

550 South Hope Electronic Tenant® Portal

Created on October 15, 2014

Building Amenities: Area Amenities

[Please click here for a map of Local Area Amenities.](#)

Building Amenities: Outdoor Terrace Venue

For information on the Outdoor Terrace Venue, please contact the Building Management Office at (213) 362-6920.

550 South Hope features an outdoor venue on the terrace level which can be used for company hosted events or receptions. Maximum occupancy is 400 people standing or 250 people seated.

Building Amenities: Terrace Lounge & Conference Center

For Corporate Conferences or Events Please Contact Christal Flores at cflores@lbarealty.com or 213.362.6920.

Please [click here](#) to view our flyer!

Building Security: After Hours Access

The property is accessible after hours to those tenants that are authorized after-hours access and possess building access cards issued to them and programmed for after hours access.

Building Security: Building Access

Tenants are issued access cards that are programmable for parking and/or access to their particular suites via elevator card readers or floor level door card readers.

Should you have any questions, please contact the Building Management Office at (213) 362-6920.

[Click here to access the LBA Realty Tenant Services System](#)

Building Security: Deliveries

Deliveries are coordinated via the [Angus AnyWhere work order system](#) and are conducted through the loading dock, located on the north side of the building. Normal operation hours for the loading dock are Monday through Friday, 6:00 a.m. to 6:00 p.m., weekends and holidays excluded. Regular service deliveries are accepted during these hours and trucks are allowed to park in loading bays for a period not to exceed thirty (30) minutes.

Deliveries that will take longer than twenty (20) minutes must be pre-scheduled for commencement and completion times. Also, any after-hour deliveries would incur related charges.

Building Security: General Office Security

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your own internal security practices:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Have adequate procedures for collecting keys prior to termination of employees.
- Establish a rule that keys must not be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Have a responsible person in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or from a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double-check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see a suspicious person on your floor, please call Security immediately. If possible, make note of the location, direction of travel, appearance, clothing, etc. to assist building security in locating the person.

Please be aware of strangers or someone you do not recognize on your floor. Quite often a question such as *"May I help you locate something?"* is enough to deter a potential thief. Suspicious encounters of this type should be reported to Security immediately.

Building Security: Key and Lock Policy

All work requests for keys and locks are to be coordinated with the respective tenant representative and the Building Management Office through the [Angus AnyWhere work order system](#). For more information, please call (213) 362-6920.

Building Security: Lost and Found Items

If you lose something of value at work, report it immediately to Security at (213) 362-2728. Contact the Building Management Office at (213) 362-6920 or Security at (213) 362-2728 to claim items that may have been lost or found in the building. Items that have been found should be brought to a Lobby Console, where the Security Supervisor will be dispatched to take the finders pertinent information and custody of the found item.

Building Security: Property Removal

To assist in the protection and control of your electronic equipment and other property items of value, property removal procedures have been developed. The property removal request must be submitted via [Angus AnyWhere work order system](#) for removal of furniture, electronic equipment, closed cartons, etc. being removed from the premises. When these items are being removed from the property, Security will confirm with the Workspeed system the authorization for removal. This procedure will ensure that the items being removed are being done so with full knowledge and permission of the Tenant. The property removal request will contain a description of the property being removed, any serial numbers and whether the property is to be returned or not.

Building Security: Solicitation

Solicitation is not permitted in the building or anywhere around the perimeter of the building. If someone is soliciting in your suite or other location on the property, please notify Security at (213) 362-2728. Security will immediately respond and escort the solicitor(s) off property.

Emergency Procedures: Introduction

The Building Management Staff is proud of the facilities and services that provide for the comfort, convenience and safety of all of you who make 550 South Hope your professional and business home.

At 550 South Hope, the safety of every individual is a primary concern and is the focus of the procedures implemented for providing security and fire life safety. The "Occupant Fire Life Safety Training" program has been designed to provide the building occupants with the procedures they are to follow, at work, in the case of fire, earthquake, evacuation, medical emergency, bomb threats and power outage.

550 South Hope has installed the most sophisticated emergency life safety equipment, including a fully automatic sprinkler system. The systems are designed for advance notification and control of most types of emergencies. Our self-imposed high level of safety has enabled us to meet and exceed today's rigid requirements imposed by law.

However, the personal safety of every one of us here depends largely upon how we react as individuals to a life safety emergency. The Los Angeles City Fire Code requires all building occupants to complete an online "Occupant Fire Life Safety Training" class within the first 14 days of occupancy and annually thereafter. This training is provided every other week and the annual schedule is available from the Building Management Office.

Emergency Procedures: Bomb Threat

Bomb threats are very rare and when they occur they are mostly found to be crank calls, but all of them are to be treated as actual until proven to be otherwise.

If you receive a bomb threat:

- Attract the attention of a co-worker. Have your co-worker call 911 (use 1-800 688-8000 if problem occurs on 9-1-1 system) to request the call on the line to be traced and for the police department to respond.
- Get as much information as possible about the bombs location, type and time of detonation.
Complete a Bomb Threat Checklist.
- Ask about the bombs appearance and who is placing it.
- Listen for background noises or distinguishing voice characteristics that might aid police.
- Assure that emergency services have been notified and relay all information.
- Survey your immediate work area and report any suspicious items to the LAPD and building security. Do not touch a suspected bomb or a package that may contain an explosive device.
- If necessary and after conferring with Building Management Office and the affected tenant management, the fire safety director will give the order to evacuate. If this order is given, tenants will be directed to an alternate safe refuge area.
- The Floor Warden, accompanied by the police, will make a complete search of the suspected area(s). It will be the responsibility of the floor warden to identify any suspicious items or packages that do not belong in the space.

Bomb Threat Received By Building Management Office:

- The police department will be notified immediately.
- The Tenant Manager Contact(s) in the affected area(s) will be informed of the situation.
- Tenants should be alert for any unfamiliar people or objects to point out to the police upon their arrival. Do not touch or handle any suspected objects.
- The concerned Floor Warden and each tenant in the affected area(s) should make a complete inspection of all areas to identify any suspicious items or packages that do not belong in the space.
- If the bomb threat is received against 550 South Hope Street and/or not a specific floor or building, all public access areas, beginning with the most accessible, will be searched.

Relocation / Evacuation:

The Fire Safety Director, Building Management Office, Building Security and/or the Los Angeles Police Department will have the responsibility to decide whether tenant(s) should be relocated. If you are ordered to relocate, all the following steps should be followed:

- The Floor Warden, Alternate Floor Warden and/or Tenant Manager will be advised to relocate.
- Everyone should proceed quickly but calmly to the nearest stairway exit. **Do not run!**
- The Floor Warden, Alternate Floor Warden and/or Tenant Manager should walk the suite to assist the employees and make sure everyone is aware of the evacuation/relocation and everyone has left the floor.
- Relocation, depending upon the size and type of explosive device, is normally one floor below and one floor above the bomb.
- Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the police or fire department.
- On a daily basis be familiar with your surroundings. Report any unfamiliar objects in restrooms or closets immediately to the Building Management Office.
- Keep closets and storage areas neat, so any unfamiliar object is immediately recognizable

Suspicious Items

- Letters that are unusually bulky or weighty.
- Parcels or envelopes with chemical or oily stains.
- Parcels or envelopes without a return address.

Dont's:

- Do not handle the item.
- Do not attempt to open the parcel.
- Do not place the parcel in water.

- Do not remove any binding material.
- Do not pull or cut any material that protrudes.

Remember:

- Keep Calm - Do not excite others.
- Listen carefully. Try not to interrupt the caller. Ask him to repeat the message (pretend you are having trouble hearing).
- Immediately after the call, call 9-1-1 and then attempt to write the entire message and complete the bomb threat checklist.
- Quietly call the Building Management Office and describe what happened.

[Click here to download a Bomb Threat Checklist](#)

[Click here to download a Safe Refuge Area Map](#)

Emergency Procedures: Civil Disturbance

If alerted that riotous unauthorized persons are approaching the property or have gained entrance into the building:

- Stay out of corridors.
- Stay away from lower level, outside windows.
- Lock all office doors leading from hallways to provide an additional perimeter of protection between you and the participants.
- Immediately notify building emergency personnel if unauthorized persons have entered your space.
- Wait for further instructions from building emergency personnel.

Rarely will civil disorder occur without advance warning. Tenant contacts will be notified if the Building Management Office becomes aware of any event that may cause an unsafe condition. It is paramount that tenants carry their photo access cards with them at all times as authorization to enter the building under these circumstances will be required.

Emergency Procedures: Elevator Malfunction

Elevators respond differently in different emergencies, but each response is intended to keep elevator occupants out of harms way:

In a fire emergency: Upon activation of an elevator lobby smoke detector or elevator shaft smoke detector, involved elevators will recall to an alternate floor. If the detector sounds in the high-rise elevator bank, the elevator will recall to the 16th floor. If the detector sounds in the low-rise elevator bank, the elevator will recall to the 3rd floor. If the detector sounds in the parking elevator bank, the elevator will recall to the terrace level. If the detector sounds in the fright elevator bank, the elevator will also recall to the terrace level. Elevator doors will open and the elevators will automatically shut off.

In an earthquake: If the earthquake is large enough, the seismic control in each elevator will cause each elevator to stop momentarily then move up or down to the closest floor - opposite the elevator's counterweight. Doors will open at that floor and the elevators will remain there until inspected and reactivated by an elevator technician.

In a power failure: Elevators will stop momentarily; the emergency generator will start up and provide power so that one elevator per bank will operate. Each elevator cab has emergency lights and an intercom for two-way communication with the security console. To activate the intercom, depress the button and speak to the security console operator.

Magnetic door holders: Fire doors are located on either side of the elevator lobbies on all floors and are equipped with magnetic door holders. Activation of any building alarm device will release the doors on the floor of activation only. Doors with magnetic door holders will also release in case of a power failure. When the doors close, they do not lock. These fire doors must not be blocked for any reason at any time.

Emergency Procedures: Emergency Contacts

Fire Department	911 Or 1-800-688-8000
Paramedics	911 Or 1-800-688-8000
Police Department	911 Or 1-800-688-8000
California Medical Hospital	(213) 748-2411
Poison Control Center	1 (800) 876-4766
Building Mangement Office	(213) 362-6920
Security Control Center	(213) 362-2728 (business) (213) 718-0379 (mobile)

Emergency Procedures: Fire and Evacuation

IF YOU DISCOVER FIRE OR SMOKE:

1. Safety of Life. If fire is in an occupied room, remove anyone from immediate danger. Confine the fire by closing as many doors as possible as you leave the area.
2. Notifications. Activate the manual pull station in close proximity to your location.
 - Call the Fire Department. Dial 9-1-1 or dial 1-800 688 8000 if a problem occurs with the 9-1-1 system.
 - When calling, be prepared to give the Fire Department the following information:
 - Building Name (550 South Hope)
 - Building Address (550 South Hope Street)
 - Nearest Cross Street (6th Street)
 - Floor/Suite Number
 - Nature of Emergency
 - Your Call Back Telephone Number
 - Note: Do not hang up until the 9-1-1 operator does so first.
3. Fighting the Fire. Return and attempt to fight the fire only
 - If you have been trained in the proper use of a fire extinguisher, and
 - You have someone with you, and
 - It is safe to do so.
4. Evacuation. Begin evacuating unless instructed otherwise by a member of the Building Staff or the Fire Department.

IF YOU ARE TRAPPED INSIDE YOUR OFFICE OR AREA:

1. Wedge cloth material along bottom of the door to keep smoke out.
2. Close as many doors as possible between you and the fire.
3. Use telephone (if available) and notify the Fire Department of your situation.
4. If windows are operable and you must have air, open the window. Only break the window as a last resort as it will become impossible to close if necessary.

Remember:

1. If leaving a room, feel the door(s) before opening them and do not open any that appear hot. Remember to close doors behind you but do not lock them.
2. Do not return to your area for personal belongings.
3. If smoke is present, stay low. The best air quality will be approximately twelve inches (12") from the floor. **DO NOT ATTEMPT TO RUN THROUGH FIRE OR FLAMES.**
4. **DO NOT USE THE ELEVATORS.** If you are in an elevator when the alarm sounds, do not push the "emergency stop" button. If necessary, the elevators will recall to ground level and the doors will open.
5. Proceed to a safe stairwell and begin to relocate from your floor or evacuate from the building unless told to do otherwise by the Building Staff or the Fire Department.

My Safe Outside Refuge Area is: The west side of Hope Street at the corner of 6th and Hope Street.

[Click here to view the Exterior Safe Refuge Map](#)

Fire Drill

A fire drill is held annually and 100% participation is required by law. The drill is intended to benefit all tenants in learning the quickest routes to follow for either a relocation to another floor within the building or an evacuation to an outside safe refuge area. The fire drill is also used as a training tool for building staff and emergency responders.

Emergency Evacuation Procedures for Physically Challenged Individuals

The Los Angeles City Fire Department requires an updated list indicating the name, location and nature of disability of each person who is physically challenged. For the purpose of this procedure, any person with a disability (temporary or permanent) or any condition that would require them to need assistance during an evacuation is considered physically challenged.

Physically challenged may include but is not limited to:

- Persons confined to wheelchairs

- Persons dependent on crutches, canes, walkers, etc.
- Persons recovering from surgery
- Pregnant women
- Persons with significant hearing or sight impairment
- Extreme cases of obesity

Persons who are physically challenged could be further defined as anyone who without the assistance of another person would have difficulty evacuating or relocating to a safe location either inside or outside the building, or would slow down the evacuation of other occupants within the building.

Every individual placed on the physically challenged list must be assured that information provided to Building Management will be kept confidential and is to be used only to provide safe and quick evacuation in emergency conditions.

ASSISTANTS TO THE PHYSICALLY CHALLENGED must be assigned prior to an emergency. Those assigned must know the safe refuge area outside the buildings and know how to best assist the occupant who is physically challenged.

Upon hearing the fire alarm, the assistants and the occupant who is challenged should proceed to the stairwell. Enter the stairwell last and remain on the stairwell landing with door closed - one assistant will notify building staff or fire department of the exact location of the challenged person - Floor # and Stairwell #, and the other assistant will remain with the challenged person until assistance arrives. If conditions become unbearable and further evacuation is necessary, the assistant will assist the person to the outside safe refuge area.

[Click here to see and download the Physically Challenged Notification Form](#)

Stairwell Safety Instructions

In evacuating a building, it is important for all occupants to follow safe stairwell procedures:

- Remain quiet and calm.
- Remove high-heeled shoes to avoid tripping (carry them with you).
- Use handrail that is most continuous (usually center).
- Keep to one side. Walk in single file. Emergency personnel may be coming up the stairs.
- Move quickly, but do not run.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Provide assistance for those who are slower moving or physically challenged.
- Relocate to a lower floor or evacuate from the building and proceed to a safe refuge area.
- All injuries should be treated at stairwell landings when required and safe to do so, so as to allow others to pass.
- Do not smoke, eat or drink.
- Do not spread false information, rumors, etc.
- Complete evacuation. Do not congregate in stairwell

If You Exit onto the Roof: Quickly move away from the exit door to avoid congestion. The buildings have rescue helicopter capability. Stay off the helipad or heliports, and keep others off them as well. A rescue helicopter cannot land with persons on the pad or ports. Should a rescue helicopter approach, kneel down and face away, lowering your head and covering your eyes to protect them from swirling dust and debris. Listen for instructions. Never approach a helicopter from the rear. The pilot's vision is limited and the helicopter's tail rotor can be fatal.

[Click here to see the Floor Relocation Diagram](#)

Emergency Procedures: Medical Emergency

It is unfortunate that medical emergencies do occur here at our place of business. If a person is injured, do not attempt to move or aid the victim unless they are in an unsafe area in which they can be further injured or you have been trained in first aid procedures. Instead:

- Call for Paramedics at 9-1-1 (use 1-800-688-8000 if problem occurs on 911).
- Give the emergency operator the following information:
 - Company Name
 - Address (550 South Hope Street)
 - Nearest Cross Street (6th Street)
 - Floor or Suite #
 - Nature of Emergency
 - Location of Injured (if different than yours)
 - Your Callback Number
- Call Security at (213) 362-2728.
- Try to make the injured party comfortable (without moving them). If CPR or EMT trained, assist as necessary.
- Gather as much information about the persons' injury as you can. Signs, symptoms and/or chief complaint.
- Have someone at the elevator lobby on the floor to direct Security and/or Paramedics to the location of the injured party.

Our community fire station, LA City Fire Station #3, is located approximately one mile North of 550 South Hope Street and has always been very quick to respond. Remember calling security is paramount to getting the paramedics to the victims' location swiftly.

Emergency Procedures: Power Failure

In the event of a power failure:

- Remain calm and in place.
- If possible, notify the Building Management Office at (213) 362-6920 and/or Security at (213) 362-2728, or by sending a runner to a Lobby Console.
- Turn on a battery-powered radio to find out what is happening in the area.
- Unplug all electrical equipment and turn off light switches. When power returns, electrical equipment left on may be affected by the possibility of a power surge.
- Open window coverings for natural lighting.
- Use flashlights and/or light sticks, as necessary.

It will seldom be necessary to evacuate the property during a power failure unless you are directed to do so by your company manager(s) or Building Management Office personnel. The Public Address System will be used to advise building occupants regarding the extent and duration of the outage. If you are advised to leave, **DO NOT USE THE ELEVATORS**.

- Lock all doors for security purposes.
- Use the nearest stairway to exit.
- Exit in a calm and orderly manner.
- Relocate to the safe refuge area.
- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operations, but it will not fall. Do not force open the doors or otherwise try to force your way out of the elevator. Use the intercom and request assistance.

550 South Hope has an emergency generator that will operate the fire alarm systems, exit and stairway lighting, stairway smoke evacuation fans and smoke detectors and one elevator at a time.

The Building Management Office will advise you via the public address system regarding the length and cause of the power failure as soon as possible.

Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety reasons.

Except in very rare circumstances, the decision to evacuate the building based on the adverse weather reports will not be made by the Building Management Office, but rather by the concerned tenant(s). However, in the event adverse weather conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide some protection if the glass should break).
- Do not panic.
- Turn on a radio/television to monitor the progress of the weather system.
- If evacuated, before leaving remember to lock all desk drawers and take all items of value with you. If necessary, lock your office door.
- Use the stairwells rather than the elevators.

Do not return to your office until advised to do so by the Building Management Office.

Emergency Procedures: Toxic or Chemical Hazard

If you believe that you have been exposed to a toxic or chemical hazard, immediately move to an area where you are not exposed and call 9-1-1 and the Security Console Center at (213) 362-2728. When calling the 9-1-1 emergency operator, be prepared to give the building address, floor number, call-back phone number, and also what type of chemical or toxic hazard, if known. Take action to contain the hazard; close doors behind you and warn others in the area. Remember, when working with hazardous materials, follow all safety procedures.

Emergency Procedures: Water Leaks and Flooding

Notify Building Management Office at (213) 362-6920 of any water leaks or flooding. If possible, remove and/or cover all desktop items and close file drawers to limit damage. Engineering will respond and turn off the water source and shut down electrical power, as required.

It is important to report any water leaks immediately to the Building Management Office at (213) 362-6920 and Security (213) 362-2728.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of 550 South Hope Street and facilitate your company's operations. Take time to familiarize yourself with this handbook and it will become a valuable resource. Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Building Management Office with any questions you may have. We are here to serve you.

Welcome to 550 South Hope!

Introduction: About LBA Realty

[LBA Realty \(LBA\)](#) is a full service real estate investment and management company with a diverse portfolio of office and industrial properties in major markets throughout the western United States including California, Colorado, Washington, Oregon, Arizona, Nevada, Texas and Utah. The foundation of our company is to create and execute customized value creation programs for individual properties and to develop strong customer relationships.

Introduction: About 550 South Hope Street

Truly exceptional from concept to completion, 550 South Hope exceeds all expectations: Architecture, Technology, Views, Design, Sustainability, Location and Amenities. 550 South Hope represents one of those rare opportunities to elevate your corporate address in the heart of Downtown Los Angeles. Featuring 590,000sf of space in 28 efficient floors, the iconic 550 South Hope is, by design, one of the few boutique high-rises in the heart of the central business district.

Complementing the neighboring Los Angeles Central Library (1926) and The California Club (1929), 550 South Hope's architecture features classic lines, rich materials, and a scale that gives the tower's customers both exclusivity and an intimacy that is singular among the downtown's top tier addresses. Expansive views abound from flexible and efficient floor plates. For added convenience, there's a secured six level, subterranean parking garage and 24-hour security.

550 South Hope was designed by highly acclaimed architect Kohn Pedersen Fox and is highlighted by flamed and polished Swedish granite alternating with a glass curtain wall, and a grand, two-story lobby featuring modernist patterns of marble and granite. 550 South Hope is LEED® Platinum certified and enhances productivity through its state-of-the-art infrastructure, connectivity and building systems. Private valet service greets customers and tenants alike. An exterior grand staircase leads to the serene private courtyard and dining patio, highlighted by a waterfall and reflecting pool art installation by renowned artist, Lita Albuquerque.

Whether enjoying your lunch al fresco in the secluded courtyard, or walking to the adjacent Café Pinot or nearby Water Grill, Drago Centro or Chaya, dining choices abound in and around 550 South Hope. There are more than two-dozen shops and restaurants within strolling distance, not to mention the weekly Farmer's Market at nearby Pershing Square, The Los Angeles Central Library next door, plus the 1.5-acre Maguire Gardens.

550 South Hope is located in the heart of downtown Los Angeles, offering quick and easy ingress and egress to all of downtown's major freeways and public transit options; a quick onramp to the 110 (Harbor) Freeway and mere minutes from the 5, 10 and 101 freeways; a short walk to the Pershing Square Metro Station and just 3 blocks to the 7th Street Metro Station, with access to the Red and Blue lines. When the workday is done, Staples Center, LA Live and the Convention Center are close by for entertainment and gatherings. Disney Hall, MOCA, the Colburn School of Performing Arts and The Music Center are all within walking distance. For visiting clients, the Millennium Biltmore, Hilton Checkers and The Standard Hotels are all in close proximity. In the center of everything, and all within easy access of 550 South Hope – Downtown's most iconic building.

Introduction: LEED Platinum

As of April 2012, 550 South Hope has been awarded [LEED EB Platinum by the United States Green Building Council \("USGBC"\)](#). LEED, or Leadership in Energy and Environmental Design, is an internationally recognized mark of excellence, providing building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

The 550 South Hope Team achieved the following notable accomplishments:

- More than 21% of all occupants ride share (public or private) or telecommute.
- The Building uses 50% less energy than similar office buildings.
- The Building consumes 40% less water than similar office buildings.
- 75% of all waste is diverted from the local landfill through the Building's implemented recycling program.

This prestigious award means 550 South Hope is now the only high rise office tower in Los Angeles County to hold this title.



Introduction: Operating Instructions

Navigation

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

Special Features

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

Updates

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

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

Management: Accounting

LBA Realty maintains a full accounting staff in the Building Management Office. All remittance of rental and sundry charge payments should be addressed to:

550 South Hope Owner, LLC
PO Box 310300
Property: 500410
Des Moines, Iowa 50331 - 0300

Should you have any questions to the billing and accounting related to your tenancy, please contact the Building Management Office at (213) 362-6920.

Management: Building Management

The staff of 550 South Hope is dedicated to making your work environment as safe and pleasant as possible. The Building Management Office is located in suite 2665 in the Hill building. Please do not hesitate to contact the Building Management Office at:

Phone: (213) 362-6920

Fax: (213) 553-4587

Address:

550 South Hope Street

Suite 2665

Los Angeles, CA 90071

Please find a complete personnel listing below:

Title	Name	Phone Number	E-mail
General Manager	June Butler	(213) 741-7491	jbutler@lbarealty.com
Property & Financial Manager	Heidi Reid	(213) 741-7411	hreid@lbarealty.com
Property Manager	Pamela Marceca	(213) 362-2734	pmarceca@lbarealty.com
Tenant Services Coordinator	Christal Flores	(213) 362-6920	cflores@lbarealty.com
Director of Security	Jaime Espino	(213) 362-6908 Or (213) 820-5601	550secsup@universalpro.com
Chief Engineer	Jim Turner	(213) 362-2725	jturner@lbarealty.com
Security Console	On-Duty Officer	(213) 362-2728 Or (213) 718-0379	550southhopesecurity@universalpro.com
Parking Manager	Ariel Gomez	(213) 362-2730 Or (213) 741-7467	agomez2@abm.com
Janitorial Project Manager	Janet White	(213) 741-7434	jwhite@abm.com

Management: Holidays

Listed below are the building holidays observed each year that will assist you in planning your operations during the year.

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

Selected building services are not provided on weekends and the holidays listed above. Building security is on duty 24 hours a day, 7 days per week and may be contacted at (213) 362-2728. For any special services, please contact the Building Management Office at (213) 362-6920, 24 hours prior to the last business day prior to the holiday.

Management: Security

550 South Hope provides security 24-hours a day; 7 days a week. The Security console is located at the lobby level main entrance and can be reached at (213) 362-2728. After hours, the building and your particular floor will be accessible only with security access cards programmed for after hours operation.

The following security personnel and posts are available to assist all tenants and guests:

Title	Name	Phone Number	E-mail
Director of Security	Jaime Espino	(213) 362-6908	550secsup@universalpro.com
Badge Center		(213) 362-6908	
Security Console		(213) 362-2728	550secsup@universalpro.com
Loading dock		(213) 362-2728	

Policies and Procedures: Contractors

Tenants utilizing outside construction firms for modifications or other construction-related work are required to contact the Building Management Office at (213) 362-6920 for general rules and regulations related to the work.

[Please click here for a list of Approved Vendors](#)

Policies and Procedures: Building Rules and Regulations

1. Tenants shall not alter any lock or install new or additional locks or bolts on any doors or windows of the premises without obtaining landlord's prior consent.
2. All doors opening to public corridors shall be kept closed at all times except for normal ingress and egress to the premises.
3. Landlord reserves the right to close and keep locked, all entrance and exit doors of the building during such hours as are customary for comparable buildings in the vicinity of the building. Tenants, its employees and agents must be sure that the doors to the building are securely closed and locked when leaving the premises if it is after the normal business for the building.
4. No furniture, freight or equipment of any kind shall be brought into the building without prior notice to landlord. All moving activity into or out of the building shall be scheduled with landlord and done only at such time and in such manner as landlord designates.
5. No furniture, packages, supplies, equipment or merchandise will be received in the building or carried up or down in the elevators, except between such hours, in such specific elevator and by such personnel as shall be designated by landlord.
6. No sign, advertisement, notice or handbill shall be exhibited, distributed, painted or affixed by tenant on any part of the premises or the building without the prior written consent of the landlord.
7. The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein.
8. Tenant shall not overload the floors of the premises, nor mark, drive nails or screws, or drill into the partitions, woodwork or drywall or in any way deface the premises or any part thereof without landlord's prior written consent.
9. Except for vending machines intended for the sole use of tenant's employees and invitees, no vending machine or machines other than fractional horsepower office machines shall be installed, maintained or operated upon the premises without the written consent of landlord.
10. Tenants shall not use or keep in or on the premises, the building, or the project kerosene, gasoline, explosive material, corrosive material, material capable or emitting toxic fumes, or other inflammable or combustible fluids chemical, substitute or materials.
11. Tenant shall not without the prior written consent of landlord use any method of heating or air conditioning other than that supplied by landlord.
12. Tenant shall not bring into or bring within the project, the building or the premises any animals, birds, aquariums, or, except in areas designated by landlord, bicycles or other vehicles.
13. No cooking shall be done or permitted on the premises, nor shall the premises be used for the storage of merchandise, for lodging or for any improper or objectionable purpose.
14. Tenants shall store all trash and garbage within the interior of the premises.
15. Tenants must comply with the City of Los Angeles "NO SMOKING" Ordinance No. 159498.
16. No tenants shall use or permit the use of any portion of the premises for living quarters, sleeping apartments or lodging rooms without written consent of landlord.

Policies and Procedures: Insurance Protection

Please refer to your representative for information related to insurance coverage required by the lease. Should you have any questions, please contact the Building Management Office at (213) 362-6920.

Policies and Procedures: Moving Procedures

1. The property management office MUST be notified in writing at least five business (5) days prior to move-in/move-out.
 2. The Freight Elevator is available for Tenant move-in/move-out weekends only (i.e., all day on Saturday and Sunday). Please contact the Building Management Office at (213) 362-6920 or 550HopeReception@lbarealty.com to coordinate scheduling and to check availability.
 3. Tenants are responsible at its sole cost and expense, for the removal of all debris generated by such move-in/move-out. Debris must be removed after hours and on weekends/holidays upon request (i.e., Monday through Friday, after 6:00pm and all day on weekends/holidays). Please contact the Building Management Office at (213) 362-6920 or 550HopeReception@lbarealty.com should you require assistance.
 4. The loading dock is the only building entrance permitted for large moves.
 5. Please use the freight elevator ONLY for moving furniture, boxes, and equipment into / out of your leased premises.
 6. A layer of protection (i.e., plywood, masonite, cardboard, cotton padding, etc.) MUST BE INSTALLED to protect all common corridor and lobby floors, walls, and doors/door jambs.
 7. At least forty-eight (48) hours prior to actual move-in/move-out date, the moving company MUST deliver evidence of the following insurance coverage:
 - **Commercial General Liability: \$3,000,000**
Combined Single Limit including:
Contractual Liability
Broad Form Property Damage
Explosion, Collapse & Underground
Property Damage (as necessary)
Products/Completed Operations
Personal Injury
Broad Form General Liability Endorsement
Interest of Employees as Additional Insured
 - **Comprehensive Automobile Liability \$1,000,000**
Combined Single Limit including:
Owned Vehicles
Hired Vehicles
Non-owner Vehicles
 - **Worker's Compensation - Employer's Liability \$1,000,000**
As required by the laws of the state in which the work is to be performed, including Waiver of subrogation endorsement in favor of **550 South Hope Owner, LLC and LBA, INC** as Agent for Owner.
 - **Additional Commercial General Liability \$3,000,000**
In the event Contractor, Subcontractor and/or any other persons performing work in or at 550 South Hope Street Los Angeles, CA are self-insured.
 - **550 South Hope Owner, LLC and LBA, INC as Agent for Owner** must be named as ADDITIONAL INSURED relative to Commercial General Liability and Comprehensive Automobile Liability. An Endorsement Page for the additional insured must be attached to the Certificate of Insurance.
 - The Certificate of Insurance must provide at least (30) days prior written notice of cancellation and/or material changes in risks and coverages insured to owner, and shall also contain a waiver of subrogation clause acceptable to owner.
- The certificate must list the following as the certificate holder:**
550 South Hope Owner, LLC and LBA, Inc. as Agent for Owner
c/o LBA Realty

550 South Hope Street, Suite 2665
Los Angeles, CA 90071

The Insurance Certificate should be delivered to the Building Management Office:

550 South Hope Owner, LLC
c/o LBA Realty
550 South Hope Street, Suite 2665
Los Angeles, CA 90071
Fax: (213) 533-4587

8. The tenant is responsible for all costs and expenses incurred by the Landlord for the repair of any damage to the building as a result of your move-in/move-out. Please advise Building Management of any damage.
9. For your protection, it is recommended that a walk-through of your suite is conducted with Building Management and the moving company at least 24 hours prior to your scheduled move to observe existing conditions.
10. Our building has a strict "No Smoking" policy. Please be advised that smoking is **NOT** permitted ANYWHERE inside the building, **INCLUDING but not limited to** the stairwells, vestibules, balconies, restrooms, elevators, cafeteria, etc. Furthermore, pursuant to California Bill - Section AB486, smoking is NOT permitted with 25 feet of any entrance to the building. The designated smoking area for 550 South Hope is located on the Terrace level, which is accessible via the stairway on the right side of the building entrance right next to retail shop and the Bank or by taking the elevator to the Terrace level.
11. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park vehicles in marked Fire Lanes.

12. Freight Elevator:

Dimensions:

Inside:	Width 67 in.	Height 9 ft.	Depth 63 in.
Door:	Width 42 in.	Height 8 ft.	
Capacity:	3,500 Pounds		

Protection for Freight Elevator:

- Corner boards must be secured on elevator door jams.
- The cab must be padded (pads supplied by building).
- Walk-off mats must be provided to protect door thresholds.
- Mirrors in elevators must be protected.

Damage to Elevators:

Damaged safety edges, doors, and controls are to be repaired by the building's designated contractor at tenant's sole cost and expense.

13. Loading Dock:

The loading dock can accommodate bobtail trucks only with a clearance height of 13 feet.

[Please click here to download the Moving Procedures Information](#)

Policies and Procedures: Smoking

550 South Hope maintains a no smoking policy throughout the building including all common areas, lobby, restrooms, stairwells and elevators.

Policies and Procedures: Tenant Improvement Work

All plans to remodel or redecorate your suite must be approved and coordinated by the office of the building prior to the commencement of any work.

Remodeling/redecorating work can be either minor or major and may include any of the following:

- Installing electrical or telephone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wall covering

Please contact the building manager at (213) 362-6920 to discuss the scope of work you intend to complete as well as scheduling.

[Please click here for a list of Approved Vendors](#)

Tenant Services: Building Signage and Directory

Tenants requiring signage or directory assistance related to their occupancy are asked to contact the Building Management Office at (213) 362-6920 for information and instructions.

Tenant Services: Cleaning

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed on Mondays, Wednesdays, and Fridays. Unobstructed surfaces will be dusted on Mondays, Wednesdays, and Fridays. Trash will be emptied Monday through Friday. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH or contact the Building Management Office. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the building manager at (213) 362-6920. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, please contact the Building Management Office for assistance.

If you have any questions or comments regarding the cleaning services, please notify the Building Management Office.

Tenant Services: Elevators

Passenger elevators are operational during all hours, but may require the use of programmed access cards to enter certain spaces. Due to the industrial nature of the work conducted at and around the Freight Elevator, tenants are not authorized to use it except under the express permission of the Building Management Office.

Tenant Services: HVAC

If the temperature in your office requires adjustment, please contact the Building Management Office. Your call will be referred immediately to engineering personnel. In addition to contacting the Building Management Office, tenants may utilize the [Angus AnyWhere work order system](#) to report the request.

The standard hours of operation of the heating and air conditioning systems are 8:00 am through 6:00 pm Monday through Friday and upon request 9:00 am to 1:00 pm on Saturdays. Special arrangements should be made for any HVAC needed outside of those hours.

Tenant Services: Mail Services

The [United States Post Office](#) will make a daily delivery to your mailbox located on the ground level in the loading dock area.

We suggest that incoming mail be addressed completely so as to ensure delivery:

Mr./Mrs./Ms. John/Jane Doe
Company Name
Property Address (including suite)

Tenant Services: Maintenance Requests

The Angus AnyWhere work order system allows you, the tenant, to submit requests at anytime and from any computer in your office. This is the most efficient way to submit requests for requests such as lighting, HVAC, etc.

As a new user, you will be set up in the system by our Building Management staff. Once the initial set up is completed, a password will be issued for you to use on-line to access the Angus AnyWhere site to submit your own requests. **The website is:**

www.angusanywhere.com

Tenant Services: Recycling

550 South Hope Street - Office Recycling Program

[Click here to download a printable version of the Recycling Program](#)

In 1989, the State Assembly passed the California Integrated Waste Management Act, known as Assembly Bill 939 (AB 939), requiring cities and counties to reduce and/or recycle 50%+ of their trash to help reduce the amount of waste going to landfills.

550 South Hope Street participates in a recycling program to recover paper, plastic, aluminum and glass products throughout the building, as follows:

- A small recycling container is provided to each desk throughout the office for the collection of recyclable materials.
- Large recycling container(s) are provided to each suite and placed in a centralized location (i.e., lunchroom, copier / file room, etc.) designated by the Tenant. The large recycling container(s) is used for the centralized collection of all recycling materials.
- We ask that each employee participate by emptying their individual recycling containers into the large recycling container, once it becomes full.
- Nightly cleaning personnel will empty the large recycling container(s) and remove the recyclables from your suite, once the large container(s) become $\frac{1}{2}$ full and/or as needed.

The following are tips and guidelines as to which products are acceptable to be recycled, and which are not. Please take a moment to review this information and feel free to forward it on to your colleagues and employees.

What Materials Are Recyclable?

PAPER: Almost everything that goes across your desk, which includes:

- White and Colored Paper
- Cardboard (Flatten and it will be removed separately)
- Computer Paper
- Plain Fax Paper
- Letterhead
- NCR Forms (Carbonless Paper)
- Adding Machine Tape
- Post-Its
- Junk Mail
- Manila File Folders
- Newspaper and Magazines
- Envelopes (Even those with plastic windows)

ALUMINUM / GLASS / PLASTIC: The following non-paper materials are also recyclable and MUST BE RINSED AND EMPTY:

- Aluminum and Metal Soda / Juice Cans
- Glass Bottles and Jars
- All Glass Colors
- Plastic Milk Containers
- Plastic Soda / Juice Containers
- Plastic Water Bottles

What Materials Are NOT Recyclable?

Unfortunately, not everything can go in the recycle bins. Here are a few examples of what items are **UNACCEPTABLE:**

- Pendaflex Folders
- Blueprints
- Paper Ream Wrappers
- 3-Ring Binders
- Waxed Paper
- Food Wrappings, Paper Towels, Tissue
- Paper Cups, Plates or Styrofoam

- Aerosol Cans
- Paint Cans
- Photographs or Negatives
- Carbon Paper

The Office of the Building has the following available recycling cardboard containers:

- **Small** containers for desk side usage
- **Large** containers for centrally located containers to be used near copiers and high-volume areas

There is no charge for these containers, so please feel free to order as many as you need. Additional containers can be ordered from the Office of the Building by calling (213) 362-6920 or 550hopereception@lbar550hopereception@lbarealty.com. Contents from the **SMALL CONTAINERS** need to be emptied into the large container by your employees. Only **LARGE CONTAINERS** will be emptied by the evening Janitorial Staff.

Thank you for your participation!