

# TENANT TOPIC:

## AFTER-HOURS ACCESS PROTOCOL

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The following protocols are to be used when the regular protocol isn't followed.

### After-Hours access is defined as the following:

- Monday – Friday before 6am and after 6pm
- All day on weekends
- All day on building holidays.

**Scenario 1: A tenant employee requires elevator access to their floor. The employee is not listed on the Building memo nor do they have their access card on-hand.**

### Security Protocol:

- The tenant name will be looked up in the access system upon providing photo identification.
- If the tenant name is in the system, elevator access will be granted.
- If the tenant name is not in the system, individuals listed on the Emergency Contact List will be called for authorization.
- If individuals listed are unreachable, the tenant employee will be denied elevator access.
- Upon authorization, the tenant employee will be granted access after providing a photo ID and signing in.

**Scenario 2: A tenant employee requires suite access and does not have a suite key, suite code, or suite door access card on-hand.**

### Security Protocol:

- Individuals listed on the Emergency Contact List will be called for authorization.
- If individuals listed are unreachable, the tenant employee will be denied access.
- Upon authorization, the tenant employee will be granted access after providing a photo ID and signing in.

**Scenario 3: A visitor requires elevator access to a tenant's floor. The visitor is not listed on the Building memo.**

### Security Protocol:

- See above Security Protocol for Scenario 2.

**Scenario 4: A vendor working in a tenant suite requires elevator or suite access and they are not listed in the Building Memo:**

### Security Protocol:

- Engineering or Building Management must be contacted for authorization. If this work was not pre-approved with the building, the vendor will be denied access. Lobby attendants cannot accept "authorization" for access from any tenant or vendor. This includes work done only in the tenant suite.  
**Please note:** Pre-approval is required for all vendors working in tenant suites. Scope of work and certificate of insurances must be reviewed prior to the commencement of work.

### Please note the following:

Tenants are responsible for providing suite access for their vendors in the following manner:

- Contact Building Management before the commencement of work with scope of work details, vendor information and certificate of insurance.
  - Tenant shall provide a suite key directly to the vendor. The vendor is responsible for returning the suite key to the tenant. The lobby attendant will not receive or accept responsibility for returning suite keys to the tenant.
  - Tenants may provide advance notice to Building Management instructing the lobby attendant to provide suite access for a tenant vendor. The tenant vendor will be granted access after providing a photo ID and signing-in.
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