

**2100 Ross  
Electronic Tenant® Portal**

**Created on July 9, 2025**

## **Amenities: On-Site Amenities Overview**

### **On-Site Amenities Include:**

- ATM located on the 1st floor
- [LaMadeleine](#)
- [Optometrist](#)
- [Dentist](#)
- [Sundry Shop](#)
- [Conference Room](#)

## **Amenities: Conference Room**

### **CONFERENCE ROOM**

- Conference room, boardroom and pre-function area located on the 2nd floor.
- Reservations can be [made online](#). Contact the [Management Office](#) for information.
- [Conference Center Information Sheet](#)

## **Amenities: Dentist**

### **[Dallas Dental Arts](#)**

- 9th Floor, Suite 960
- [\(214\) 999-0110](tel:2149990110)
- Complimentary Reserved Parking available in the Garage for patients who do not have an office in the building.

## Amenities: LaMadeleine

### [LaMadeleine](#)

- Lobby Level, Suite 120
- [\(214\) 220-3911](#)
- Monday through Friday: 7:00 AM to 3:00 PM

## **Amenities: Optometrist**

**Dr. Roger Weikum, O.D., *Therapeutic Optometrist***

- First EyeCare
- Mezzanine Level, Suite 260
- [\(214\) 220-2425](tel:2142202425)
- Monday through Friday: 8:30 AM to 5:00 PM

## **Amenities: Parking**

Please contact our parking management at [2100ross@platinumparking.us](mailto:2100ross@platinumparking.us) for parking locations.

## **Amenities: Sundry Shop**

### ***Snacks 2 Go***

- Sundry Shop, located on first floor in Suite 110.

## **Emergencies: Emergency Plan**

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

## Emergencies: Fire & Life Safety

<b>Emergencies (Fire, Medical, Police)</b>	<b>911</b>
Management Office	<a href="tel:(214)754-2988">(214) 754-2988</a>
Security	<a href="tel:(214)754-6911">(214) 754-6911</a>

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

# Emergencies: Bomb Threat

## If you should receive a bomb threat, you should:

- Use the attached [Bomb Threat Checklist](#).
- After the call has been terminated by the caller, call the [Management Office](#) at [\(214\) 754-2988](#) and provide the following information:
  - Your name, telephone number, and suite number
  - The extension the call was received on
  - The exact wording of the threat and all information obtained on the checklist.
- DO NOT tell anyone else of the threat.

## THIS IS WHAT HAPPENS:

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

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

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

Notify your supervisor and the [Management Office](#) immediately. Discuss the incident only as needed.

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## **Emergencies: Civil Disturbance**

**Should a civil disturbance involve your company or work area:**

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

## **Emergencies: Elevator Emergency**

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

1. Locate the clearly labeled phone or CALL button on the front panel of the cab and press it. This automatically dials the Security Office.
2. Provide Security ([\(214\) 754-6911](tel:(214)754-6911)) with details of your emergency (entrapment and/or other).
3. Do NOT try to force the elevator doors open.
4. Remain calm.
5. Security ([\(214\) 754-6911](tel:(214)754-6911)) will notify the technician and/or other response personnel.

If a malfunction is observed from outside the elevator, please notify the [Management Office](#) at [\(214\) 754-2988](tel:(214)754-2988).

## **Emergencies: Emergency Contact**

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

Should your contact(s) change at any time during the year, please update your records as soon as possible with the [Management Office](#).

## **Emergencies: Evacuation**

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

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

### **THINGS TO DO:**

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

### **THINGS NOT TO DO:**

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

### **OTHER NOTES:**

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

## **Emergencies: Explosions**

If an explosion occurs, report the explosion to 911 and then contact the [Management Office](#) at [\(214\) 754-2988](#).

### **Give the following information:**

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

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

# **Emergencies: Fire**

## **When you hear the Fire Alarm:**

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

## **Upon Discovery of a Fire or Smoke:**

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

## **Helpful Hints in the event of a real emergency:**

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

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## **Emergencies: Homeland Security**

2100 Ross recommends that each Tenant have an emergency action plan in place to help their employees prepare for and react quickly to a regional emergency, including terrorist attacks.

**Click on the links below to access a variety of resources that are available:**

- [American Red Cross](#)
- [FEMA](#)
- [Department of Homeland Security](#)
- [Dallas County Emergency Management](#)
- [Centers for Disease Control](#)
- [Active Shooter Booklet](#)
- [Active Shooter Video](#)

### **Infrastructure Protection Report Series**

- [Night Clubs & Entertainment Districts](#)
- [Restaurants](#)
- [Shopping Malls](#)
- [See Something. Say Something.](#)

## **Emergencies: Medical Emergency**

**If an accident or incapacitating illness occurs, you should:**

- Call 911 and have the following information ready to give the operator:
  - Your name
  - Building address, floor and location of the emergency
  - The name, sex and approximate age (if known) of the victim
- The nature of the injury or illness. Is the victim:
  - conscious;
  - breathing without assistance; or,
  - bleeding?
- Call Security ([\(214\) 754-6911](tel:2147546911)) and give the following information:
  - Floor / suite and/or location of the emergency
  - The nature of the injury or illness.
- Building personnel will be waiting on paramedics with a dedicated elevator.
- Security ([\(214\) 754-6911](tel:2147546911)) is equipped with an Automatic External Defibrillator (AED).
- DO NOT move the victim.
- Have someone meet responding emergency personnel in the corridor to lead them to the victim's location.

## **Emergencies: Other Emergencies**

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

## **Emergencies: Toxic Hazards**

### **IF AN ENVIRONMENTAL SPILL OR LEAK OCCURS ON YOUR FLOOR:**

- Notify proper federal, state, or local authorities.
- Notify emergency response personnel if required.
- Notify [Management Office](#).

### **RESPONSIBILITY**

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

### **RESPONSE**

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

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

## **Emergencies: Training**

### **Life-Safety Training**

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

## **Emergencies: Workplace Violence**

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

- What exactly was said?
- Was a date / time of the threatened action mentioned? ("I'll be there this afternoon.")
- Was a weapon mentioned or known to be in the threat maker's possession?
- Is there prior history with the threat-maker; upset client, ex-employee, ex-boyfriend / girlfriend?
- Is there a restraining order in effect against this person?
- Is a photograph or physical description available?
- Develop a plan for notifying office personnel, police, and building management should the individual come into your office.
- Give the front desk receptionist a discreet way to signal for help.

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

## Introduction: Welcome

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

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

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

### **The contact numbers for the Management Office are:**

- **Office:** [\(214\) 754-2988](tel:2147542988)
- Please call or visit the [Management Office](#) if we can be of further service.

## **Introduction: About 2100 Ross Avenue**

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

2100 Ross Avenue is a 33 story Class "A" office building with 843,728 square feet of rentable space. High efficiency floor plates averaging 30,000 rentable square feet throughout most of the tower and ranging from 11,000 to 20,000 square feet on floors 27 through 33. The extensive use of granite and glass in the 35' vaulted ceiling lobby enhances the sculptural quality of the building. Exteriors are clad in architectural concrete with gray granite, red-flamed granite and full-height windows of bronze dual pane reflective glass. Parking consists of 468 spaces in a four-level underground parking garage.

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

## Introduction: Important Phone Numbers

Emergency	911
24/7 On-Site Security	<a href="tel:(214)754-6911">(214) 754-6911</a>
Dallas Police Department	<a href="tel:(214)744-4444">(214) 744-4444</a>
<a href="#">Management Office</a>	<a href="tel:(214)754-2988">(214) 754-2988</a>

## **Introduction: Recycling Program**

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

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

## Neighborhood: Transportation

The Dallas area is served by Dallas Area Rapid Transit or DART. You can visit <http://www.dart.org> for more details on DART's transportation services.

M Trolley – The M-Line is the McKinney Avenue Trolley service.  
<https://www.dart.org/riding/mline.asp>

Uber – Get a reliable ride in minutes, at any time and on any day of the year.  
<https://www.uber.com>

Lyft – Learn how Lyft can get you a ride in minutes - wherever you're headed.  
<https://www.lyft.com>

## Operations: Building Management

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

The Management Office is located on the 8th floor in Suite 865. The Management Office phone number is [\(214\) 754-2988](tel:2147542988) and the office hours are 8:00 AM until 5:00 PM, Monday through Friday. The Management Office is closed on Saturdays, Sundays and holidays. During non-business hours, security staff will answer all calls and is capable of directing any emergency calls. The Security phone number is [\(214\) 754-6911](tel:2147546911).

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

**Angela Wofford**

*Property Manager*

[awofford@pacelm.com](mailto:awofford@pacelm.com)

**Destiny Carver**

*Tenant Services Coordinator*

[dcarver@pacificelm.com](mailto:dcarver@pacificelm.com)

**Norman Chreene**

*Building Engineer*

[nchreene@pacelm.com](mailto:nchreene@pacelm.com)

**Mark Ebeltoft**

*Building Engineer*

[mebeltoft@pacelm.com](mailto:mebeltoft@pacelm.com)

**Chelsi Guyton**

*Assistant Property Manager*

[cguyton@pacelm.com](mailto:cguyton@pacelm.com)

**George Hammond**

*Chief Operating Engineer*

[ghammond@pacelm.com](mailto:ghammond@pacelm.com)

**Luis Ortiz**

*Building Engineer*

[lortiz@pacelm.com](mailto:lortiz@pacelm.com)

## **Operations: Hours & Holidays**

### **Normal access hours at 2100 Ross Avenue:**

- Monday through Friday: 7:00 AM to 6:00 PM
- Saturday: 8:00 AM to 1:00 PM
- Access to the building after hours can be obtained with your tenant access card.

### **2100 Ross Avenue is officially closed on the following holidays:**

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

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

## **Operations: Leasing**

Reegan Busby  
Vice President, Leasing  
[\(214\) 754-2991](tel:(214)754-2991)

Sara Terry  
Chief Marketing Officer | EVP, Leasing  
[\(214\) 302-0053](tel:(214)302-0053)

## **Policies: Construction**

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

## **Policies: Insurance Procedures**

### **Vendor Insurance Certificates**

- Current certificates of insurance are required and need to be approved by the Management Office prior to any work that will be done on the premises.
- Please click [here](#) for a Sample Certificate of Insurance.

# Policies: Moving Rules & Regulations

## MOVING PROCEDURES

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

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

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

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

*Prior to move-out:*

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

## MOVING POLICIES

### ELEVATOR USE

- To permit an efficient flow of furniture and material, the proper scheduling of the service elevator should be considered. The Management Office should be notified at least ten (10) days prior to the scheduled move-in/move-out date. All moves will take place after 6:00 p.m. on weekdays and/or all day Saturday and Sunday.
- After initial occupancy, the tenant must give a minimum of a 48-hour notice for elevator use, other than normal daily freight delivery requirements.
- Please give us a 48-hour notice of any extraordinary deliveries.
- It is our desire to serve all of our tenants with efficiency and equal service. Your cooperation is essential to help us to meet this end.

### KEYS

- Keys for your offices will be turned over to a designated representative of your firm on the day which you are scheduled to move into the building. The keys can be secured at the Management Office. Two keys per exterior lock into the suite are issued at no charge.
- Please furnish the Management Office with a list of all employees needing after-hours access prior to your move in date. The Real Estate Manager and/or his/her designate will be on hand to answer any questions which may arise. Security ([\(214\) 754-6911](#)) maintains the list and any changes may be submitted through the [Management Office](#).

### MOVING DAY

- A designated representative from the incoming tenant must be present when the moving vans arrive. This is in order to assure the proper positioning of furniture and supplies.
- To completely inform everyone involved in the move, a Moving Policy has been created. We would suggest you review our policy with the moving company prior to the day of the move.
- The following rules pertain to moving furniture, equipment and supplies in and out of the 2100 Ross Avenue Building. Moving companies who do not adhere to the following rules will not be allowed to enter the premises, or will be required to discontinue the move.

### FREIGHT ELEVATOR

- The building is equipped with one (1) freight elevator.

## INTERIOR DIMENSIONS

6'4.5" (w) x 8' 6" (d) x 9'6" (h)  
Weight Capacity: 4,500 lbs.

- Movers will be responsible for any elevator repair calls due to their negligence.
- Our Freight Elevator is designed so that if the doors are forced open manually, it will shut down entirely. It is very important that one person is inside of the elevator cab, holding the button so that the doors stay open.

## FREIGHT ELEVATOR RESERVATION

- The moving company must make arrangements with the Management Office for use of the freight elevator. This must be scheduled 48 hours in advance.
- Only a padded passenger elevator in the respective elevator bank can be used for the movement of personal small furniture, equipment and supplies. Additional passenger elevators may not be used unless prior approval of the [Management Office](#). If the use of the Passenger Elevator is approved, Masonite must be installed on the floor of the elevator for protection.

## INSPECTION

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

## INSURANCE REQUIREMENTS

- The moving company must provide a [Certificate of Insurance](#) to the Management Office with the required coverage per ownership prior to commencement of operations. A sample COI can be requested from the [Management Office](#).
- Each moving company moving supplies, furniture and/or equipment through this building shall secure and present to the Management Office a certificate reflecting this coverage 24 hours before the move takes place.

## LIABILITY

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

## LOADING DOCK & TRASH BINS

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

## MOVE IN TIMES

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

## MOVING PERSONNEL

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

## **PREPARATION**

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

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## **Policies: Parking**

Please click [here](#) to view the Parking Guide for 2100 Ross.

## **Policies: Rental Payments**

### **PAYMENTS**

**Please make checks payable to:**

Dallas 2100 Ross, LP

**Check Mailing Address:**

Dallas 2100 Ross, LP  
P.O. Box 206220  
Dallas, TX 75320-6220

## Policies: Rules & Regulations

**The following rules and regulations shall apply to the Premises, the Building, any parking garage or other parking lot or facility associated therewith, and the appurtenances thereto:**

1. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by tenants or used by any tenant for purposes other than ingress and egress to and from their respective leased premises and for going from one to another part of the Building. The halls, passages, exits, entrances, elevators, stairways, balconies and roof are not for the use of the general public and Landlord shall, in all cases, retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord, reasonably exercised, shall be prejudicial to the safety, character, reputation and interests of the Project. No Tenant Party shall go upon the roof of the Project.
2. Landlord reserves the right to exclude from the Project at all times other than normal business hours all persons who do not present a pass to the Project on a form or card approved by Landlord. Tenant shall be responsible for all of its employees, agents, invitees and guests who have been issued a pass at the request of Tenant and shall be liable to Landlord for all acts of such persons.
3. Plumbing, fixtures and appliances shall be used only for the purposes for which designed, and no sweepings, rubbish, rags or other unsuitable material shall be thrown or deposited therein. Damage resulting to any such fixtures or appliances from misuse by a tenant or its agents, employees or invitees, shall be paid by such tenant.
4. No signs, advertisements or notices (other than those that are not visible outside the Premises) shall be painted or affixed on or to any windows or doors or other part of the Building without the prior written consent of Landlord. No nails, hooks or screws (other than those which are necessary to hang paintings, prints, pictures, or other similar items on the Premises' interior walls) shall be driven or inserted in any part of the Building except by Building maintenance personnel. No curtains or other window treatments shall be placed between the glass and the Building standard window treatments.
5. Landlord shall provide all door locks at the entry of each tenant's leased premises, at the cost of such tenant, and no tenant shall place any additional door locks in its leased premises without Landlord's prior written consent. Landlord shall furnish to each tenant a reasonable number of keys and/or access cards to such tenant's leased premises, at such tenant's cost, and no tenant shall make a duplicate thereof. Replacement keys and/or access cards shall be provided on a reasonable basis and at Tenant's cost.
6. Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by tenants of any bulky material, merchandise or materials which require use of elevators or stairways, or movement through the Building entrances or lobby shall be conducted under Landlord's supervision at such times and in such a manner as Landlord may reasonably require. Each tenant assumes all risks of and shall be liable for all damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property and personnel of Landlord if damaged or injured as a result of acts in connection with carrying out this service for such tenant.
7. Landlord may prescribe weight limitations and determine the locations for safes and other heavy equipment or items, which shall in all cases be placed in the Building so as to distribute weight in a manner acceptable to Landlord which may include the use of such supporting devices as Landlord may require. All damages to the Building caused by the installation or removal of any property of a tenant, or done by a tenant's property while in the Building, shall be repaired at the expense of such tenant.
8. Corridor doors, when not in use, shall be kept closed. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. No bicycles/scooters, birds or animals (other than those that are medically necessary per the ADA standards) shall be brought into or kept in, on or about any tenant's leased premises. No portion of any tenant's leased premises shall at any time be used or occupied as sleeping or lodging quarters or for any immoral, disreputable or illegal purposes.
9. Tenant shall cooperate with Landlord's employees in keeping its leased premises neat and clean. Tenants shall not employ any person for the purpose of such cleaning other than the Building's cleaning and maintenance personnel.
10. To ensure orderly operation of the Building, no ice, mineral or other water, towels, newspapers, etc. shall be delivered to any leased area except by persons approved by Landlord.
11. Tenant shall not make or permit any vibration or improper, objectionable or unpleasant noises or odors in the Building or otherwise interfere in any way with other tenants or persons having business with them.
12. No machinery or appliances of any kind (other than normal office equipment and normal break room appliances) shall be operated by any tenant on its leased area without Landlord's prior written consent, nor shall any tenant use or keep in the Building any flammable or explosive fluid or substance (other than typical office supplies [e.g., photocopier toner] used in compliance with all Laws).

13. Landlord will not be responsible for lost or stolen personal property, money or jewelry from tenant's leased premises or public or common areas regardless of whether such loss occurs when the area is locked against entry or not.
14. No vending or dispensing machines of any kind may be maintained in any leased premises without the prior permission of Landlord.
15. Tenant shall not conduct any activity on or about the Premises or Building which will draw pickets, demonstrators, or the like.
16. All vehicles are to be currently licensed, in good operating condition, parked for business purposes having to do with Tenant's business operated in the Premises, parked within designated parking spaces, one vehicle to each space. No vehicle shall be parked as a "billboard" vehicle in the parking lot. Any vehicle parked improperly may be towed away. Tenant, Tenant's agents, employees, vendors and customers who do not operate or park their vehicles as required shall subject the vehicle to being towed at the expense of the owner or driver. Landlord may place a "boot" on the vehicle to immobilize it and may levy a charge of \$50.00 to remove the "boot." Tenant shall indemnify, hold and save harmless Landlord of any liability arising from the towing or booting of any vehicles belonging to a Tenant Party.
17. No tenant may enter into phone rooms, electrical rooms, mechanical rooms, or other service areas of the Building unless accompanied by Landlord or the Building manager.
18. Tenant will not permit any Tenant Party to bring onto the Project any handgun, firearm or other weapons of any kind, marijuana, cannabis-based products, illegal drugs or, unless expressly permitted by Landlord in writing, alcoholic beverages.
19. Tenant shall not permit any Tenant Party to smoke (including the use of any form of tobacco, marijuana, cannabis-based products, e-cigarette, electronic cigarette, personal vaporizer or electronic nicotine delivery system) in the Premises or anywhere else on the Project, except in any Landlord-designated smoking area outside the Building. Tenant shall cooperate with Landlord in enforcing this prohibition and use its best efforts in supervising each Tenant Party in this regard.
20. Tenant shall not allow any Tenant Party to use any type of portable space heater in the Premises or the Building.
21. Only artificial holiday decorations may be placed in the Premises, no live or cut trees or other real holiday greenery may be maintained in the Premises or the Building.
22. Tenant shall not park or operate any semi-trucks or semi-trailers in the parking areas associated with the Building.
23. Tenant shall cooperate fully with Landlord to assure the most effective operation of the Premises or the Project's heating and air conditioning, and shall refrain from attempting to adjust any controls, other than room thermostats installed for Tenant's use. Tenant shall keep corridor doors closed and shall turn off all lights before leaving the Project at the end of the day.
24. Without the prior consent of Landlord, Tenant shall not use the name of the Project or any picture of the Project in connection with, or in promoting or advertising the business of, Tenant, except Tenant may use the address of the Project as the address of its business.
25. Canvassing, soliciting and peddling within the Project is prohibited, and Tenant shall cooperate in preventing such activities.
26. Tenant shall comply with any recycling programs implemented by Landlord from time to time with respect to the Project.
27. Tenant shall not exhibit, sell or offer for sale, rent or exchange in the Premises or at the Project any article, thing or service to the general public or anyone other than Tenant's employees without the prior written consent of Landlord.
28. Tenant shall ensure that all portions of the leased premises visible from any interior Building common areas are lighted at all times during normal business hours regardless of whether the leased premises.
29. No firearms shall be permitted in the Building, including the carrying of concealed handguns allowed for under Texas Penal Code Section 30.06 and the "open carry" of handguns allowed for under Texas Penal Code Section 30.07. If anyone is observed carrying a firearm on the premises, building's security personnel will verbally inform them of the building's no firearms policy and will provide them with a written card requiring them to remove the weapon from the building. If said person fails to comply despite being notified of the policy, building security personnel will promptly call the police.

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## Policies: Tenant Alterations

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

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

### GENERAL

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

### PRIOR TO COMMENCEMENT OF WORK

1. Tenant shall submit to the Management a request to perform the work. The request shall include the following enclosures:
2. A list of approved contractors or subcontractors tenant wishes to have bid on the work. Two complete sets of plans and specifications properly stamped by a registered architect or professional engineer.
3. Contractors and subcontractors are required to submit a [Certificate of Insurance](#) to the Management Office per owner and management requirement (sample upon request).
4. Management personnel shall review each request on an individual basis. Work requests should be submitted well in advance of construction commencement to provide adequate time for management review. The Management Office has 5 working days to review each request.
5. Tenant shall obtain approval of plans and permits from jurisdictional agencies. Tenant shall submit copies of all approved plans and permit to Landlord and shall post the original 2100 Ross Avenue permit on the premises prior to the commencement of any work. Permits from the prevailing governmental authority shall be posted as they require. All work performed by a contractor or subcontractor shall be subject to supervision and inspection by Landlord's representative. Such supervision and inspection shall be at tenant's sole expense.

### REQUIREMENTS AND PROCEDURES

Please see Tenant Construction Guide available upon request from the [Management Office](#).

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## **Security: Overview**

The security of 2100 Ross Avenue tenants and visitors is one of our highest priorities. Consequently, we have developed and implemented a system to maximize personal safety and minimize property damage and theft.

Our security system is composed of many elements, including a computerized fire and smoke detector system, monitored closed circuit cameras, 24-hour on-site security and two-way radio communication between the [Management Office](#) staff, Security staff ([\(214\) 754-6911](tel:(214)754-6911)), Engineering and Building Maintenance staff. Specific elements of our security system are outlined in this chapter.

Ultimately, responsibility for security in your suite rests with you, the tenant.

## Security: Building Access

### VENDOR / CONTRACTOR ACCESS

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

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

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

Upon the vendor's arrival to the building, they are to check in at the security dock office. Security ([\(214\) 754-6911](#)) scans the photo I.D. of all vendors and/or contractors through an electronic system for limited background check before allowing them access into the building.

## **Security: Deliveries**

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

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

## **Security: Escorts**

Should you need an after-hours escort to your vehicle.

Please call [\(214\) 754-6911](tel:(214) 754-6911) and a security officer will be glad to assist you.

## **Security: Incident Reporting**

The security staff ([\(214\) 754-6911](tel:2147546911)) is required to write an incident report for every incident (accident, theft, injury) that occurs on the property. We would appreciate your cooperation in answering any questions that security or the building staff may need.

## **Security: Keys**

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

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

## Security: Security Recommendations

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

- If you see a suspicious person in your office please call the [Management Office](#) at [\(214\) 754-2988](#) and we will have security investigate.
- Question any unknown person in your suite by asking, "May I help you?"
- Purses should be out of sight from anyone entering your office area. Particular care should be taken in any entry or reception area.
- Restrict distribution of office keys and access cards.
- Collect keys and access cards from terminated employees.
- Clear desktops of important working material that should be safeguarded when you leave work.
- Lock the entrance and back door if the reception area is left unattended.
- Office personnel working late at night or on weekends should keep their suite doors locked at all times.
- If you plan to work late, move your car to a parking space close to the entrance of parking deck or walk to your car with another employee or request a security escort by calling [\(214\) 754-6911](#).
- Whenever walking in any parking lot, be alert! Have your keys in your hand, and pay attention as you walk to your car for suspicious persons or activity.

## **Security: Tenant Precautions**

In public buildings such as 2100 Ross Avenue, ultimate responsibility for security must rest with each tenant.

Please ensure, upon leaving the building, that all entrances and exits to your suite are locked. This is especially important on Friday evenings. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses, should be locked up or taken with an employee when he / she leaves his / her work area.

Solicitation is not permitted in 2100 Ross Avenue. If you notice a suspicious person within the building, please call the [Management Office \(214\) 754-2988](#) or the Security Office at [\(214\) 754-6911](#), at once providing as much detailed information as possible regarding the person. 2100 Ross Avenue security will escort the individual off the premises. We also suggest that you require identification from vendors who come into your office suite.

## **Security: Theft**

Any suspected theft, no matter how small, should be reported to the [Management Office](#) immediately.

The Dallas Police should also be notified immediately and an incident report filed with Building Security and the Dallas Police Dept. The Police need to be kept informed of all thefts in the Building to determine if there is a pattern to any thefts and to effectively complete any investigation. Personal property insurance is the responsibility of each tenant.

## **Services & TECH: Customer Services**

**Contact Us:**

[\(214\) 754-2988](tel:(214)754-2988)

## Services & TECH: Communications

[Registered](#) tenant users have the ability to set personal communication preferences for receiving important property messaging.

Preferences determine what information (amenity, emergency, sustainability, exclusive retail / restaurant offers, calendar events, etc.) users receive and how they are notified (email, text, desktop, mobile, etc.).

Preferences also allow users to determine message receipt by severity (*low*, *medium* and *high* level alerts).

### Online Registration and Subscriptions:

- Email Notification
- Instant Alert
- Building Calendar

## **Services & TECH: Conference Center**

Located on the 2nd floor, the Conference Center provides seating for up to 150, that is divisible into two smaller rooms. There is also a board room with seating for up to 14 people. All rooms have A/V capability and the board room has one telephone. There is also a large pre-function area with outdoor terrace and a catering prep room.

Click [here](#) for Reservations.

[Conference Center Information Sheet](#)

## **Services & TECH: Elevators**

### **ELEVATORS**

- Vertical transportation is provided by 22 Otis Electronic 411MC Gearless Traction Elevators, consisting of five (5) low-rise elevators which service floors 1 through 11; six (6) mid-rise elevators which service floors 11 through 20; and six (6) high-rise elevators which service floors 21 through 29.
- There are two (2) shuttle elevators which service floors 29 through 33 and two (2) elevators which service the parking garage P4 level through the 2nd floor mezzanine.
- A 4,500-pound capacity service elevator is located directly off the dock and services floors P2 through 29.

All elevators are equipped with direct dial telephones in the event of an emergency or entrapment. These phones will immediately dial Security ([\(214\) 754-6911](tel:2147546911)).

## Services & TECH: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Management Office as well.

To view and print PDF files, you need the *Adobe Acrobat Reader* software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

- [Access Card Request Form](#)
- [Bomb Threat Checklist](#)
- [Conference Center Information Sheet](#)
- [Fire Wardens](#)
- [Fitness Permittee Agreement](#)
- [Key Authorization Form](#)
- [Property Removal Pass](#)
- [Tenant Contact and Emergency List](#)

# Services & TECH: HVAC

## GENERAL OVERVIEW

The HVAC (heating, ventilation and air conditioning) systems in the building are designed to maintain the temperature at a comfortable level and are centrally controlled. Should the temperature level change abruptly or exceed a reasonable level in your suite, or in a particular office, please call the [Management Office](#).

- Normal hours of HVAC operation are 7:00 AM to 6:00 PM, Monday through Friday and 8:00 AM to 1:00 PM on Saturday, upon request.
- Building thermostats are calibrated and set for proper temperatures. In the event your area needs to be adjusted, please contact the [Management Office](#) and a service request will be generated.

## **Services & TECH: Mail Services**

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

Outgoing mail may be deposited in the mail chutes located on the first level (P1) of the parking garage. All outgoing mail is collected daily at approximately 4:00 PM, Monday through Friday. We ask that tenants deposit mail in the boxes provided. All oversized mail must be taken directly to the Post Office.

Overnight Drop-Off Boxes are conveniently located on the first level (P1) of the Parking Garage.

### **The nearest Post Office is located at:**

400 N. Ervay Street  
Dallas, Texas 75201

[\(214\) 468-8270](tel:2144688270)

## Services & TECH: On-Demand

It's an on demand world. Need a ride? A reservation? Food delivered? Tickets? Click on the logos below. Any additional suggestions of local on demand services? Drop us a line.

Uber



## **Services & TECH: Signs**

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

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

## Services & TECH: Tenant Center

2100 Ross wants to ensure you are kept in the know!

### [Tenant Center Registration Video](#)

Tenant Center Access will allow you to:

- **Submit and track Amenity Reservations and Certificates of Insurance.** Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.
- **Customize** notification options - receive information via email and/or text!
- **View & manage** your contact information.
- **Sign-up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

### [SIGN UP](#) [SIGN IN](#)

#### Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

#### Download the App!

#### *How to submit a Reservation:*

1. Select Conference Room - Request Reservation;
2. Choose "Select" next to the room you would like to reserve;
3. Enter the details of your reservation.

### [Help Center](#)

\*Requires being logged into the Tenant Center.



## **Wellness: Overview**

At 2100 Ross, we recognize the workplace wellness programs that support employees and their work environment.

Wellness has a positive impact on employee morale and can also present a positive return on investment for the employer, too. If employees are healthy and happy they will be more productive!

This property is invested in providing a healthy environment that fosters employee wellness and satisfaction.

## Wellness: CDC Workplace Health Promotion / ScoreCard

The Center for Disease Control offers a website dedicated to workplace health promotion and offers you a property scorecard to evaluate wellness awareness. The scorecard provides you and your property team with suggestions for moving forward with programs appropriate for your property and steps on how to integrate.

- [Scorecard](#)

**Below are additional links to helpful checklists:**

- [Snack Nation](#)
- [Wellsteps](#)

# Wellness: General Health

## General Health

- [Stay up to date on vaccines and immunizations.](#)
- [Stop Smoking.](#)

## **Wellness: Nutrition**

### **Nutrition**

- Employers can offer healthy foods at meetings, conferences and catered events.
- Remember to stay hydrated - drink plenty of water throughout your day!

# Wellness: Physical Activity

## Physical Activity

See the following for information on physical activity programs and/or facilities and walking / cycling trails in our area:

- Get up and move! Standing up from your desk and moving will increase circulation and general focus.
- Active transportation e.g. biking or walking to work - <http://bikeleague.org/commutingdata>.
- We encourage employees to take the stairwell over elevator use.

# **Wellness: Stress Management**

## **Stress Management**

- Take stress relief breaks (i.e., meditation, walking or just closing the office door).
- Encourage laughter to reduce stress at the worksite.

## **Wellness: Wellness Resources**

**Here at 2100 Ross, we are proud to offer the following to help you:**

- Hand sanitizer stations in the main elevator lobby.
- Annual flu shots available at the building; [Key Facts](#) about the flu vaccine.