

**1515 & 1555 POYDRAS
TENANT HANDBOOK**

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I. INTRODUCTION

This Tenant Handbook was prepared for you, the managers and employees of the tenants at **1515** and **1555** Poydras. It is your primary source for answers to questions you may have regarding rules, policies, procedures, services and amenities, as well as basic facts about **1515** and **1555** Poydras. Certain sections of the manual pertain to the specific building in which you will be located. Each employee should review this Handbook. If you have any questions, or suggestions, please feel free to contact the management office of the building at 585-2670.

This Handbook does not cover emergency procedures for the building. Please refer to your Occupant Emergency Procedures Handbook for all emergency procedures. **It is your responsibility to train your employee's on all emergency procedures for the building.**

Please keep this Handbook in a location where it is accessible to all employees. The Table of Contents is designed to help you research questions quickly and easily.

Sections of this Handbook will be updated as policies are added and/or revised. We will provide you with copies of such changes to replace the outdated sections.

Welcome!



II. TENANT INFORMATION

**Subway
1515 Poydras Street, Suite 160
New Orleans, Louisiana 70112**

Mailbox: Post office box **#46** has been assigned to your company. It is NOT necessary to list this number in your mailing address.

Rental payments or other monies due shall be paid in advance on the first business day of each month.

Check may be mailed to the follow address: **East Skelly LLC
33801 Treasury Center
Chicago, IL 60694-3800**

The Landlord's federal tax ID number is: **31-6401653**

Please remit all checks payable to East Skelly LLC

We ask that within 3 weeks of your move to «Building» Poydras that you allow us approximately 30 minutes to show a video on the security and safety procedures of the 1515/1555 Poydras Buildings. We ask that as many of your employees as possible attend the viewing but at a minimum that all managers attend.

A. FLOOR PLAN

III. TELEPHONE NUMBERS



MANAGEMENT OFFICE

Jones Lang LaSalle Americas, Inc.

585-2670

COMPUTER TRAINING

Momentum

1555 Poydras Suite 1800

523-5111

DENTIST

Dr. John J. Colomb

1515 Poydras Street Suite 1480

523-3160

DRY CLEANING

Eric's Specialty Cleaner's

Delivery service available

833-3894

GENERAL

Ambulance/Paramedics (Fire Dept.)

911

**New Orleans Fire Department
Non-Emergency**

**911
483-2550**

**New Orleans Police Department
Non-Emergency**

**911
821-2222**

Directory Assistance

1411

**Post Office (70112 Zip Code Area)
701 Loyola Ave
Postal Service Information**

589-1111/1112

Time

887-1111 ext 1412

Weather-Local

887-1111 ext 8888

Weather-Nat'l Traveler's Forecast

887-1111 ext 1418

HOSPITALS

Ambulance/Paramedics		911
University Hospital Campus		588-3000
1532 Tulane Avenue		
Emergency Room		588-3144
Patient Information		588-3105
Ochsner Medical Foundation		842-3000
1514 Jefferson Highway		
Emergency Room		842-3460
Patient Information		842-3380
Touro		897-7011
1401 Foucher Street		
Emergency Room		897-8250
Patient Information		897-8680

HOTELS

Comfort Inn	1315 Gravier Street	586-0100
La Pavillon Hotel	833 Poydras Street	581-3111
Queen and Crescent Hotel	344 Camp Street	587-9700
Radisson Hotel	1500 Canal Street	522-4500

HOTLINES

Crisis Intervention		523-COPE 523-2673
Highway Safety Hotline		1-800-259-4929
New Orleans Police Information Line		821-NOPD 821-6673
Poison Control Center		1-800-256-9822

LIBRARY

New Orleans Main Library	219 Loyola Avenue	529-READ
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MUSEUMS

Aquarium of The Americas	1 Canal Street	565-3033
Louisiana Children's Museum	420 Julia Street	523-1357

Louisiana State Museum	751 Chartres	568-6968
National D-Day Museum	923 Magazine Street	527-6012
New Orleans Museum of Art	City Park	488-2631
Science Center Planetarium and Observatory	409 Williams Blvd.	468-7229

NEWSPAPERS

City Business	111 Veterans Memorial Blvd.	834-9292
Gambit Weekly	3923 Bienville Avenue	486-5900
Times-Picayune	3800 Howard Avenue	822-6660
USA Today	National Customer Service	733-3357
Wall Street Journal	National Customer Service	1-800-Journal

PARKING

Central Parking	1515 Poydras Street	585-2686
Superdome	Sugar Bowl Drive	587-3805
Standard Parking	LaSalle Street (Heal Garage)	524-2919

RESTAURANTS

An outstanding number and variety of fine restaurants mark the area surrounding **1515** and **1555** Poydras. While a comprehensive list of area restaurants would be quite lengthy, a sampling of dining options include the following:

Acme Oyster House	724 Iberville Street	522-5973
Brennan's Restaurant	417 Royal Street	525-9711
Central Grocery	923 Decatur Street	523-1620
Covenant Café	1515 Poydras Street	522-3335
Dome Café in the Superdome	Sugar Bowl Drive	587-3881
Italian Pie	417 S. Rampart Street	522-7552

Mandina's	3800 Canal Street	482-9179
Mulate's	201 Julia Street	522-1492
Poydras Diner	1555 Poydras Street	568-0898
Red Fish Grill	115 Bourbon Street	598-1200

SHOPPING

Canal Place	365 Canal Street	522-9200
Riverwalk Marketplace	1 Poydras Street	522-1555

SUNDRY

Lim's	1555 Poydras Street	523-6421
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TEMPORARY WORKERS

Adecco	1555 Poydras Suite 140	581-9401
ATS Personnel	1515 Poydras Suite 150	522-4000
Kelly Services	1515 Poydras Suite 2280	529-1451
Professional Temporaries	1515 Poydras Suite 2390	522-5665

THEATERS/EVENTS (some venues not currently open / operating)

Contemporary Arts Center	900 Camp Street	528-3800
Entergy IMAX Theatre	1 Canal Street	581-4629
Le Petit Theatre	616 St Peter Street	522-9958
Palace Theatre	1200 Elmwood Park Blvd.	734-2020
Prytania Theatre	5339 Prytania Street	891-2787
State Place Theatre	1108 Canal Street	522-4435
Saenger Performing Arts Center	143 N Rampart	524-2590

TRANSPORTATION

Big Easy Dispatch Service	3328 Bienville Avenue	488-1234
Coleman Cab Co	600 Jackson Avenue	586-0222

Liberty Bell Cab Co	205 S Broad	822-5974
Rollins Cab Service	3328 Bienville Avenue	486-7655
United Cabs	1627 Polymnia Street	522-9771
AAA Limousine Service	3736 W Napoleon Avenue	834-7441
London Livery, LTD	771 Prieur Street	1-800-284-0660
Greyhound Bus Lines	1001 Loyola Avenue	525-6075
Regional Transit Authority	6700 Plaza Drive	242-2600
Park and Ride	901 Convention Center Blvd	566-1010
American Airlines		1-800-433-7300
Continental Airlines		581-2965
Delta Air Lines		1-800-325-1999
Northwest Airlines		1-800-225-2525
Southwest Airline		1-800-435-9792
TWA		1-800-221-2000
United Airlines		1-800-241-6522

TRAVEL AGENCY

Carla Gallo Travel	1555 Poydras Suite 145	524-4848
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VANPOOLING

VPSI Commuter Vanpool		568-8267
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IV. GENERAL INFORMATION

A. JONES LANG LA SALLE AMERICAS, INC.

1515 and **1555** Poydras is managed by a professional management team from Jones Lang LaSalle Americas, Inc. This management team has been chosen for its expertise in managing office properties.

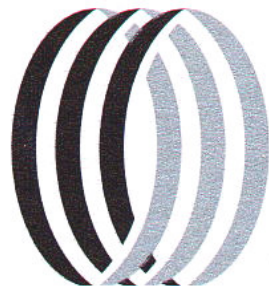
Jones Lang LaSalle Americas, Inc. offers a complete range of real estate services to major corporations, professional organizations, and financial institutions throughout the country. The firm helps its clients identify, evaluate, and execute real estate strategies using state-of-the-art analytical techniques and computerized support systems.

Jones Lang LaSalle Americas, Inc. is the country's largest commercial real estate management and leasing organization in the country. Assignments include office buildings, regional shopping centers, and major industrial parks. Each property is staffed with a trained team of business managers and marketing specialists.

The objective of the management team of **1515** and **1555** Poydras is to provide the **highest quality service** available to ensure your comfort and satisfaction.

Annual tenant surveys and periodic quality control inspections ensure that we continually monitor our own performance, document our strengths, and identify areas where improvements are needed. Our goal is efficient management through careful planning and budgeting, strict control of expenditures, and daily attention to our tenant's needs. Exterior and interior building conditions, physical plant conditions, organization of service areas and maintenance of records, performance of the building vendors, and status of budgeted building improvements are constantly monitored.

Above all, we listen to our tenants and strive to fulfill their service needs. Our goal is to maximize our tenant's business performance so they can easily take advantage of new opportunities. We stand ready to serve, and regard improvement as an ongoing process towards greater excellence in serving our tenants.



JONES LANG
LASALLESM

B. 1515 AND 1555 POYDRAS MANAGEMENT AND LEASING TEAM

The management office of the building is located in Suite 1970 of the **1515** Poydras building. It is open from 8:00 a.m. to 5:30 p.m., Monday through Friday, and is closed on Saturdays, Sundays, and holidays. To contact the management office, please call 585-2670. During non-business hours, please leave a message and your call will be answered the next business day. If it is an emergency, call 585-2670 then dial zero. The courtesy guard on duty will answer the phone and assist you with your need.

The Management Team of **1515** and **1555** Poydras is comprised of the following individuals, all of whom can be reached through the management office:

Greg Riera
Vice President, Leasing Director

585-2678
Manages all building lease transactions; discusses tenant space needs and the appropriate options within the building.

Bill Pietri
General Manager

585-2660
Provides on-site management; coordinates all building activities.

Rosie Albarado
Assistant General Manager

585-2681
Assists the General Manager with building projects and management functions.

Tina Sandrock
Leasing Administrator

585-2665
Coordinates the administrative functions of the management office; assist in Leasing transactions

Marisa McCarron
Property Accountant

585-2687
Responsible for all accounting functions including tenant billing.

Brandy Miller
Tenant Services Representative

585-2677
Coordinates the repair and service needs of tenants. Dispatches appropriate building personnel to respond to tenant requests.



The Engineering Team of **1515** and **1555** Poydras is comprised of the following individuals, all of whom can also be reached through the management office of the building. They oversee the efficient operation of all building systems affecting building services and tenant comfort or safety.

Jacques Legrand
Senior Chief Engineer

585-2697

Nathan Lomonaco
Lead Engineer **1555** Poydras

Wade Beaumont
Lead Engineer **1515** Poydras

Mike Dandry
1555 Poydras Engineer

Lionel Smallwood
1515 Poydras Engineer

Kenny Mayer
1515 Poydras Engineer

Avery Montgomery
Shuttle Bus Driver

C. LOCATION AND BUILDING INFORMATION

The buildings are located in the heart of New Orleans central business district; they are bounded by LaSalle Street to the West, South Robertson to the East, Perdido to the South, Poydras Street to the North, with Freret Street in between.

Description of building

1515

The class “A”, multi-tenant high rise office tower is located in the CBD of New Orleans.

Designed by Skidmore, Owings and Merrill, **1515** was built in 1982. The exterior white architectural concrete produces a dramatic contrast to its neighboring **1555** Poydras gray granite building. East and west walls are hammered finish white architectural concrete punched opening shear walls. The 3-level open garage has similar expression with framed expanded metal mesh in east and west wall openings and smooth finish precast concrete planters on the north and south. The garage provides spaces for 496 cars.

While the building contains a parking garage, parking also accommodated by the Superdome located directly across the street that contains approximately 5,000 covered parking slots.

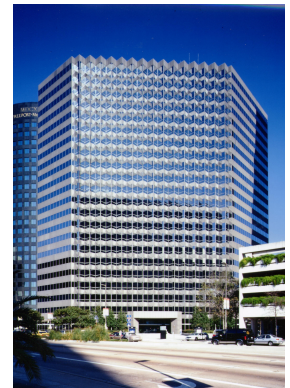
The total building contains 27 floors for a total of 529,474 rentable square feet. Typical floor plates of approximately 22,144 square feet comprise 24 tenant floors, with a 3 floor parking garage on levels 2-4. The building is serviced by 14 computerized Otis elevators (11 passenger; 2 garage; 1 freight).



1555

The class “A”, multi-tenant, high rise office tower is located in the CBD of New Orleans.

Designed by Sikes, Jennings and Kelly of Houston, Texas, **1555** was built in 1981. It features sawtooth bay windows and sleek bands of double-paned reflective glass underlined at each floor by gray bands. Gray granite and anodized aluminum spandrel panels form the exterior. An attached parking facility includes spaces for 512 cars in a covered parking area that provides convenient access to the building lobby. While the building contains a parking garage, parking is also accommodated by the Superdome located directly across the street that contains approximately 5,000 covered parking slots.

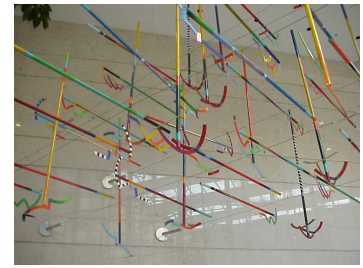


The building contains 467,671 rentable square feet on the 22 stories with typical floor plates of approximately 22,331 rentable square feet. **1555** Poydras is serviced by 13 Schindler computerized elevators (10 passenger; 2 garage; 1 freight).

Artwork

1515

Hanging from the atrium of **1515 Poydras** is an enormous mobile that will change color and shape as the air moves it around. **“Poydras Street Dance: Uptown Second-Line”** is a signature piece for John Scott, a local artist whose work is respected and collected worldwide. The vividly painted steel structure, which has 66 rods attached to 50 foot cables that stretch across the lobby, 12 feet above the floor, was built as a tribute to the “spirit of celebration contained in the second-lines, clubs, jazz festivals and Mardi Gras Indians,” according to Scott.

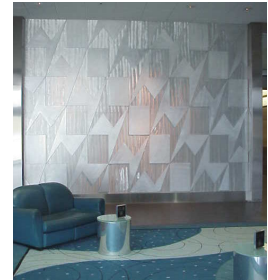


The group of colorful outdoor sculptures in front of **1515 Poydras** are by artist Ida Kohlmeyer, titled **“The Krewe of Poydras”**. The “Krewe”, with its five 43-foot-tall kinetic pieces, captures the energy and vibrancy of Mardi Gras and contrast sharply with the building’s architecturally hard surface. The sculptures have the trademarks of Kohlmeyer’s more recognizable abstract paintings with brilliant colors and geometric configurations.

Paintings in the elevator lobbies and cabs of **1515 Poydras** are by Allison Stewart and Christa Jurasich.

1555

Arthur Silverman’s **“Resolutions in Metal”** can be seen at **1555 Poydras**. The 18-foot by 14-foot brushed aluminum background is broken by geometric relief, which respond to the constant and random light changes coming from above. The light changes give the impression of water sluicing over the brushed aluminum and hand-rubbed steel geometric sculpture.



D. BUILDING HOURS AND HOLIDAYS

Normal hours of operation are 7:00 a.m. to 6:00 p.m., Monday through Friday and 7:00am-12:00pm, on Saturday. Access to the building at other times is restricted to the Poydras Street entrance of the building and is monitored by the building's security personnel.

To provide you with the most effective security, all tenants entering the building after normal hours are required have an access card, show a building key and to sign the register at the security desk before being allowed access to the building. Anyone entering or leaving the building after normal hours will also be required to sign out at the security desk. Security procedures are reviewed in detail in a later section of this manual.

1515 and **1555** Poydras will be officially closed for the observance of the following holidays:

New Year’s Day
Mardi Gras Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day



A courtesy guard will be on duty during each of these holidays. Should you require any cleaning, heating, ventilating, air conditioning or other special services on any of the above holidays, please contact the management office at least 48 hours in advance. Building staff will make every effort to provide you with the requested services. You will be charged for services provided on these days. We will be glad to furnish you with an estimate for these services.

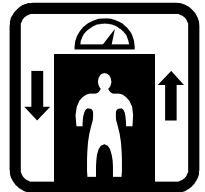
E. HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS



Heating, Ventilating, and Air Conditioning System Overview

The **1515** and **1555** Poydras cooling system are powered by Carrier Centrifugal Chillers. During the summer, cool air is delivered via air-handlers located throughout the building. These fans are controlled by a computerized system designed to control our energy costs. In the winter, electric resistance heat is provided at the perimeter, while the air continually continues to provide cooling for the interior zones, due to the heat load created by people, lights and office equipment.

F. ELEVATOR SERVICE



Elevator service is available 24 hours a day. After normal hours of building operation, the on-site courtesy officer controls the elevators. After you have provided the information required in the security logbook, an elevator will be obtained for your use.

If an elevator fails to operate properly please let building management know immediately. If it is after normal business hours, please advise the on-site courtesy guard.

1515

Elevators to the 5th floor and to each floor to the 16th floor are located on the East Side of the building. These elevators do not go above the 16th floor.

Elevators to the 16th floor and above are located on the West Side of the building. These elevators do not stop at floors 5-15, but proceed directly to the 16th floor and each floor above to the 27th floor.

The 16th floor is serviced by both banks of elevators and may be used as a transfer floor.

1555

Elevators to the 2nd floor and to each floor to the 13th floor are located on the West Side of the building. These elevators do not go above the 13th floor.

Elevators to the 13th floor and each floor to the 22nd floor are located on the East Side of the building. These elevators do not stop at floors 2-12, but proceed directly to the 13th floor and each floor above to the 22nd floor.

Elevators chime at each floor indicating a floor change to persons with a visual disability.

If you are detained inside of the elevator cab due to a malfunction, **REMAIN CALM**. Use the alarm button inside the elevator to signal your stalled status to the Security Desk. You may also use the phone in the elevator to speak directly to the Security Desk and receive instructions on what to do. Your Safety is our #1 concern, so the elevator monitoring company will be contacted to dispatch a trained professional to release you from the elevator as quickly as possible. After your release from the elevator, the elevator will be removed from service until the repair can be completed. The on-site courtesy officer will remain in constant contact to let you know what is being done.

Freight Elevators

The freight car is in operation between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday. It is also available on Saturday with prior written request.

During regular working hours, 7:00 a.m. to 5:00 p.m., Monday through Friday, we cannot reserve the freight elevator for any tenant's exclusive use. It is available on a first come, first serve basis.

If you would like to reserve the freight elevator for any time after 5:00 p.m. or on a Saturday or Sunday, please call the management office of the building and ask to speak to the Tenant Services Representative who will provide you with the request form to be completed. Please understand that we attempt to fill all requests, but due to other users or scheduled maintenance sometimes your request may be denied.

G. DELIVERIES

Deliveries are not allowed to be made through the revolving doors or through the building lobby, all tenant deliveries should be directed to the loading dock area.

Arrangements for delivery of items to your office must be made immediately since no holding area exists at the loading dock. Building personnel cannot take responsibility for accepting deliveries



Delivery personnel are required to use the freight elevators **ONLY**. The passenger elevators may not be used. Please advise all vendors that under no circumstances may deliveries be brought in through the revolving doors or into the building lobby. This regulation extends to mail carriers, armored car personnel, and package delivery services. Wheeled carts must be kept out of the main atrium area and delivery service bicycles must be kept away from the main entrances of the building in order to prevent accidents.

Bicycle Rack

A bicycle rack is provided at each building.

1515

At **1515** the bicycle rack is on the Freret side of the building.

1555

At **1555** the bicycling rack is on the Perdido Street side of the building and inside the parking garage on the first floor.

We need the cooperation of all of our tenants to enforce these regulations. Please instruct all delivery services to use the loading dock and the freight elevators in making their deliveries to your suite.

Deliveries, which cannot be made during regular operational hours, may be scheduled through the Tenant Services Representative in the management office of the building. Please allow 48 hours notice for these special delivery requests. The tenant must have a representative on site to provide access to the suite and sign for the delivery.

Please also note, a certificate of insurance must be on file for all vendors and delivery persons services the building and its tenants. Please contact the Tenant Services Representative in the management office of the building for the insurance requirements or go to section IV. I of the handbook.

REMOVING EQUIPMENT

To remove any equipment or merchandise from the building, you will be required to have written authorization. When preparing a pass, please list on the pass all articles being removed, the date they will be removed, and who will be removing these items. Have the pass signed by an authorized signer in your office. Then bring the completed pass to the Security Desk or fax to the management office of the building. You must use this pass when a tenant or a repairman is removing furniture, boxes, machines, etc. from the building.



H. MAIL SERVICE

U.S. Mail

A mailbox will be assigned to you prior to move in. You will receive one key (at no charge). You may purchase additional keys by written request to our office, for a nominal amount. Notification will be sent to the postman regarding your move-in date and mailbox number.



For stationery orders, please use the building street address and your suite number for ease of access by the postman and your clients/visitors. Mailbox numbers are not to be used as part of the address.

Your Company Name
1515 or 1555 Poydras Street
Your Suite Number
New Orleans, LA 70112

The schedule for mail service is as follows:

1515 Poydras

Delivery: 11:00 a.m.
Pick-ups: 4:00 p.m.

Saturday 1515 and 1555

Pick-up only 2:00 p.m.

1555 Poydras

Delivery: 11:00 a.m.
Pick-ups: 4:00 p.m.

Post offices in the area:

UNITED STATES POSTAL SERVICE

**701 LOYOLA AVE
NEW ORLEANS LA 70113-9998
Phone: 800-275-8777**

**UNITED STATES POSTAL SERVICE
1022 IBERVILLE ST
NEW ORLEANS LA 70112-3145
Phone: 800-275-8777**

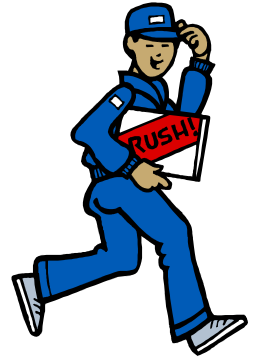
Express Mail

Overnight couriers who have placed drop boxes in the **1515** and **1555** Poydras buildings are listed below along with their daily pick-up times:

1515

The **1515** Poydras building has the following overnight courier drop boxes for use by our tenants. The drop boxes can be found in the rear hallway.

Airborne Freight 1-800-247-2676	5:30 p.m.
Federal Express 1-800-238-5355	6:00 p.m.



No pickup on weekends or holidays.

1555

The **1555** Poydras building has the following overnight courier drop boxes for use by our tenants. The drop box can be found in mailroom in the rear of the main lobby.

UPS 1-800-742-5877	6:15 p.m.
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No pickup on weekends or holidays.

Couriers and Deliveries

Some tenants of the building have couriers who bring mail or express mail to their spaces at times other than regular delivery times. We ask that these couriers abide by the building's delivery procedures. Mail bags and large package deliveries should not be brought through the revolving doors into the main arcade. The loading dock entrance and the freight elevator should be used for these deliveries.

I. MOVE-IN/MOVE-OUT PROCEDURES

The actual move-in of your suite begins with a discussion of your ideas and space needs, and ends with the successful completion of your move.



In between, there is a tremendous amount of planning, estimating and decision-making that must be done within a defined time frame. The Jones Lang LaSalle Americas, Inc. team will assist you in every way possible to insure a smooth and untroubled relocation.

Tenant Responsibilities Prior to Moving In

Your move-in will be coordinated with the management office of the building in order to facilitate a smooth, efficient relocation. Information concerning move-in procedures will be sent to you early in the construction phase. Any arrangements for various trades such as telephone installation, copier installation, etc. should be set up through the management office of the building.

Many of the items that need to be completed before moving in are listed below:

1. Notify the management office of the building regarding the following:
 - a) The name of the tenant representative who will have responsibility for approval of expenditures and setting of policy relating to your suite.
 - b) The phone number of your new suite.
 - c) The date you desire to inspect your suite prior to occupancy.
 - d) The number of suite keys you desire (the first two are complimentary).
 - e) The number of building access cards you desire.
 - h) Your needs regarding building standard corridor identification plaques and directory strips.
 - i) The names of physically challenged employees.
 - j) The name and address for rent billings and other tenant charges.
2. Provide the Post Office with change of address information.
3. Notify the phone company to arrange for installation of new phones and equipment.
4. Follow the "Moving Procedures" described below in executing your move.

Tenant Responsibilities Prior to Moving Out

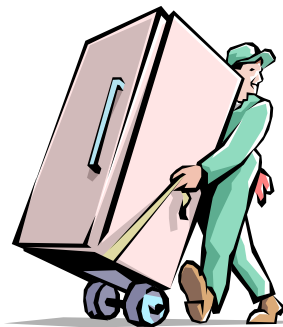
Tenants will benefit by following the procedures listed below before moving out:

1. Contact your telephone company to discontinue service at this building.
2. Turn in your suite keys and building access cards to the management office of the building.
3. Provide management office with forwarding address and phone number.
4. Follow the "Moving Procedures" described below in executing your move.

Moving Procedures

In order for building personnel to accommodate the interests of the tenant and to protect the property, the following policies regarding movement of suite furniture and equipment should be followed. If you have any questions regarding these policies, please contact the Tenant Services Representative in the management office of the building.

1. Schedule as far in advance as possible, your move with the Tenant Services Representative at 585-2670. The move will be scheduled based on the availability of the freight elevator.
2. Provide the management office of the building with a letter listing the following information:
 - a) Date of move.
 - b) Time period the freight elevator will be needed.
 - c) Name and telephone number of the moving company and the name of the moving supervisor for the moving company and tenant.
 - d) Proof of insurance coverage for the moving company in compliance with building requirements.
3. The management office of the building should be advised in writing of any special requirements in connection with the move. For example, if supplies, equipment, etc. are due prior to the move, arrangements must be made for use of the freight elevator.
4. Moving Procedures
 - a) All items to be moved must be taken to the main loading dock,
 - b) Movers must contact the security desk upon arrival at site. The mover will be required to provide identification and state the name of the tenant being moved.
5. The moving company and the tenant will be responsible for leaving the building and premises clean by removing all boxes and other trash generated in the move.
6. **Any and all damage to the building, elevator areas, doors, corridors, tenant spaces, or grounds which the tenant, moving company or its employees or agents cause will be the responsibility of the tenant.** The Landlord will accomplish required repairs with the expense billed to the responsible tenant.



The following section defines specific information that your mover should be told. A copy of this section should be given to those moving companies bidding on your move.

Instructions to Movers



1. Inspection of Premises

The mover is responsible for inspecting the tenant premises prior to the move. The mover should acquaint himself with the conditions existing in the premises, so that he may furnish equipment and labor necessary for the orderly, timely and efficient movement of furnishings and equipment. He should be aware of the facilities of the building and the conditions, including safety precautions, under which the work must be accomplished. **A meeting between the moving company and the Property Manager must be set up prior to the move. Please contact the management office of the building to set up this meeting.**

2. Insurance

The mover shall provide and deliver Certificates of Insurance to Jones Lang LaSalle Americas, Inc. in the management office of the building at least ten (10) days prior to any move. All policies shall indicate that at least ten (10) days prior written notice be delivered to Jones Lang LaSalle Americas, Inc. by the insurer prior to termination, cancellation or material change of such insurance. **Management can refuse to allow the mover access due to insurance. Management can refuse to allow the mover access to the building if the limits provided on the Certificate of Insurance are not acceptable to Jones Lang LaSalle Americas, Inc.**

The mover must, at the mover's sole cost and expense, obtain, maintain and keep in full force and affect the following types of insurance and shall provide management with an appropriate Certificate of Insurance Jones Lang LaSalle Americas, Inc. and East Skelly LLC as additional insureds.

VENDOR INSURANCE

- I. Vendors shall provide the following minimum insurance coverage:
 - A. Commercial General Liability--Combined Single Limit of \$3,000,000 per occurrence and annual aggregate per location. Such insurance shall be broad form and include but not be limited to contractual liability, independent contractor's liability, products and completed operations liability, and personal injury liability. A combination of primary and excess policies may be utilized. Policies shall be primary and non-contributory.
 - B. Worker's Compensation--Statutory limits.
 - C. Employer's Liability--Minimum liability limits of \$1,000,000 bodily injury by accident each accident, \$1,000,000 bodily injury by disease policy limit; \$1,000,000 bodily injury each employee.
 - D. Commercial Automobile Liability--Combined Single Limit - \$1,000,000 per accident. Such insurance shall cover injury (or death) and property damage arising out of the ownership, maintenance, or use of any private passenger or commercial vehicles and of any other equipment required to be licensed for road use.
 - E. Property Insurance--All-risk, replacement cost property insurance to protect against loss of owned or rented equipment and tools brought onto and/or used on any Property by the contractor and, prior to

completion of the Work, any material and equipment which have been incorporated into or which have been delivered to the Building and are awaiting incorporation into the Work.

- F. XCU Coverage--The coverage will not be subject to any of the special property damage liability exclusions, commonly referred to as XCU (explosions, collapse, and underground damage) if the Work shall involve the use of explosives, structural alterations to the Building, or underground work.
- II. Policies described in Sections I.A. and I.D. above shall include the following as additional insured, including their officers, directors, and employees. A GL-2010 Endorsement shall be utilized for the policy(ies) described in Section I.A. above. Please note that the spelling of these parties must be exactly correct or the move will not be allowed to commence.
 - 1. **Jones Lang LaSalle Americas, Inc.**
 - 2. **East Skelly LLC**
 - 3. **Jones Lang LaSalle Services**
- III. Contractor waives any and all rights of subrogation against the parties identified above in Paragraph II above as additional insured.
- V. All policies will be written by companies licensed to do business where the building is located and which have a rating by Best's Key Rating Guide not less than "A-/XII"
- VI. Contractor shall furnish to the Owner Certificate(s) of Insurance evidencing the above coverage. Original Certificate(s) of Insurance must be provided before Contractor commences Work, or Contractor will not be allowed to commence.
- VII. Certificate(s) of Insurance relating to policies required under this Agreement shall contain the following words verbatim:

"It is agreed that this insurance will not be canceled, not renewed, or the limits of coverage in any way reduced without at least thirty (30) day's advance written notice ten (10) days for non-payment of premium sent by certified mail, return receipt requested to:

Jones Lang LaSalle Americas, Inc.
1515 Poydras, Suite 1970
New Orleans, Louisiana 70112

3. Use of Elevators

The freight elevator near the loading dock is to be used for moving. Passenger elevators may not be used to carry equipment or materials to tenant spaces.

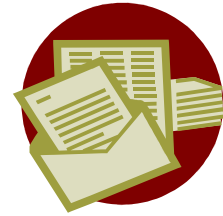
4. Services to be Furnished by Mover

- a) Supervision, Labor, Materials and Equipment - The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated in an orderly, timely and efficient manner. Such equipment shall include among other things dollies, trucks, etc. as may be required. All material handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease and dirt.
- b) Crating, Padding, and Packing Material - The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing material are to be removed by the mover. The mover shall also furnish, install and remove floor covering, along with wall and glass protective material, wherever necessary, to protect the building from damage, as requested by management.

J. BILLING PROCEDURES

Payments

Rent and tenant charges are due and payable as outlined in the lease. Late fees will accrue as outlined in your lease agreement. Please see your **Tenant Information** section for the correct mailing address for your payments.



Billing Address

The billing address should be established prior to move in, and the procedure is listed among the "Tenant Responsibilities Prior to Move In." Management has the capability to send billings to multiple addresses or copies of billings to another address, if desired.

K. SECURITY

The security of our tenants and our building is one of our highest priorities. Consequently, we have developed security measures to control access to the building and to provide a 24-hour staffed security console in the lobby of each building.

Security Staff

1515 and **1555** Poydras maintains a security desk in the lobby of the building. Periodically, courtesy officers will patrol the building and its tenant floors. Our courtesy guards enforce building regulations, maintain order, and are on the alert for any unusual activities within the building.

All persons are required to sign-in and out at the guard station between 6:00 p.m. and 6:00 a.m., Monday through Friday, and all day on holidays and weekends. After hours access to each building is limited to the Poydras Street entrance of the building.



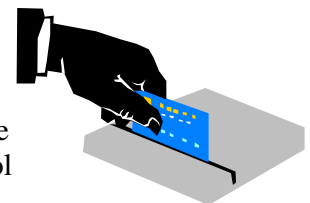
Tenants should carry the correct key to their suite, as building courtesy guards are not allowed to provide tenants access to any spaces or other building areas and the key number must be entered in the security log.

For further protection, courtesy personnel are not permitted to accept any deliveries. All deliveries should be scheduled during normal business hours.

Tenant Building Access

1515 & 1555

To enhance the security of the building, building access cards are required for any individual to enter the building during non-business hours. On the front door of the **1515 & 1555** Poydras Building there is a card reader. The card reader will control the front door during the following periods:



Mon-Fri: 6:00pm thru 6:00am

24 hours Saturday and Sunday and Holidays

Employees with card access to park in 1515 or 1555 garage do NOT need a building access card: use the **same** garage card for the front door of the **1515 & 1555** building. Using a parking garage card to access the reader on the front door will **not** interfere with the in/out sequence that must be maintained to enter the garage.

Employees without card access to garage: Each company will be issued as many cards as requested to access the **1515 & 1555** entrance. We urge you to request cards only for those employees that have approved access to your suite at all times. The cards will **only** access the reader on the front door unless you request weekend garage access. If you want an employee(s) to be able to access the parking garage to work on weekends our parking garage will program those cards and invoice your company \$5.00 each time a card is used to access the garage on weekends. All cards (parking garage and front door) are tracked via our computer.

There is no charge for the initial cards. A \$20 fee per card must be paid if a card is lost, stolen, damaged or not returned. Cards will be issued to your company, and your company is responsible for issuing them to individual employees. Please notify our office **immediately** if a card is lost or stolen so that we can cancel the card to preserve secure access. When an employee is terminated from your employment, his/her Building Access Card should be collected to prevent further access to the building. In addition, it is the tenant's responsibility to recapture the keys of terminated employees in order to maintain the security of the tenant's suite. If replacement locks are needed, because keys have not been collected from the individual(s) who have left your employment, you will be charged for this service.

To receive Building Access cards, the tenant's Office Manager should contact the Tenant Services Representative in the management office of the building.

Non-Building Employees

Tenants of our building may have visitors come to the building after hours and on weekends.

If a building tenant accompanies the guest(s), the guest must present a valid I.D. card.

If an unaccompanied visitor needs access to your suite, we must receive notification in writing twenty-four hours in advance listing the individuals name, company affiliation and approximate time of arrival. You must provide the visitor with a key to your suite; building courtesy guards are not allowed to provide access to any tenant spaces or other building areas.

Your visitor will be required to sign in and provide the required information in the building logbook.

Removing Equipment

To remove any equipment or merchandise from the building, you will be required to have written authorization. When preparing a pass, please list on the pass all articles being removed, the date they will be removed, and who will be removing these items. Have the pass signed by an authorized signer in your office. Then bring the completed pass to the Security Desk or fax to the management office of the building. You must use this pass when a tenant or a repairman is removing furniture, boxes, machines, etc. from the building.

Vendor/Contractor Access

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the management office of the building, which states the name(s) of the individual(s) and the company, the date they will be coming and the approximate time. A brief description of the work to be done should also be included. We also ask that you request the individual/company to provide some form of identification when signing in with the courtesy guard on duty. The company must also have a current, correct certificate of insurance on file with the management office of the building.

Special Keying

All keys in the building are included in a building master key system. This key system is necessary so that the building staff has access to all areas in the event of an emergency. For this reason, we require that no locks are changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be approved by the management office of the building.



As standard building policy, we re-key each suite before new tenants move in. This insures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through written notice to the management office of the building. There is a nominal cost for each additional key.

In response to your internal security needs, we can provide additional services, which include:

- Separately keying individual offices.
- Re-keying the entire suite.

Restroom Locks

As part of our overall security program for the building, we have had locks installed on all restroom doors. These require the use of a code to gain access. Please see the **Tenant Information** (page 2) section of this handbook for the codes for your floor. Please do not disable these locks.

L. PARKING

The parking garages at **1515** and **1555** Poydras are managed by Central Parking. The office of the parking garage is located on the 2nd floor of the parking garage in **1515** Poydras. The parking office can be reached at 585-2686. Office hours are Monday through Friday 8:00am-5:00pm.

The Parking Team of **1515** and **1555** Poydras can be reached through the office of the parking garage:

Elias Kurall
Manager

585-2686

1515

The entrance to the parking garage is on Freret Street, one block off of LaSalle Street between Poydras and Perdido. Entrance to the building from the garage is via two garage elevators located on the LaSalle Street side of the garage.



1555

The entrance to the **1555** parking garage is located on South Robertson, two blocks off of LaSalle between Poydras and Perdido. In addition, during normal business hours only, a second entrance to the garage is available on the Perdido side of the garage. Entrance to the building is via two garage elevators located on the Freret Street side of the garage.

The cashier booth is staffed during the following hours:

1515

Monday-Friday 8:00am-8:00pm

1555

Monday –Friday 8:00am-7:00pm

The parking garages are closed to the public on Saturdays and Sundays. Monthly contract cardholders have access to the garage, with their parking card, 24 hours a day, 7 days a week.

After normal business hours, when the exit gates are closed, parker’s without a monthly contract card will be able to exit the garage by paying a \$5.00 fee (exact change only) to an Auto-cashier.

Monthly contract parker’s are given access cards. The parker’s are required to use their access cards every time they enter and exit the garage. The card must always be used in the proper “IN-OUT” sequence. If this procedure is not followed, the card reader will not permit the card to be used. Improper use may lead to the cardholder being accessed the daily rate for parking and parking privileges rescinded.

Billing for the monthly contract parking is delivered on the 22nd of the month, and due on the 1st. Payments not received by the 5th of the month are subject to cancellations until payment is received. Daily rate charges as a result of late payment are non-refundable.

In the event a cardholder pulls a ticket for any reason, he or she must contact the parking garage office at 585-2686 immediately to avoid being charged for that ticket.

As a convenience to out tenants that desire to validate parking for their clients, validation “coupons” can be purchased from the parking garage. Call the garage office for further details.

The clearance inside of the parking garage is 6’4”. Be advised that vehicles exceeding this height restriction risk serious damage to their vehicles and are responsible for any damage caused to the parking garage structure and or attachments.

The rates for daily and monthly contract parking are subject to change. You will be notified of these changes as they happen.

Current Rates for **1515** and **1555** Poydras:

0-1hours	\$4.00	Unreserved Monthly Contract	\$145.00
1-2 hours	\$6.00	Reserved Monthly Contract	\$190.00
2-3 hours	\$8.00		
3-24 hours	\$10.00		
Lost ticket	\$15.00		



M. BUILDING RULES

1515 POYDRAS and 1555 POYDRAS BUILDINGS **BUILDING RULES AND REGULATIONS**

1. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by Lessees or used by any Lessee for any purpose other than ingress and egress to and from the leased premises and for going from one part of the building to another part of the building. Nothing shall be swept or placed in the corridors, halls, elevator shafts or stairways.
2. Sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into the halls, passageways, or other public places in the building shall not be covered or obstructed by any Lessee, nor shall any bottles, parcels, or other articles be placed on the window ledges.
3. Showcase nor other article shall not be put in front of or affixed on any part of the exterior of the building nor placed in the halls, corridors, or vestibules, without prior written consent of the Lessor.
4. Signs, advertisements and/or notices shall not be painted nor affixed on or to any 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 Lessor. No nails, hooks or screws shall be driven or inserted in any part of the building except with the express consent of Lessor.
5. Plumbing fixtures and appliances shall be used only for the purpose for which designated, and no sweeping, rubbish, rags or other unsuitable material shall be thrown or placed therein. Damage resulting to any such fixtures or appliances from misuse by a Lessee shall be paid for by the Lessee, and Lessor shall not in any case be responsible thereof.
6. Directory: Lessor will provide and maintain an alphabetical directory board for all Lessees in the main lobby of the building, and no other directory shall be permitted unless previously consented to by Lessor in writing. Lessee shall receive one directory strip for each 1,800 square feet leased.
7. Locks: Lessor shall provide all locks for doors in each Lessee's leased area at Lessee's sole cost, and no Lessee shall place any additional lock or locks on any door in its leased area without Lessor's written consent. All requests for duplicate keys shall be made in writing to the property manager. Each Lessee must, upon the termination of his tenancy, restore to the Lessor all keys of stores, offices, and toilet rooms, either furnished to or otherwise procured by such Lessee.
8. Alterations: Proposed plans for alterations affecting floors, walls, woodwork, trim, windows, ceilings, equipment, and/or other physical portion of the building must be approved in writing by Lessor. Lessees will refer all contractors, contractor's representatives and installation technicians tendering any service to them to Lessor for Lessor's supervision, approval, and control before the performance of any contractual services. This provision shall apply to all work performed in the building, including, but not limited to, installation of telephones, computer equipment, electrical devices, and attachments, and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment, and any other physical portion of the building. All alterations and contraction must comply with building construction rules and regulations.
9. Manufacturing/Auction: No space in the building shall be used for manufacturing, or for the sale of property of any kind at auction.

10. Freight Corridor: Single door at **1515** Poydras between the main lobby and the freight corridor will be locked at all times. Double doors **1555** Poydras between the main lobby and the freight corridor will be unlocked. Access will be limited to building personnel and deliveries only. Freight elevator lobbies are to be kept neat and clean. The disposal of trash or storage of materials in these areas is prohibited.
11. Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Lessees of any bulky material, merchandise or materials which requires use of elevators or stairways or movement through the building entrances or lobby shall be restricted to such hours as Lessor shall designate. All such movement shall be under the supervision of Lessor and in the manner agreed between the Lessee and Lessor by prearrangement before performance. Such prearrangement initiated by a Lessee in writing shall include determination by Lessor, and subject to his decision and control, as to the time, method, and routing of movement and as to limitations for safety or other concern which may prohibit any article, equipment, or any other item from being brought into the building. The Lessee's Vendor is to provide a certificate of insurance in accordance with Buildings requirements, to assume all risks as to the damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property, and personnel of Lessor if damaged or injured as a result of an act in connection with carrying out this service for a Lessee from time of entering property to completion of work; and Lessor shall not be liable for acts of any persons engaged in, or any damage or loss to any of said property or persons resulting from any act in connection with such service performed for a Lessee.
12. Lessee deliveries are to be made by use of the loading dock and freight elevator. At no time are Lessee deliveries to be made on the passenger elevator.
13. Passenger elevators are intended for the movement of the Lessee and its employees. Delivery personnel and construction workers must use the freight elevator. Any carts that are used to move a Lessee's correspondence on the passenger elevator must be padded to protect the elevator from damage. Unpadded carts used by a Lessee in which damage is identifiable could result in that Lessee being billed directly for the maintenance repair.
14. Ice, mineral or other water, towels, newspapers, etc. shall not be delivered to any leased area except by persons appointed or approved by Lessor in writing except for such normal deliveries (i.e., daily newspapers which are done on a regular basis and in conjunction with Lessor's normal operation of the building.)
15. Loading Dock: No automobiles shall be parked in the loading dock. All freight parking in the loading dock shall be limited to 15 minutes, unless prior approval is received from the management office. There shall be no reserved parking in the loading dock.
16. Entrance and exit to the building should be made at the front entrance. The freight corridor and rear entrance should be used only in connection with the movement of freight.
17. Services Passes: Lessee shall notify Lessor in writing for after hours removal of office equipment/packages. After 6:00 PM and before 6:00 AM, Monday through Friday and from 6:00 PM Friday to 6:00 AM Monday, anyone desiring to remove items from the building (not including personal items such as a brief case) should provide such letter of authorization signed by Lessee's representative.

18. Security Register: Lessee and Authorized Guests shall comply with signing in and/or out on Security Register in building lobby after hours or on holidays. In the event of an emergency, this list will be used by emergency personnel.
19. Corridor door and/or entrance door shall be kept closed.
20. Telegraphic, telephonic, annunciator or other communication service, Lessor will direct the electricians where and how wires are to be introduced and placed and none shall be introduced or placed except as Lessor shall direct. The Lessee shall be responsible for compliance with building cabling rules.
21. Cleanliness: Each Lessee shall cooperate with Lessor's employees in keeping its leased area neat and clean. Lessee shall maintain pest control of its leased premises with a certified pest control company. Unless Lessee is responsible for cleaning its own space pursuant to its own lease, Lessee shall not employ cleaning and maintenance personnel.
22. Damage/Loss of Property: Lessor shall in no way be responsible to the Lessees, their agents, employees, or invitees for any loss of property from the leased premises or public areas or for any damages to any property thereon from any cause what so ever. Lessor shall not be responsible for loss or stolen personal property, money or jewelry from Lessees' leased area or public areas regardless or whether such loss occurs when area is locked against entry or not.
23. Noises: Lessee shall not make or permit any improper noises in the building or otherwise interfere in any way with other Lessees or persons having business with them. Anything that in our judgment is emitting an unnecessary or unpleasant odor is not allowed in or around your suite.
24. Safes/Heavy Equipment: Lessor reserves the right to prescribe the weight and position of safes and other heavy equipment. Lessee is responsible for the cost of review (by building structural engineer), design and construction of any required stand or supporting device to distribute weight. All damages done to the building by taking in or putting out any property of a Lessee, or done by a Lessee's property while in the building, shall be repaired at the expense of such Lessee. Lessee shall notify the property manager in writing when safes or other heavy equipment are to be taken in or out of the building, and the moving shall be done under the supervision of the property manager, after receiving written permission from Lessor. Persons employed to move such property must be acceptable to Lessor.
25. No birds or animals or bicycles or vehicles shall be brought into the building or kept in, on, or about the Lessees' area. Motorcycles are to be parked only in the garage areas of the **1515** and **1555** Poydras Buildings. Bicycles are to be placed in bicycle stands provided. If bicycles are chained or locked to property or items around the property the lock will be cut and bicycles will be placed in stands provided. They are not to be brought through or into the buildings.
25. Vending machines of any type shall not be allowed in Lessee's space without the prior written consent of Lessor, which consent shall not be unreasonably withheld.
26. Machinery of any kind shall not be operated by any Lessee in its leased area without the prior written consent of Lessor, nor shall any Lessee use, or keep, in the building any flammable or explosive fluid or substance.

27. Lodging: Lessee's leased area shall not at any time be used or occupied as sleeping or lodging quarters.
28. End of WorkDay: Lessees are requested to lock all office doors leading to corridors and to turn off all lights at the close of their working day.
29. Thermostats: Lessee shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. Lessor shall make adjustment in thermostats on call from Lessee.
30. Lessee shall not permit its employees or agents to use portable electric heaters or cooling agents in the Premises.
31. Lessee Work Order Requests: All requirements of Lessees will be attended to, only upon application at the office of the property manager. Employees shall not perform any work or do anything outside of their regular duties unless under special instructions from the office of the property manager. All requests for service shall be directed to the office of the property manager through the proper Lessee representative.
32. Canvassing, soliciting, and peddling in the building are prohibited, and each Lessee shall cooperate to prevent the same. All exterior photographs, still and video, must be approved by the management office.
33. After Hours/Holiday Admittance: Lessor specifically reserves the right to refuse admittance to the building after 6:00 PM and before 6:00 AM daily, Saturdays, Sundays or on legal holidays, to any person or persons who cannot furnish satisfactory identification, or to any person or persons who, for any other reason in Lessor's reasonable judgment, should be denied access to the premises.
34. Restrooms: Lessees or their employees shall not use the restrooms for hair shampooing, drying or washing.
35. No firearms are allowed in or about the building.
36. Packages, deliveries, etc. shall not be left at the lobby desk. The courtesy guard shall not accept them.
37. Access: The guard or building engineers cannot unlock Lessee's space for Lessee's employees. Property Manager, only upon authorization from the person whom signed the Lease, can authorize and engineer to unlock Lessee's space. Lessee must show driver's license in order to gain access and license number shall be recorded by Lessor. Access to the engine room, janitors closet, fan rooms, or electrical closets are restricted to Lessor's employees only.
38. Emergency: During the hours when the management staff is not on the premises, the courtesy guard has emergency numbers of the property management personnel available if needed.
39. Lessee shall give immediate notice to Lessor in case of accidents in the Premises or in the Building or of any known emergency in the Building.
40. Holidays: Building services are not provided for observance of the following holidays:

New Year's Day

Mardi Gras Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

41. Lobby Display: No Lessee, or agent thereof, or any invited guest of Lessee will be allowed to set up any type of stand, exhibit or display in the lobby area or any other public area in or around the property or building without Lessor's consent.

Lessor reserves the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgment shall from time to time be required for the safety, protection, care, cleanliness and reputation of the Building, the operation thereof, the preservation of good order therein, and the protection and comfort of the Lessees and their agents, employees and invitees. Such rules and regulations, when made and written notice thereof is given to a Lessee, shall be binding upon it in like manner as if originally herein prescribed. In the event of any conflict between the express terms and provisions of the Lease and the Building Rules and Regulations, the express terms and conditions of the Lease shall control over the conflicting terms and provisions of the Building Rules and Regulations.

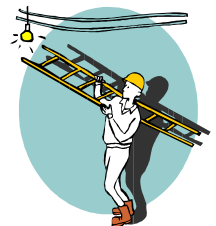
N. MISCELLANEOUS

Floor Load

Code requirements prohibit placing loads upon floors, which exceed the load per square foot for which the floor was designed. The **1515** and **1555** building has a floor load of 50 pounds per square foot, subject to the building's structural engineer's review. Should you find it necessary to utilize equipment, which exceeds this rating, you must receive prior written approval from the management office of the building. We require adequate documentation from a licensed structural engineer to accompany your request, verifying that such an installation at a specific location is safe. The architect and the manager of the building will review your request and accompanying documentation. When we receive confirmation from them that the installation is safe, we will send you a written approval.

Electrical/Telephone Line Installation

Access to space occupied by other tenants is sometimes required for the installation of electrical or telephone lines. We will try to contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt tenants during business hours.



If new cabling or wiring is needed for your space, this includes all phone and computer cabling work, please contact the management office of the building for the building rules and regulations regarding cable and phone installations.

Signage

Suite signage is provided for each tenant in the following format:

Main entry door signage is a three part sign that includes a frame, ADA compliance



suite number, and tenant name. The sign is located next to the main door of the suite. ADA requires the sign be placed on the door opening side of the wall, if possible, and five feet from the floor. The size of the sign is 9x9.

Exceptions to building standard signage must be approved by the building manager and be appropriate to the building's professional image.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

For new tenants, there is no charge for the original signage. There is a charge for subsequent changes. Additions or corrections to your tenant signage must be submitted in writing to the management office of the building. New signage will take approximately six to eight week to be made.

Directory Identification

The building has a directory board located in the lobby at the main entrance. For new tenants, there is no charge for the original listing. You must simply notify the management office of the building, in writing, of the proper listing for your firm.

There is a charge for subsequent changes. Additions or corrections to your tenant listing must be submitted in writing to the management office of the building. New signage will take approximately six to eight week to be made.

O. AMENITIES

Conference Room

The buildings provide a Conference Room located on the 5th floor of the **1515** building. Tenants may reserve the conference room for seminars or meetings. With classroom-style seating, this room will seat up to 50 people comfortably; and without tables, up to 60. A U-shape set-up is available for up to 26 people.

There is no charge for the use of the Conference Room if kept in the standard u-shape arrangement. If the arrangement needs to be changed, there is a \$25 charge. A variety of audio-visual equipment may also be checked out. Wireless internet service is available for use in the conference center.

The Conference Room must be reserved in advance by calling the Tenant Services Representative in the management office of the building. All reservations are handled on a first-come, first-serve basis.

If your needs change, Conference Room reservations must be cancelled at least 24 hours in advance to prevent a usage charge.

Shuttle Bus

At the back of the Handbook is a route schedule for the Shuttle Bus. This route is designed to give our Tenants access to the Superdome parking lot, as well as the CBD for business meetings, luncheons and shopping. The bus departs from Freret



Street (the street between **1555** Poydras and **1515** Poydras) every 30 minutes as follows:

Parking shuttle continuous parking lots loop:

7:30 AM -- 8:30 AM

CBD Shuttle loop:

8:35 AM

9:05 AM

9:35 AM

10:05 AM

10:35 AM

11:05 AM

11:35 AM

12:05 PM

12:35 PM

1:05 PM

1:35 PM

2:00 - 3:00 PM

(Lunch Break - bus does not operate)

3:05 PM

3:35 PM

4:05 PM

Parking shuttle continuous loop:

4:30 PM - 5:45 PM

This service is free to all **1515** and **1555** Poydras tenants. Please be aware that the first run into the CBD is at 8:30am and the last run is at 4:05pm.

Please be aware that the shuttle driver can only stop at the locations designated on the shuttle route map.

To contact the shuttle bus please call 616-8126.

V. TENANT SERVICES INFORMATION

A. INTRODUCTION

Jones Lang LaSalle Americas, Inc., the managing agents of the building, takes pride in its program of "Quality Tenant Service". This program encompasses all areas of building management and services. Our goal is to respond to our tenants' needs in an organized, prompt, cost efficient and careful manner.



The emphasis on Quality Tenant Service extends from the Management Office to our security, cleaning, parking, and construction crews. The employees of the building recognize that maintaining the comfort and convenience of our tenants is crucial to providing an optimal working environment.

The building provides a wide variety of services to its tenants. Some of these services are included as part of the lease agreement, while others may be arranged at an additional cost.

Our in-house staff is capable of completing most of these services, ensuring quality work and timely completion. When necessary, outside contractors are used to augment our in-house staff. The management team of the building coordinates all services.

Please read carefully the section describing the procedures for making service requests. Once your need for a particular service is communicated to us, we will make every effort to provide the service quickly and efficiently.

If you have any further questions after reviewing this tenant service information, please call the management office of the building at 585-2670.

B. CLEANING

The building is cleaned Monday through Friday from 5:30 p.m. until 9:30 p.m.

The following are services that are provided for our tenants by our Night Cleaning staff:

Nightly

- Floors-dust mop hard surface
- Floors-mop stains and spills
- Carpet-vacuum traffic areas
- Carpet-spot clean (spills and stains)
- Ashtrays-empty and polish
- Glass partitions-spot clean
- Walls, Light switches, doors- spot clean
- Mirrors and all Metal-wash and polish
- Telephones-clean including handset
- Trashcans-empty and replace liners if soiled
- Furniture, Fixtures, Shelving, Desk equipment, Cabinets, and Glass tables/desk tops-dust and polish
- Coffee Rooms/Kitchens spot clean walls, light switches, and doors
- Coffee Rooms/Kitchens dust and damp wipe horizontal Surfaces



- Coffee Rooms/Kitchens sweep and damp mop tile floors

Weekly

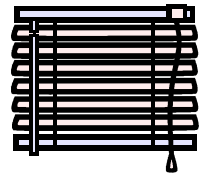
- Floors-spray buff hard surface
- Low reach areas-dust
- Carpets-vacuum wall to wall
- Glass-wash partition and entrance



Monthly

Dust all the following:

- High reach areas
- Venetian Blinds
- Light fixtures
- Ceiling vents
- Dust light fixtures in Coffee Room/Kitchen
- Machine scrub tile floors in Coffee Room/Kitchen



Quarterly

- Upholstered furniture and drapes-brush
- Doors, Casing, Ornamental work, etc.-dust
- Unsecured Pads-pick up and dust
- Floors-machine scrub hard surface and apply one coat wax
- Baseboard and woodwork-clean all
- Coffee Room/Kitchen-dust wall surface and clean baseboards

Annually

- Fixtures, Ceiling Vents and Interior Windows-wash

If boxes or stacks of paper within tenant spaces are to be thrown away by the night cleaning staff, please write trash on these items.

Please do not place items on top of or near the trashcan that should not be thrown away.



Special Services

If you have any special cleaning requirements, we will be happy to provide them at a slight additional cost and may be scheduled Tenant Services Representative in the management office of the building. Our day and night cleaning staffs on a regular or as-needed basis will provide these services. Some of the special cleaning services we will provide for our tenants include the following:

Carpets

- Shampoo carpet
- Spot clean carpet

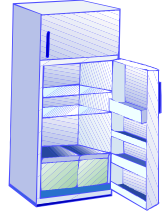


Furniture

Vacuum and/or shampoo upholstered furniture

Floors

Scrub and refinish resilient tile floors
Clean and polish (wooden) parquet floors



Other

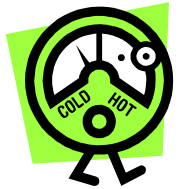
Defrost and clean refrigerators

The Tenant Services Representative in the management office of the building will be happy to discuss your needs for these special cleaning services.

C. HEATING, VENTILATING, AND AIR CONDITIONING SERVICES

General Service

Our HVAC system is controlled by a Carrier Supervisor IV energy management system. This state of the art system is designed to provide our tenants with superior indoor air quality as well as a consistency in temperature.



Heating and cooling is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. (Saturday 8:00 a.m. to 12:00 p.m.) whenever heat or air conditioning is deemed reasonably necessary by Jones Lang LaSalle Americas, Inc. To insure that proper settings for heating and cooling tenant spaces are maintained, the Tenant **should not** attempt to reset the thermostat. If the systems do not seem to be functioning efficiently, you should call the management office of the building and enter a service request. A trained building engineer will be dispatched to correct the problem.

Special Services

Heating and air conditioning are not regularly provided on weekends, holidays, or after normal business hours. If you need heating or cooling service at these times, please contact the management office of the building at least 48 hours in advance to schedule this service and inquire about the current charge.

Special air conditioning or ventilation may be needed for your computer facilities or personnel-intensive staff areas. We can aid you with the design and installation of additional vents or equipment to meet special needs. Please contact the management office of the building for details concerning the requirements for this service.

Energy Management

As you may expect, energy costs are among the single largest expense for the building. In an effort to reduce costs to all tenants, we developed and implemented an energy maintenance system.

Individual switches in each tenant suite control the lights. In order to reduce operating costs for all tenants, please turn off all of the lights in your suite when you leave in the evenings. The night cleaning

staff uses only the necessary electricity and will turn off all lights when they have finished. All calculators, radios, computers, and coffee machines should be turned off each evening as well. All tenants will benefit from these simple measures to conserve energy.

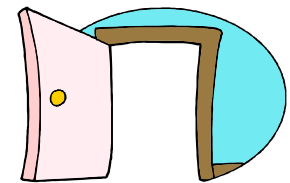
D. SUITE SECURITY

Tenant Precautions

While one of the building staff's primary goals is to maintain a safe working environment, in public buildings such as the **1515** and **1555** Poydras, substantial responsibility for security must rest with each tenant.



- When you secure your suite at the end of the building day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5:00pm even if people are working late.
- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.
- Notify the building manager or courtesy guard immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- Occasionally examine your wastebasket contents at the end of the day to see if any equipment or other valuables have been secreted for removal later.
- Put serial number on all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and canceling security access codes through building security.
- Keys kept on a key ring should never have an identifying tag. If they are lost, thieves to access your property may easily use them.
- Never leave your reception area unattended when your suite entry door is unlocked.



All entrances and exits to your suite should be locked when you leave the building. During the day, cash boxes and entrance areas should never be left unattended. Valuables, such as purses and wallets, should be locked up or taken along when an employee leaves his or her work area. Valuables should also be kept safe from public lobby areas and elevators.

Solicitors are not permitted within the building. If a solicitor enters your suite or if you notice a suspicious person within the building, please call the management office of the building (585-2670) at once and provide as much detailed information as possible regarding the person. Security personnel will escort the individual off the premises. We also suggest that you require identification from repairmen who come to work in your suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the management office of the building immediately. A security report will be filed. You will be asked to call the police, if necessary. Note that the insurance policy for the **1515** and **1555** Poydras Building does not cover the personal belongings of tenants. Tenants are required by the terms of their lease to provide their own insurance to cover the personal property contained within their space.

Incident Reports

To provide an accurate record of every incident, the building security staff is required to write a report for any accident, theft or other incident occurring on the property. We would appreciate your cooperation in answering any questions the courtesy guard may have. This helps us investigate a pattern to problem incidents, and aids our building security efforts.

Vendor/Contractor Access

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the management office of the building, which states the name(s) of the individual(s) and the company, the date they will be coming and the approximate time. A brief description of the work to be done should also be included. We also ask that you request the individual/company to provide some form of identification when signing in with the courtesy guard on duty. The company must also have a current certificate of insurance on file with the management office of the building.

Emergency Telephone Numbers

In the case of any emergency, such as theft, fire, or other incident after normal business hours, we will notify a designated emergency contact from your company. You should provide us with the name and home telephone number of the designated person. This procedure allows us to alert you as soon as possible in the case of any unforeseen circumstance.

E. RECYCLING

1515 and **1555** Poydras have an extensive **white paper recycling program**, designed to be convenient and efficient.

Individual: Each person in an office setting will be issued a small blue desk side recycling container. It is the responsibility of each participant in the recycling program to empty the desk side container into the collection center located in the office.



Collection Center: Larger collection containers will be strategically placed near copy machines, file rooms, libraries, etc. to insure convenience of use for all personnel. The size and number of these containers will vary according to the number of people they service, amount of recyclable paper produced by the office and amount of space that the office occupies.

Collection: Once a week, Legacy Project, Inc. will empty the collection center within the office. Legacy Project representatives are available to answer questions about the recyclability of different

paper materials and will check for contamination in the bins. If unrecyclable material is found, the recyclers will inform the tenant of the problem so that the quality of the program remains high.

Fees: There is no charge for this service if it is scheduled through the building.

Special Occasions: If, at any time, an unusually large amount of material needs to be removed (e.g. file purge), Legacy Project will provide additional containers with a week's advance notice.

F. REMODELING/REDECORATING

The management team of the building will coordinate the remodeling or redecorating of your suite through every phase of construction. During the initial phases, we will meet with you to find out your exact requirements. Depending on the scope of the work, we will have working drawings prepared and/or will develop written specifications of the work.



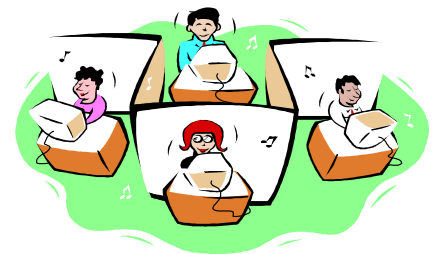
When the drawings/specifications are complete, we will obtain bids from outside contractors. A formal proposal will then be prepared for the project and submit to the tenant. Upon tenant approval of the proposal, the work will be coordinated and monitored by the building's Construction Manager through its completion.

Please call the management office of the building to discuss the services you require. We will be happy to provide you with an estimate of the cost before the work begins.

All remodeling of tenant spaces must be coordinated through the management office of the building. Some of the most frequently requested services are:

Carpentry

- Assemble modular furniture and work stations
- Assemble shelving and file cabinets
- Repair chairs and desks
- Remove or install building-standard closets
- Remove or install wood/glass or metal/glass partitions
- Remove or install drapery brackets, rods, and mini blinds
- Remove, install or relocate doors
- Remove or install building-standard base, door casing, chair rail, picture rail, and cornice molding
- Fabricate and install suite and lunch room cabinetry
- Fabricate and install book or storage shelving
- Repair doors and windows



Carpeting and Tile

- Repair floor tile
- Repair carpeting
- Install floor tile
- Install carpeting



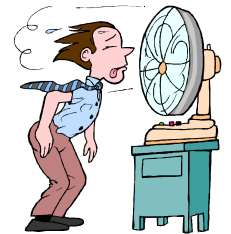
Electrical

- Install communication system or computer cabling
- Install isolated ground or dedicated circuits
- Install 220-volt outlets
- Install electric door strike, night bell, or door chime
- Remove or install light switches, outlets, and dimmers
- Remove or install fluorescent light fixtures
- Install building standard light fixture lenses
- Clean and/or relamp light fixtures



Heating, Ventilating and Air Conditioning (HVAC)

- Relocate thermostats
- Rework existing HVAC system
- Install HVAC equipment required for special needs such as telephone or computer rooms



Marble and Ceramic Tile

- Repair marble or ceramic tile
- Install marble or ceramic tile
- Install marble counter or desk tops

Painting

- Wash walls and ceilings
- Touch-up paint walls and ceilings

- Paint walls and ceilings
- Install wall covering
- Touch-up woodwork
- Finish woodwork
- Patch walls

Plumbing

- Unclog drain lines
- Repairing and replacing faucets

Miscellaneous

- Install building-standard thin-slat mini blinds
- Repair mini blinds
- Hang pictures
- Move furniture or equipment

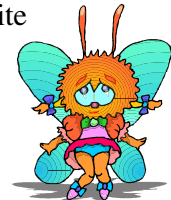


G. ADDITIONAL SERVICES

The building also offers many special services to increase the convenience of our Building for our tenants. Please call the management office of the building for further information regarding any of these services.

Exterminating

Occasionally, some of our tenants who have lunchrooms or food storage areas in their suite experience problems with insect pests. The building employs an exterminator who services the common building space. If you need an exterminator to come to your suite, please call the Tenant Services Representative in the management office of the building to schedule this service. Please be prepared to give us an exact location where the insects were discovered. A fee will be charged for this service.



Fire extinguisher testing



Please remember it is your responsibility to have your fire extinguishers inspected annually per NFPA code. If you need a licensed inspector to come to your suite, please call the Tenant Services Representative in the management office of the building to schedule this service. A fee will be charged for this service.

H. TENANT SERVICE REQUEST PROCEDURES

Maintenance requests or request for service of any kind should be made throughout the management office of the building. Engineering personnel are available for service from 8:00am to 5:30pm. Monday through Friday and 8:00am to 12 noon on Saturday. If there is an emergency maintenance situation, on site courtesy guard may be reached after regular business hours by calling the management office of the building at 585-2670 and pressing zero to be transferred.

To place a maintenance request:

1. Call the management office of the building at 585-2670 between the hours of 8:00 a.m. and 5:30 p.m.

After normal business hours, calls to this number will be answered by an answering machine.

2. Be prepared to give the following information:

- a) Company's name, Suite number
- b) Name of the individual requesting service
- c) Nature of request or problem (temperature, cleaning, electrical, etc.) Please be as specific as possible, as this will enable us to respond more efficiently.



3. The Tenant Service Representative will complete a tenant work order and forward to engineering for execution. The tenant will be required to sign the work order when the service or repair is completed.
4. The appropriate building personnel will be dispatched to service your request. Response time to the request will vary, but the request can usually be categorized in the following manner:
 - a) Emergency (water leak, fuse blown) - immediate response.
 - b) Comfort call (temperature) - next available engineer.
 - c) Light call (lights out) – next available engineer.
 - d) Cleaning request - handled that evening by the night cleaning crew.
 - e) Special service (hang pictures, moving furniture, etc.) - response time depending on the availability of outside vendor. Calls are serviced in the order received.

You will be given an estimate of charges for the work, which must be approved before work can begin. You will be invoiced for these charges when the work is completed.

All charges incurred for work orders will be billed once a month.

VI. TENANT RESPONSIBILITIES

A. INSURANCE

All building leases include a provision requiring tenants to provide liability insurance. Lessee shall carry liability insurance in a solvent company authorized to do business in Louisiana, against the foregoing risks and events with limits of at least \$1,000,000.00. Lessee's liability insurance shall name Lessor and its Management Company as an additional insured. A current copy of this certificate must be kept in the management office for the duration of the lease. The insurance policy of the **1515** and **1555** Poydras buildings will not cover the personal belongings of tenants.

B. SIGNAGE

Signs, advertisements and/or notices shall not be painted nor affixed on or to any 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 Lessor. No nails, hooks or screws shall be driven or inserted in any part of the building except with the express consent of Lessor.

Attractive well-designed signs not only inform, they entice customers into your suite. Good signage gives your suite impact and appeal, and supports the Building's strong image. You can help maintain a uniformly high standard by observing the following guidelines.

1. Signage cannot be affixed to the windows.
2. All signage must conform to building standards and is subject to the approval of the Lessor.

C. SUITE LIGHTING

1. All lighting elements will be provided and controlled by the Lessor.
2. No other permanent fixtures or construction will be permitted without Landlord's approval.
3. Neon, flashing, blinking or strobe lighting is not permitted.
4. All lighting is subject to the Landlord's approval.
5. All lighting, interior and exterior, must be kept in good repair at all times.



D. TRASH REMOVAL

The trash removal will be provided by the nightly cleaning service. Trash that does not fit into a regular trash can should be marked trash and placed in an assessable area so the nightly cleaning service will dispose of it. A rolling dumpster can be borrowed for large trash removal through the management office of the building.



E. NOISE / ODORS

Again, in our effort to provide our tenants with a comfortable environment, we ask that you observe the following points:

1. All in-suite music must be kept at a volume that cannot be heard outside of your suite. This applies to sound from any and all audio or video devices.
2. Anything that in our judgment is emitting an unnecessary or unpleasant odor is not allowed in or around your suite.



VII. CUSTOMER SERVICE

A. RESTROOMS

Building public restrooms are not available. Your visitors should utilize the restrooms on your floor.

B. PUBLIC TELEPHONES

Building public pay telephones are not available. However, first floor retail tenants offer public pay phones to their patrons.



C. LOST AND FOUND

If you find any items left in the common area, please take them to the management office of the building and provide the following information:

Where the item was found.

Time and date the item was found.

Name and phone number of the person who found the item.

Questions regarding lost items should be directed to the management office of the building at 585-2670.

D. TV/VCR

A TV and a VCR are available to check out through the management office of the building. Please call the Tenant Services Representative for this service.



E. SMOKING

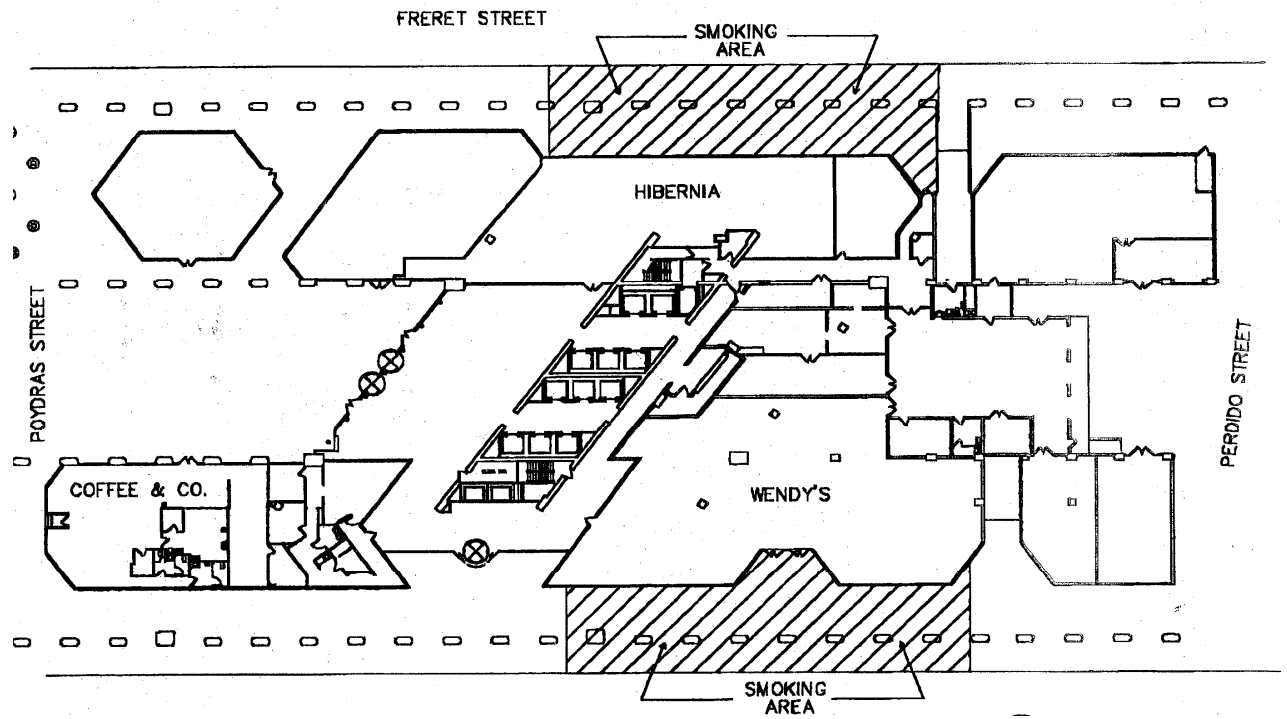
Smoking anywhere in the common areas of the **1515** and **1555** Poydras violates the City of New Orleans *No Smoking Ordinance*. First violation is a \$100 penalty; a second violation is \$200 and a third violation is \$300. A copy of this ordinance is available for review in the management office.



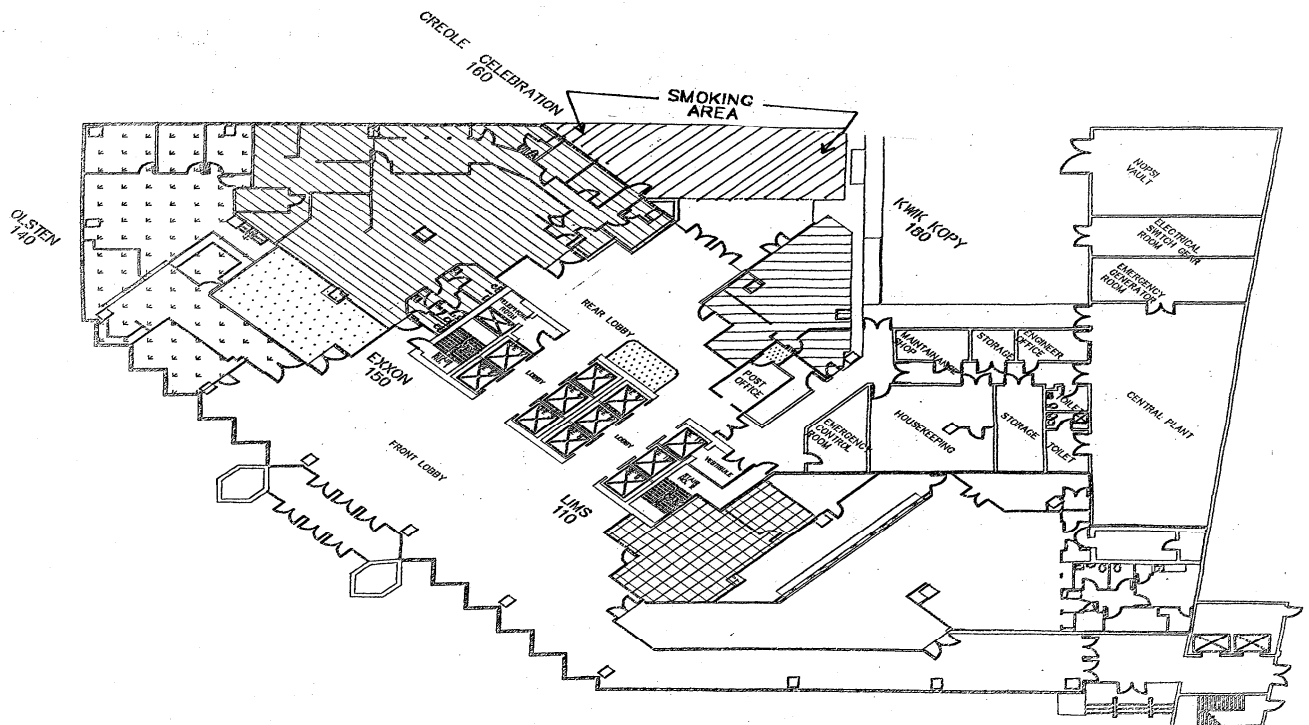
The ordinance prohibits smoking in all public areas. For clarification purposes, public or common areas include ground floor lobby areas, elevator lobbies, freight areas, restrooms, and stairwells. As a tenant, you are responsible for developing smoking policies within your leased premises.

Smoking outside of the building is **only** allowed in the designated areas as indicated on the following map. Smoking is not allowed in front of the building.

Smoking Area 1515



Smoking Area 1555



VIII. LIFE SAFETY PROCEDURES

The safety and security of our tenants in **1515** and **1555** Poydras are two of our highest management priorities. With this in mind, we have provided you with an **Occupant Emergency Procedures Handbook**. Please refer to that Handbook for all Emergency Procedures. Take a moment to review the instruction so you will react quickly and appropriately in any emergency situation. **It is your responsibility to train your employee's on all emergency procedures for the building.**



Members of the management team are available as speakers for your safety meetings. A property specific video is available for training of new employees and refresher of existing employees. The video and VCR may be checked out from the management office for your use.

Remember: Being prepared and staying calm are the two most helpful aids to coping effectively during an emergency.

We, the Jones Lang LaSalle Americas, Inc. property team members, look forward to your tenancy. We hope that the information contained herein will help enhance your comfort, safety and enjoyment of our building. We will continue to strive to serve you better.