate impact on today's businesses and it is our goal to keep pace with the growing demand.

Information for this service can be obtained, upon request, from the Management Office.

Grand Lobby Art Gallery

Metropolitan Square was conceived with a commitment to enrich the experiences of pedestrians in downtown St. Louis. The landmark building not only makes a statement as the tallest tower on the city's skyline, it makes an important contribution to downtown St. Louis. The breathtaking art gracing the walls of the soaring 50-foot Grand Lobby is Metropolitan Square's proudest public contribution.

The company recognizes the link between private development and access by the public to cultural amenities such as art . . . a marriage that enhances its properties, supports the arts and revitalizes downtown urban America. On the West wall of the Grand Lobby is the Metropolitan Square Art Gallery, which regularly features St. Louis-based or St. Louis-generated art for the visual benefit of the building clients and visitors.

The art featured in the Gallery is generally available for purchase. Artwork is displayed and alternated on a regular basis to maintain a high level of interest. The opportunity to serve as a forum to the commercial artists in St. Louis is our way of supporting the arts and the artists.



The Metropolitan Square

Murals

The Metropolitan Square murals are the highlight of the lobby designed to contribute to the life and vitality of downtown St. Louis. The magnificent paintings adds aesthetic value and beauty to the city's most celebrated business setting and are unlike anything else in St. Louis.

“Urban Odyssey” by Lincoln Perry

Metropolitan Square commissioned Lincoln Perry to create the cycle of seven 22-foot high murals surrounding the Grand Lobby. Artist Lincoln Perry was born in 1949 in New York City. He graduated from Columbia University Magna Cum Laude in 1971 and has exhibited his work widely since 1979.

“Urban Odyssey” constitutes one of the largest figurative mural projects in the United States, covering 3,344 square feet. In the realm of contemporary art, it is unprecedented in scale, impact and content.

The cycle of murals in “Urban Odyssey” recalls the heroism of an earlier age while still being placed in the late 20th Century. It depicts a modern version of the Homeric tale of Ulysses in a cyclical sequence of scenes using St. Louis landmarks as the settings.

In “Urban Odyssey”, the artist attempts to infuse events of everyday life into a classic heroic theme.

“Urban Odyssey” depicts the cycle in an ordinary man's life. The pattern the artist refers to is a cyclical feeling of years, months and days from sunrise to sunset. His use of color depicts this as the mural moves from cool to warm as time progresses from morning to night and as the story unfolds, from setting out to coming home. The artist's use of light also makes a complete cycle through the series of murals.

In the original “Odyssey” the hero, Ulysses, attempts to return home to his wife Penelope and son Telemachus, after the Trojan War. He is detained for 10 years while dealing with the gods he has offended. In the artist's figurative interpretation, St. Louis becomes the inspiration for his settings. Perry summarizes his murals as follows:

- **The Lotus-Eaters:** Ulysses is detained in a lotus land of abundance where his men are sapped by a narcotic lethargy. (*The mural is set in historic Souldard Market on the south edge of downtown St. Louis*).
- **The Cyclops and the Sirens:**
 - The Cyclops (left):** Held prisoner by the giant one-eyed son of Poseidon the sea god Ulysses cleverly manages to escape at great cost to his crew. (*Metropolitan Square is depicted as the backdrop in this painting*).
 - The Sirens (right):** Ulysses asks to be tied to the mast of his ship so he won't be lured to destruction at the hands of the seductive but dangerous sirens. (*Set against the great four-story marble columns of Metropolitan Square*).
- **Hades:** Aged and blind, Tiresias, (dwelling in the shades of Hades) can tell Ulysses his future and direct his return to Penelope necessitating a trip to the underworld and back. (*A construction site in downtown St. Louis provides the modern setting*).
- **Scylla and Charybdis:** Ulysses has to sail between the sheer rock cliff of Scylla and the whirlpool embodied by Charybdis avoiding both as best as he can. Poseidon is central to Ulysses' struggle homeward.

Complete Auto Wash and Wax (314-621-5711)

Located on the P-2 level of the Metropolitan Square Parking Garage, Complete Car Wash & Wax specializes in car detailing, hand washing and waxing. Tenants of the building simply leave their keys and parking space number with the wash attendant in the morning. When the car is detailed, hand-washed and waxed the keys are delivered to the tenant's office and the car is returned to the same space it had occupied in the morning. - - spotless, of course!

Kemoll's Restaurant (314-421-0555)

This nationally renowned four-star gourmet restaurant located on the 40th floor of Metropolitan Square is open for dinner Monday through Saturday, and for special occasions. This extraordinary million-dollar restaurant has been serving in St. Louis since 1927 and features an unbeatably elegant décor combined with the best Italian food. It is highly regarded as the best of its kind in the country and features authentic Italian cuisine "using only the finest ingredients.

Java Plus (314-436-1600)

Java Plus is located in the lobby of the Metropolitan Square building. They serve handcrafted coffees, breakfast sandwiches, bagels, fresh fruit, pastries, authentic panini sandwiches, soups, salads, wraps and box lunches.



Top of the Met (314-421-0555)

One of the newest additions to Metropolitan Square is a unique and luxurious banquet facility located on the top floor. It is the highest dining facility in the state of Missouri with spectacular views of St. Louis and the Riverfront. The banquet hall is available seven (7) days a week and is ideal for weddings, corporate functions and holiday events. Food is catered by Kemoll's. For more information go to www.kemolls.com



Commerce Bank

(314-746-8926)

Metropolitan Square features a full-service bank with two 24-hour ATMs in the Grand Lobby. Commerce offers a convenient location for your business account and discounted mortgage rates to building tenants.

Metropolitan Newstand

(314-621-2072)

Located on the north side of the Grand Lobby of Metropolitan Square is the Sundry Shop which offers dry-cleaning services, party decorations and an extensive selection of cards, snacks, newspapers and magazines.

Temporary Office Support

Within Metropolitan Square there are a number of companies offering temporary staffing assistance.

Robert Half International

(314-621-8367)

- **Accountemps**
- **Office Team**

Kelly Services Inc.

(314-421-4111)

After-Hour Card Access

Metropolitan Square features after-hour access by the use of a security card access system. All passenger elevators to the office tower and both freight elevators are restricted to use by only those possessing a programmed access card. This feature allows the building occupant to feel secure within his or her space after hours and also enables access to designated floors at all times. Full floor tenants can request elevator access times convenient for their company upon request. Contact the Management Office for more information.

Shoe Shine

The Metropolitan Square building has a shoe shine service located in the main lobby of the building. The hours of operation are normally 8:30 AM – 4:30 PM, Monday through Friday. Call the management office for contact information.

Twenty-Four Hour Security Staff (314-436-7496)

Metropolitan Square and its parking garage are monitored by a security staff at all times. This monitoring consists of extensive patrols by security guards, alarm sensing devices and closed circuit monitor. (Refer to Page 37 for further information).

Loading Dock & Freight Service Elevators

314-436-1212 or 314-436-7496

On the Pine Street side of Metropolitan Square is the loading dock for building tenant deliveries. The two bays at the loading dock are adjacent to the freight service elevators that provide access to all floors of the building. A Security Dock Guard is on duty Monday through Friday from 7:00 a.m. to 1:00 a.m. to schedule and assist large deliveries to the building.

Metropolitan Square Community Affairs

**Downtown Saint Louis Partnership * Building Owners and
Managers Association ***

*** St. Louis Carolers * BJC Mammogram Van***

Push for Pencils

*** American Red Cross Blood Drives * U.S. Marine Corps/
BOMA Toys for Tots Program**

Community Affairs

At The Metropolitan Square we are serious about our responsibility to be a good neighbor and remain involved in supporting the downtown St. Louis area in which we are located. We feel it is our obligation as good citizens to support the region in order to maintain a thriving business climate in the Central Business District. We know that each business located within Metropolitan Square will realize the value of a continued presence here if the building location continues to be “the heart of it all” in downtown St. Louis. The result is happier employees and an environment more conducive to business.

We also recognize that many of those who work within Metropolitan Square have very strong charitable inclinations. In this hectic era of the double-income household we offer the convenience of participating in charitable endeavors at the work location.

This selection will summarize some of our periodic efforts to be a good neighbor and will highlight some of our activities in the past.

American Red Cross Blood Drives

Once each quarter Metropolitan Square hosts a blood drive conducted by the American Red Cross. The population of the building generates approximately 400 units of blood per year to be added to the region's blood supply. It is estimated that each unit of blood donated saves four lives, meaning that the building's efforts in this area give 1,600 people each year the gift of life.

Downtown Saint Louis Partnership

The chamber of commerce for the Central Business District of downtown St. Louis is called Downtown Saint Louis Partnership, Inc. Metropolitan Square staff members have been and continue to be actively involved in this organization as it strives to market the advantages of the downtown location. Those associated with the building have been represented on the following subcommittees: Marketing, Government Affairs, Security and Business Retention & Recruitment. Additionally, we have assisted the organization with its downtown banners program, the Art Loft District Housing Tour, the "Cool Office

Space" Tour for commercial real estate brokers, "That Thursday Thing" street parties and other such events.

Metropolitan Square shares the Downtown Saint Louis Partnership's vision to market the area to others and to continue efforts to maintain viable and valuable business and retail entities in the area.

Toys For Tots

The U.S. Marine Corps teams with the Building Owners and Managers Association (BOMA) each Christmas season to collect toys for needy area children. Metropolitan Square supports this effort by maintaining collection bins in the Grand Lobby each winter. The Metropolitan Square collections have resulted in donations from area Girl Scout troops, corporate donations, individual donations and toys purchased with proceeds from a nationwide charitable auction.

Management Services

Security

The safety and security of Metropolitan Square tenants, employees and guests are a top priority. Security staff is on duty 24 hours a day, seven days a week. Surveillance and command operations are centralized in the Grand Lobby at the Security Console. Specially trained console staff personnel monitor elevator activities and life safety systems.

Please report all thefts, break-ins, vandalism or emergency situations that may occur in your suite to the St. Louis Police Department by dialing 911 immediately. The St. Louis Police Department will respond to all calls. After notifying the St. Louis Police Dept. please contact the Management Office.

Report all activity to the Management Office that appears suspicious or unusual. Please do not assume someone else has reported the problem. We urge everyone to become aware of security procedures to ensure the most secure environment possible.

Security Escorts

A member of our security staff is available to escort any tenant to and from their office after regular working hours, on weekends and on holidays. If you would like a member of the security staff to escort you to your car parked in the building parking garage, call the Security Console at 314-436-7496. A security guard will be dispatched as promptly as possible in the order that calls are received.

The security guards of Metropolitan Square cooperate with guards stationed at the various parking garages in the immediate downtown area. Should someone desire an escort to a garage in the area from Metropolitan Square, our Security staff will escort the person to the property line and will arrange to pass the escort to the security guard at the neighboring garage.

Safety Procedures

- ◆ **Reception Area.** Do not leave your reception area unattended even for a very short period of time. For smaller offices where the receptionist must leave briefly at times to visit the restroom, etc., we suggest purchasing an alarm sensor that will alert employees when someone enters the front door. These types of devices can be purchased at a local electronic store for a nominal fee and is about the size of a small alarm clock. When the receptionist leaves the front desk she simply switches the unit on so others can listen for visitors entering the suite. Upon request, installation can be arranged through the Management Office.
- ◆ **Always turn off your computer to discourage unauthorized use.**
- ◆ **Corridor doors should be locked when vacating your office** or if your reception area is unattended. This is especially true before or after normal working hours and during lunch and coffee break periods.

- ◆ **Personal Property.** Never leave purses on or under your desks. Cash, stamps, parking validated stamps, blank checks, sports and theatre tickets and small office equipment should be secured in locked cabinets at all times! Secure wallets. Many men place their wallets in the pocket of their suit jacket and hang it on the back door. Thieves know this it is the first place they look when entering a professional's office. Remind the men in your office that their wallet is more secure in their back pocket or a locked desk drawer.
 - ◆ **Challenge unfamiliar visitors to your suite.** The success of a theft ring has been attributed to "well-dressed" thieves simply walking past the reception desk at major companies to access private offices. Empower your receptionist by ensuring that no one passes the reception desk unless they are known by them or the visitor is accompanied by another employee.
 - ◆ **Engrave Valuables.** It is suggested that all items of value should be engraved where it can be easily observed without dismantling the object. Participation in this program greatly increases the risk burglars and thieves must take to steal your property. For further information, call the Police Department.
 - ◆ **Terminated Employees.** If an employee leaves your firm under adverse conditions and does not return his/her keys or you suspect that duplicate keys have been made, notify the Management Office at once to request lock replacements.
- The tenant will be solely responsible for all costs associated with the change.
- ◆ **Keep your desks locked.** Remind your staff to lock their desks each evening, especially if you will be away from the office for any extended periods or if company valuables will be kept in the reception area desk.
 - ◆ **Office Visitors.** Be alert of people who enter your office area to ask for directions or to complete job applications. Fraudulent job applicants are frequently petty thieves looking for a quick "score". Call the Management Office or the St. Louis Police Department immediately if you suspect someone of wrongdoing. Likewise, if you see anyone loitering in the hallways or restrooms on your floor contact the Security Console at 314-436-7496.
 - ◆ **Proper Identification.** Demand an ID from vendors and service people who represent themselves as a public utility employee, cleaner, vendor, etc. They should identify themselves before gaining access to areas of the building under your control. All members of the evening crew are required to display an ID badge at all times. The Management Office will notify the "Tenant Contact" when workers will be in their space. **We solicit your help in reporting any incidents where cleaners or vendors have entered your office area without proper identification.**

- ◆ **Doors.** Keep doors locked. Remind your staff to pull their doors closed if they are going to be away from their office. Most people, thieves included, are reluctant to open a closed door if they don't know if someone is on the other side.
- ◆ **Automobiles.** Keep packages out of sight in your car. Remove all packages, clothes or other valuable items from cars that are parked in the garage or on the street. And remember to keep car doors locked at all times.
- ◆ **Equipment removal.** Notify the Security Console at 314-436-7496 anytime you see someone removing typewriters, adding machines or other types of office equipment from the building in a manner that seems suspicious.

Parking

Central Parking manages our garage as well as other garages in the downtown area. If you would like to inquire about other garage locations, please call 314-421-4063.

Parking is available at Metropolitan Square 24 hours a day, seven days a week. Tenants and their guests are welcome to park in our parking facility (with other tenants and the general public) on a daily or monthly basis. Availability of monthly parking and rate information may be obtained by contacting the garage manager at 314-621-1406. Short-term parking is also available. The rates are posted at the garage entrances.

Management requests that tenants, employees and guests observe all restricted zones, speed limits and stop signs. Pedestrians always have the right-of-way. Violators of the city parking regulations may be towed at the vehicle owner's expense. Please turn on your headlights while in the garage

Cleaning/Housekeeping

Standard janitorial service is provided Monday through Friday after regular business hours. Standard office cleaning includes vacuuming, dusting, emptying wastebaskets, etc.

For your protection, please do not place any objects near or against trash receptacles if it is not to be discarded. Please mark boxes and other debris as "trash" if you wish for them to be discarded. The night cleaning crew will not remove them if they are not clearly identified as trash. "Throw Out" stickers are provided by the janitorial company. Please contact the Management Office for a supply of stickers. We appreciate your referring any problems concerning nightly janitorial service to the Assistant General Manager.

One special note: It is against fire code to store trash or other items in the freight elevator vestibule on your floor.

Special Cleaning Service

If you require special cleaning, porter services, shampooing of carpets or other services of this nature, please contact the Management Office. Special services other than standard janitorial services are provided at an additional cost.

Daily Cleaning Specifications (Monday through Friday)

Office/Reception/Elevator Areas

- Empty all waste baskets and trash containers
- Spot clean all glass doors and hardware to remove fingerprints
- Vacuum all carpeted common areas
- Damp mop floors as needed
- Spot clean carpeting as needed
- Sweep all non-carpeted areas

Restrooms

- Re-stock all restroom supplies
- Clean and sanitize all toilets, urinals and sinks
- Clean all mirrors, faucets, countertops, dispensers
- Spot clean fingerprints and marks from walls, partitions, and glass
- Empty and sanitize all waste receptacles
- Damp mop floors

Weekly

Office/Reception/Elevator Areas

- Dust all furniture, file cabinets, windowsills, countertops, etc.
- Buff tile floors
- Dust low reach areas (i.e. chair rungs, furniture ledges, chair rails, etc)
- Dust high reach areas (i.e. partition tops, ledges, picture frames, room corners, etc.)
- Dust wood paneling
- Vacuum offices and workstations

Monthly

Office/Reception/Elevator Areas

- Dust Blinds

Restrooms

- Detergent applied to all walls and partitions.
- Scrub walls & floors

Window Washing

The building's exterior and interior windows are cleaned once a year. The Management Office will notify tenants prior to interior window cleaning.

Building History

October 1984	Start Design
December 1985	Start Construction
January 1989	Grand Opening
May 1989	First Tenant (Commerce Bank)

Building Overview

There are 1.5 Million Square Feet (1,040,829 Rentable Square Feet), 593 feet in height (but not above the Gateway Arch which is 630 feet)

Three parking levels below grade accommodating 444 cars

Four parking levels above grade accommodating 476 cars

There are a total of 18 handicap-parking stalls throughout the garage

Entry Lobby with retail space (18,400 square feet)

Low-rise floors are from 6th to the 16th, with double size floors on 6th and 7th Floors (56,700 GSF each) and standard size floors on 8th through 16th (30,200 GSF each).

Mid-rise floors are from 19th to 29th with 28,900 GSF per floor

High-rise floors are from 30th to 40th with 27,400 GSF per floor

Six elevators serve each of the three rises with transfer floors located on the 16th, 29th, and Ground Floors.

Two service elevators serve all floors, including the 17th and 41st mechanical floors.

A shuttle elevator provides access from the 40th floor to the 42nd floor penthouse
Primary mechanical equipment locations include P-3 parking level, roof above the 7th floor, 17th floor, and 41st floor.

Building heat is all electric. Natural gas has been added for restaurant tenants.

Tenant floors include perimeter electric radiant heat, VAV cooling, condenser water for special needs, and a tenant exhaust system.

There is 13 feet, floor to floor typically, which allows for 9 feet high ceilings.

The building is fully sprinklered with dry pipe systems for the garage levels.

Tenant Finish Standards

Automatic lighting controls for most tenant spaces, including toilets and sinks, using infrared personnel sensors

Three-lamp parabolic light fixtures with electronic ballast's (one per 80 square feet).

3.5 Watts per square feet for power and 2 Watts per square feet for lighting.

Smoke Control System

The ground floor has been separated into two-smoke control zones, with operation similar to the BOCA requirements for a shopping mall. For a lobby fire, the common area HVAC units provide 100% outside air and a smoke exhaust fan is operated in a purge mode. For a tenant fire, the common area HVAC units again provide 100% outside air for pressurization, and a separate tenant smoke exhaust fan operated to prevent smoke migration. Due to the small size of the retail area, all tenant spaces are on one zone. The lobby is also pressurized during any building fire condition, since one of the exit stairs discharge through this space.

For the upper tenant floors, 6th through 42nd, smoke control is provided by operation of HVAC units on 100% outside air, and one return fan operating in an exhaust mode (ducted to outside). If normal power is available, all floors are supplied and the fire floors are exhausted. When operating on emergency power, only the fire floor and the floors above and below are supplied.

Stair pressurization is provided with distribution to multiple injection points not more than eight floors apart.

Elevator machine room HVAC units switch to 100% outside air to assist shaft pressurization.

Wall mounted propeller supply and exhaust fans are provided for mechanical rooms on the 17th and 41st floors.

Building Description by Floor

P-1: Lowest level of parking; includes car wash, underfloor drainage system, sump pump and pressure relief plugs, garage drainage pump and sand/oil interceptor.

P-2: Parking, access to elevator pits

P-3: Parking that extends below sidewalks to curb line; includes high voltage service entrance and lower electrical unit substation, fire pumps, portable water booster pumps, diesel fuel tank and pumps, utility transformer room for Ground floor tenants, entry area unit heaters, lower garage supply fans (4), and CO sensing system.

Ground (AKA: "Grand Lobby): Entry lobby, art gallery and retail space, plus fire command center, security office and loading dock, upper and lower garage entrances and computerized directory. Base building tenant services include closed circuit condenser water, sprinkler grid, sanitary vent and sewer (below floor). Forced air heat is provided at both entrances, and two A/C units can provide up to 90% outside air heated for infiltration control.

P-4: First level of above ground enclosed parking; includes both lobby HVAC units, upper level garage supply fans (4) and a CO sensing system.

P-5: Enclosed parking.

P-6: Enclosed parking; includes lobby return/smoke exhaust ducts and ground floor tenant condenser water pumps.

P-7: Enclosed parking, on top of the Grand Lobby.

6th: Large tenant floor includes garage shuttle elevator machine room, garage exhaust airshafts, and potential opening to floor above. The floor is heated by electric unit heaters located in the ceiling plenum of P-7 parking level below.

7th: This floor is similar to the 6th except with special roof treatment and potential opening for a skylight.

Low Roof: Mechanical penthouse with ground floor exhaust fans, garage exhaust fans (8), evaporative fluid cooler to retail tenant condenser water and tenant air cooled chiller for Kemoll's Restaurant.

8th to 16th: Standard low-rise tenant floors.

17th and 18th: Main mechanical floor; includes chillers (3), chilled and condenser water pumps (8), air handling units (8) and return fans (4) for floors 6 through 31, control air compressor, miscellaneous exhaust and stair pressurization fans, low-rise elevator machine room, electrical substation and maintenance office.

19th to 29th: Mid-rise floors.

30th and 31st: High-rise floors, with mid-rise elevator machine rooms.

32nd to 40th: High-rise floors.

41st: Secondary mechanical floor; includes air handling units (3) and return fans (2) for floors 32 through 40, duplex strainers for cooling tower above, miscellaneous exhaust fans, electrical substation, emergency generators (2 at 750 KVA), lower level of high-rise elevator machine room, and mechanical equipment space for Kemoll's below and Penthouse above.

42nd /Roof: Top of the Met Banquet Facility, cooling tower (3 cell), Kemoll's kitchen exhaust and make-up air unit, upper level of high-rise elevator machine room, and lower level of service elevator machine room.

43rd /Roof: Mechanical space for elevator machine room A/C units, upper level of service elevator machine room, and roof mounted condensing.

Building Fun Facts

- There is approximately 433 tons of marble in the 50 foot high, 35,000 square foot Lobby. This is nearly 38% more than the marble used to create the Lincoln Memorial in Washington DC. Total cost: \$7.15 million dollars.
- There is 3,500 square feet of glass used on the 50-foot high Pilkington Glass wall entrance to the lobby of Metropolitan Square. At \$150 per square foot, the entrance originally cost over half a million dollars.
- Approximately 7,500 tons of steel were used to complete the superstructure of Metropolitan Square. The Eiffel Tower in Paris has 7,000 tons, the Gateway Arch has 5,119 tons, and the St. Louis' Eads Bridge, the first arched steel truss bridge in the world, has 2,390 tons.
- Two emergency diesel generators provide backup power for life safety systems in the event of an emergency.
- One 15-foot granite cornice weighs 32,000 pounds.
- Metropolitan Square is the tallest and largest multi-tenant building in the Midwest outside of Chicago and is 37 feet shorter than the Gateway Arch.
- Met Square required a total of 45,000 cubic yards of concrete for its construction – enough for a two-lane highway 30 miles long.
- During construction, 104,000 cubic yards of earth and subgrade material (approximately 200 million pounds) were cleared - - enough to fill 638 average backyard swimming pools.
- The 50-foot Grand Lobby was designed after London's historic Burlington Arcade.
- The roofline was inspired by the St. Louis University Health Science Center.
- You can see a distance of 35 miles from the 42nd floor of Metropolitan Square.
- The annual Christmas tree installed in the Grand Lobby is one of the tallest in St. Louis and features 16,000 lights.

A Little Bit of History

Judge Jean Baptiste, Charles Lucas, and Colonel Auguste Chouteau, a descendant of one of St. Louis's founders, originally developed the site, which Metropolitan Square now occupies, in 1811.

First major construction was completed in 1829 by Bartholomew Berthold and his wife Peggy Chouteau, when they began to build the Berthold Mansion on the north west corner of 5th Street (now called Broadway) and Pine Street in St. Louis. Although the building currently sits at the heart of it all in modern downtown St. Louis, friends of the Bertholds were amazed that the house was being built so far out in the country!

In 1859, the Bertholds Mansion became headquarters of the Democratic Party in St. Louis. Those were different times then, and the Democrats allowed the mansion to become the stronghold for an organization known as the "Minute Men", a paramilitary organization of the city's Southern sympathizers. On the evening of March 3, 1861, the officers of the Minute Men met to plan a demonstration. The next morning, they flew two pro-secessionist flags: one from the porch of the mansion and the other from the top of the old courthouse down the street. It was in this way that the site, which now contains Metropolitan Square, was also the site where the first Confederate Flag was flown.

On May 23, 1866, Mrs. Pelagie Chouteau Berthold leased the Berthold Mansion to a confectioner. The building was demolished and replaced with one more suitable to his business. In 37 short years, the corner of 5th and Pine Street transformed from an open field in the country, to an opulent Southern Mansion for a wealthy St. Louis family, to the headquarters for an anti-government faction during the Civil War, to a plain old boring bakery. So, it's been over 130 years since the seeds of honest commerce were sowed onto the land that now contains Met Square.

After 1866, the corner of Broadway and Pine contained a bakery, several of the most popular nightclubs in St. Louis and the first 18 story building in St. Louis. In October 1984, plans were begun to create an opulent St. Louis office building on the site and construction began in December 1985.

The place to be on a cold winter's night on January 20, 1989 was the Grand opening Gala of St. Louis's most elegant skyscraper, Metropolitan Square. Guests were greeted in the lobby by staff of uniformed bellhops who checked their furs and distributed champagne. When all had gathered, the final point of the building construction was completed: the placement of the bronze octagon in the center of the Grand Lobby. The highlight of the St. Louis social scene, the formal event was themed "A night on Broadway" and guests were treated to a Kemoll's catered dinner on the unfinished 38th floor, which had been transformed into a 1940's style theatre and nightclub. The evening's main attraction was Tony award winner Rita Moreno, of course, looking stunning in an off the shoulder silver sequined gown and wearing elegant matching earrings the size of hood ornaments. The rest of the country was celebrating the inauguration of President George Bush, but this night in St. Louis belonged to Metropolitan Square.

Forms

The next section contains the forms mentioned in this book.