Our mission is to own and operate best-in-class retail properties that provide an outstanding environment and experience for our Communities, Retailers, Employees, Consumers, and Shareholders.
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Introduction to Beachwood Place</td>
</tr>
<tr>
<td></td>
<td>About Beachwood Place</td>
</tr>
<tr>
<td>5</td>
<td>Beachwood Place Contacts</td>
</tr>
<tr>
<td>6</td>
<td>Management Office &amp; Mall Hours</td>
</tr>
<tr>
<td>7</td>
<td>Marketing</td>
</tr>
<tr>
<td></td>
<td>Opportunities</td>
</tr>
<tr>
<td></td>
<td>Special Events</td>
</tr>
<tr>
<td></td>
<td>In-Mall Advertising</td>
</tr>
<tr>
<td>8</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>Mall Security</td>
</tr>
<tr>
<td></td>
<td>Walk-Throughs</td>
</tr>
<tr>
<td></td>
<td>Escorts and Lost Vehicles</td>
</tr>
<tr>
<td></td>
<td>Motor Vehicle Problems</td>
</tr>
<tr>
<td></td>
<td>Lost &amp; Found</td>
</tr>
<tr>
<td></td>
<td>Retail Theft, Property Bans</td>
</tr>
<tr>
<td></td>
<td>Security Reporting, Personal Injury, Reporting an Incident</td>
</tr>
<tr>
<td></td>
<td>Lost Child/Lost Parent</td>
</tr>
<tr>
<td>11</td>
<td>Code Of Conduct</td>
</tr>
<tr>
<td>12</td>
<td>Emergency Procedures &amp; Communication</td>
</tr>
<tr>
<td></td>
<td>One Call Now</td>
</tr>
<tr>
<td></td>
<td>Medical Emergencies</td>
</tr>
<tr>
<td></td>
<td>Major Mall Emergencies</td>
</tr>
<tr>
<td></td>
<td>Tenant Information</td>
</tr>
<tr>
<td></td>
<td>Employee Parking</td>
</tr>
<tr>
<td>14</td>
<td>Before &amp; After Hours Procedures</td>
</tr>
<tr>
<td></td>
<td>Access to Tenant Spaces</td>
</tr>
<tr>
<td></td>
<td>After Hours Employee Access</td>
</tr>
<tr>
<td></td>
<td>After-Hours Events</td>
</tr>
<tr>
<td></td>
<td>Notification of Changes in Personnel</td>
</tr>
<tr>
<td>16</td>
<td>Visual Standards/Lease Line Restrictions</td>
</tr>
<tr>
<td></td>
<td>Visual Standards</td>
</tr>
<tr>
<td></td>
<td>Signs and Posters</td>
</tr>
<tr>
<td></td>
<td>Lease Line Restrictions</td>
</tr>
<tr>
<td></td>
<td>Deliveries</td>
</tr>
<tr>
<td></td>
<td>Sound and Odors</td>
</tr>
<tr>
<td>18</td>
<td>Maintenance</td>
</tr>
<tr>
<td></td>
<td>Maintenance Equipment</td>
</tr>
<tr>
<td></td>
<td>Fire Corridors</td>
</tr>
<tr>
<td></td>
<td>Trash Removal</td>
</tr>
<tr>
<td></td>
<td>Exterior Equipment Installation</td>
</tr>
<tr>
<td></td>
<td>Electrical &amp; Gas Failures</td>
</tr>
<tr>
<td></td>
<td>Sewer Backups</td>
</tr>
<tr>
<td></td>
<td>General Maintenance</td>
</tr>
<tr>
<td></td>
<td>Leaking Sprinkler Head</td>
</tr>
<tr>
<td></td>
<td>Roof Leaks</td>
</tr>
<tr>
<td></td>
<td>Fire Protection and Testing</td>
</tr>
</tbody>
</table>
Welcome to Beachwood Place! The purpose of this handbook is to provide you with the necessary information regarding your responsibilities as a retailer at Beachwood Place, including operations and rules.

You play a very important role within the operation of the center. Your interaction with our customers impacts how they will perceive the center. We will do our best to see that you can perform your job to the highest degree to ensure that our customers receive the best shopping experience possible.

If at any time you or your customers have suggestions on things we can improve upon, please contact Mall Management. Customer and retailer feedback is very important in leasing, managing and operating the center.

Beachwood Place management regularly reviews our operating procedures and reserves the right to make changes to this manual at any time.

ABOUT Beachwood Place

Beachwood Place is a 950,000 square foot two level super regional shopping center positioned as the premier fashion destination in Northeast Ohio. It includes: a 247,000 square foot Dillard’s, a 215,000 square foot Nordstrom, and a 102,000 square foot Saks. Beachwood Place is strategically located in the heart of Cleveland’s most affluent neighborhoods and provides the best selection of first-to-market stores including the only locations of Saks and Nordstrom.
BEACHWOOD PLACE CONTACTS

Management Office

Neisha Vitello                      General Manager
Mark Maher                          Operations Manager
James “J.C.” Modarelli              Property Management Associate
Cheryl Henschel                    Administrative Assistant
Kim Ludwig                         Administrative Assistant
Rick Frollo                        Maintenance Technician
Rick Karpovitch                    Maintenance Technician
Bert Center

Housekeeping Department, Global Management Solutions

Seaven Lucious                     Housekeeping Supervisor

Security Department, Professional Security Consultants

James “Jamie” Romph                Security Director

Important Phone Numbers

Management Office                   (216) 464-9460 Option 4
General Growth Properties           (312) 960-5000
Security Dispatch                   (216) 292-7747
Police, Fire, Ambulance             911
Mall Management Office

The goal of the Mall Management Staff is to ensure the smooth operation of mall facilities, to develop high quality marketing, oversee leasing and construction, uphold mall standards, and to ensure a strong working relationship with all mall retail partners. If you need to speak to someone in the office, which is located near Nordstrom, our hours are Monday – Friday, 8:30am – 5:00pm. The Management Office number is 216.464.9460.

Mall Hours

The mall is open Monday through Saturday, 10 A.M. to 9 P.M. and Sunday from 12 P.M. to 6 P.M. Department stores and restaurant hours may vary from this schedule. As a tenant of Beachwood Place you are required by lease to remain open during these hours. “Open” is interpreted to mean that gates are fully open, lights are on and sales may be transacted. Holiday operating hours are announced by the mall manager approximately one month prior to each holiday, and these hours are based on the operating hours of the majority of our department stores, our competition, and by your leases.
Marketing Opportunities

GGP offers a wide selection of advertising FREE to tenants of Beachwood Place. These advertising opportunities include a monthly e-newsletter, social media, Beachwood Place website, etc. A brochure providing detailed information regarding these retailer opportunities and image requirements can be requested in the mall office.

Special Events

Your success is very important to us. If you would like to hold a special event in our common area or after normal business hours, please let us know. We’d be happy to help. Approval for these events is required and will be granted on a case-by-case basis.

For after-hours events: The standard rule is that GGP will accommodate any tenants hosting an event i.e. shoe release, make up demonstrations, VIP night, etc. up to 2 hours prior to regular mall opening or 2 hours after regular mall closing. Events exceeding the above hours will be subject to charges.

All tenant events that occur before or after hours must be approved by MGTOffice. A Before/After Hours form can be found in the appendices. Please complete the form and bring it to the MGTOffice at least 5 business days prior to scheduled event.

Sponsorship Opportunities

Beachwood Place is focused on building partnerships with outside organizations through sponsorships of various promotions and programs. If you would like to sponsor an event, program, activity, and/or amenity, or know of an organization that would like to become a sponsor, please contact mall marketing in the mall office at (216) 464-9460 option #4.

In-Mall Advertising

Beachwood Place offers a multitude of paid in-mall advertising options. To find out what we can do for your retail location, please contact Heather Hale at 515.224.5014 or by email heather.hale@ggp.com.
SECURITY PROGRAM

Mall Security

Beachwood Place utilizes a highly trained 24-hour security staff provided by Professional Security Consultants.

The Security staff provides special services to Retail partners, Employees, and Customers including, but not limited to, employee and customer escorts, help locating a lost vehicle, assistance locating a lost child, Lost and Found and any other non-criminal complaints.

To request a service please contact Beachwood Place Security’s emergency line at 216.292.7747.

Walk-Throughs

Public safety officers are available to conduct passes through your space. Public safety officers cannot be assigned to routinely patrol a tenant space, but it is available upon request.

If you wish to request a walk-through without alerting customers, please call the security office and ask for Mr. Walker. Alternately, you could say the package for Mrs. Walker is ready to be picked up, or something along those lines. Any use of the word Walker will alert security of your desire for a low-profile walk-through. See Live Safe in the Emergency & Communication section for more communication options.

Escorts and Lost Vehicles

Public safety officers are available at all times to provide an escort or transport to a personal vehicle for customers and mall employees. If you have a concern for your safety in the parking area, please do not hesitate to request an escort. Please be aware that during peak times, there may be a wait for these services.

To request an escort please contact Beachwood Place Security’s emergency line at 216.292.7747.

Public safety officers are also available to assist customers having difficulty finding their vehicle. If a customer reports to you that a vehicle is stolen, please contact the security office. Public safety
officers are required to conduct a thorough search of the property for the vehicle before police will complete a report.

**Motor Vehicle Problems**

Public safety officers are equipped to assist motorists with dead batteries. Public safety officers are not trained or permitted to perform vehicle lock-out services, but they will be happy to contact a local vehicle entry service for the customer. Outsourced vehicle entry services do have a charge for their services and it is the responsibility of the vehicle owner to compensate the service.

**Lost & Found**

Lost & found items and records are maintained in the security office. Please deliver any found property to the Management Office, or call the Security Hotline number at 216.292.7747 to have it picked up. Public Safety will make every effort to contact the owners of found property, so please report any missing items immediately.

**Retail Theft**

Public safety officers may not and will not pursue or detain shoplifters. Tenants are responsible for the security of their spaces. Public safety officers can be dispatched as a deterrent to crime, but are primarily responsible for the common area of the center. Please familiarize yourself with your store’s corporate loss prevention policy. If officers are available, Public Safety is happy to come to your location while you have a suspect in custody, but they may not take custody of the suspect, and can serve only to keep the peace. Please call the Security Hotline at 216.292.7747 for any situation which you believe may present a danger to yourself or others.

**Property Bans**

Public Safety may issue banning notices to offenders at the discretion of the public safety supervisor. Public Safety may not issue a banning notice based upon third-party testimony, or at the request of a third party. Public Safety may issue banning notices to those caught shoplifting, provided the suspects illegally took items totaling over $50.00 in value, took items from multiple retailers, or were found to be in possession of implements for use in theft. Property bans may also be issued for certain disorderly conduct.

**Security Reporting**

Public safety officers are required to complete incident reports for a wide variety of events. Please be patient with their questions and provide any information that they request. Incident reports are not available to the public and are the sole property of General Growth, Inc.
Personal Injury

Injured or ill customers within your store are to be handled according to your store policy, using your own best judgment. If emergency medical service is required, please let the mall office know so we can help direct the medical crews. Be sure to call 911 before calling the office. Injured or ill customers in the mall common areas or in the parking lot should be reported immediately by calling the Security Emergency Line at 216.292.7747.

Alert and caring store employees can prevent many personal injuries. If you notice a wet spill, food or hazardous object on the mall concourse, please call the Security Hotline 216.292.7747 to report. Please standby until corrective measures can be made. A housekeeping employee will respond and possibly avert a serious injury to a customer.

Reporting an Incident

All incidents regarding criminal activities are handled by the Beachwood Police Department. Mall Security Officers cannot detain or arrest suspected shoplifters. The detention of a suspected shoplifter is to be handled according to your store company’s policy. Our goal is to protect you, your rights and the rights of the suspect until proper law enforcement authorities arrive.

If any adverse conditions arise where additional police personnel are required please dial 911 first and then contact The Security Hotline. The following guidelines will assist you in communicating an emergency situation to our Security dispatchers:

- Identify your store name
- Identify yourself
- State your emergency
- Relate details to dispatcher in a clear and calm voice
  - How many people involved
  - Give a complete description:
    - race, height, weight, hat, hairstyle, glasses, facial hair,
    - clothing description
- Weapons used
  - gun, knife or other weapon
- Direction traveled
- Is an employee following the subject(s)? If so, give employees description.

Remember remain calm – DO NOT HANG UP

Lost Child / Lost Parent

If you find an unattended child in your store, or if a parent reports a child missing, please call the security office immediately. An officer will be dispatched to your location, but please be ready to provide a description of the missing individual (sex, race, age, clothing, hair, etc.) and the place that they were seen last.

Public safety officers will take custody of an unattended child and begin the search for the child’s guardian(s).
Mall Code of Conduct

In addition to the rules and regulations applying to tenants, all tenant employees must obey the mall code of conduct, as stated below:

The following activities are not permitted at the center:

- Any violation of the law or public ordinance
- Any activity deemed to threaten the safety of our guests, tenants, or employees.
- Any activity deemed to threaten the well-being of the center, both physical and financial.
- Any activity deemed to disrupt our pleasant, family-oriented, shopping environment.
- Any activity deemed to be inconsistent with the purposes of the property, which are shopping, dining, and entertainment.
- Any activity deemed to have the potential to disrupt the legitimate business of the property and our tenants.

Public safety officers will enforce this code. Tenant employees deemed to be in violation of the code of conduct may be ejected and/or banned from the property, or may be the subject of further legal action, as appropriate.

Soliciting

Beachwood Place does not permit soliciting of any type on mall property (inside or outside) by retail partners or non-retail partners. No hand billing, petition signing or peddling is permitted. Your help in reporting such activities is appreciated. Please call the office at 216.292.7747.

Smoke-Free

Please remind your employees Beachwood Place is a smoke-free environment. Smoking is not permitted anywhere inside of the building, or in areas marked with “No Smoking” signs.
EMERGENCY PROCEDURES & COMMUNICATION

One Call Now

One Call Now is a communication tool that will allow us to quickly send emergency or informational messages. The One Call Now system can deliver messages via phone, SMS text and/or email and replaces the traditional phone chain system for dispensing information.

It is important to keep emergency contact information up to date, so an Emergency Contact Form is included in appendices of this handbook for your use. Please complete and return it to the mall office whenever changes occur.

Medical Emergencies

Public safety officers are trained in emergency first aid and CPR. In the event of a medical emergency, call 911 immediately. After calling 911, please call Beachwood Place Security’s emergency line at 216.292.7747 so that public safety officers can respond immediately and direct emergency personnel to your location. An immediate response can save crucial minutes, which could mean the difference for someone’s life.

Major Mall Emergencies

In the event of a major mall emergency (defined as an event which has, or has the potential to, severely damage or destroy mall property or impair mall operations, and is beyond the capability of mall personnel to control), please refer to your Tenant Emergency Response Guide. Please make sure that all managers and key holders are familiar with this guide. In the event of a serious emergency, you may not have time to reference the guide. If you do not have a copy of the Emergency Response Guide, please contact the Security Director at 216.292.7747.
Tenant Information

Please be sure that the mall office has your store’s current information on: Manager and Assistant Manager; names and home telephone numbers for emergency contact; contact people for advertising and public relations; home office address and telephone number, and your company’s person responsible for rental payments and sales reporting.

A form is included in the appendices of this handbook for your use. Please return it to the mall office whenever changes occur.

Employee Parking

We are invested in the success of your store and the customer’s experience. Because of this, all store employees are required be parked behind the blue lines at all times. Parking is the number one “Pain Point” for customers who are considering making a shopping trip to the mall and we do not want the customer to visit another retail location because they cannot find a place to park.

Please see employee parking map in the appendices.
BEFORE & AFTER HOURS PROCEDURES

Access to Tenant Spaces

The Security Officers do not have access to tenant spaces. If keys are misplaced, mall staff and management are not able to gain entry to your space. You must contact a local locksmith or a locksmith provided by your corporate office to gain access to your store.

After-Hours Employee Access

Your employees should be prepared to be challenged by Security Officers when entering the center before or after normal operating hours. Employees without valid identification and who are not listed on an approved Before/After Pass will not be admitted to the property. Employees, when working outside normal hours, are not permitted to exit your space, other than to exit the property.

Before/After Pass for in-store work must be completed and turned into the Mall MGT Office at least 1 Business Day before the work is to be done. Any Before/After Hour passes related to events must be submitted for approval at least 5 business days prior to the event. PLEASE NOTE: If you are using a Contractor to do work in your space we must have a Certificate of Insurance on file in order for them to do any work at Beachwood Place.

Security Officers may control access to the property, allowing point of entrance or egress, at the discretion of the Director of Security.

After-Hours Events

Stores wishing to be open outside of normal operating hours should complete an Before /After Pass at least 5 business days before the event. PLEASE NOTE: All events must be approved by the MGT Office. Beachwood Place may be required to staff additional Security Officers, schedule lighting etc. for these events, the cost of which is the responsibility of the retailer. Please contact the Property management Associate for more information.
As with after-hours access for employees, public Security Officers may control access to the property. You will be informed of this policy prior to the event so that you may inform your customers and employees.

**Notification of Changes in Personnel**

Please pick up an Emergency Contact Information Form in the Mall MGTOffice if there are any changes in personnel at your location.
Visual Standards/Lease Line Restrictions

Visual Standards

The following is a brief outline of what General Growth Properties, Inc. considers to be the most professional storefront and effective signage for their retail partners, which is stated in each lease and license agreement. Once again, in no way does Beachwood Place want to limit a tenant’s creative merchandising efforts, but to ensure that those efforts meet our presentation standards that help set our mall apart.

Signs and Posters

Store signage can be an effective way to announce sales, highlight specific merchandise or services, to convey store policies, and to establish a store’s unique identity. Signage is used effectively by the mall to announce upcoming events and to promote mall-wide programs.

The following guidelines must be followed when using signage in your store:

- All temporary signs must be professionally printed. For example, no hand-printed, magic marker, or grease pencil signs are allowed. (Stenciled signs colored with marker do not constitute professionally printed signs). If you need assistance in creating professional signs, Beachwood Place is glad to be of assistance.

- Banners cannot be mounted within 2 feet of the inside of storefront windows and cannot substantially obstruct visibility into your store or on the exterior of the store.

- **All freestanding signs, fixtures and displays must be kept inside the store’s lease line.** For questions on your lease line, contact mall office.

- No helium balloons of any kind are allowed in the common area.

- No signs are to be taped to any area of the storefront.

- Credit card signs and other advertising placards cannot be affixed to storefronts or doors.

- No auction, fire, bankruptcy, moving, store closing, liquidation, ‘selling-out’, ‘lost-our-lease’, or similar distress signs are permitted.

- Signs must not abstract entrance or visibility into your or any other store.
All store signage is subject to the approval of Mall Management.

Lease Line Restrictions

Each lease defines a “lease line” that divides your space from the common area of the mall. Mall staff has been given specific guidelines to enforce. Mall staff will be able to show you where each of your lease lines ends. Basically, it is where your storefront ends. We ask for your cooperation to conform to your lease line and keep all signs within your store.

Deliveries

Service corridors are open for deliveries from 6AM to 7PM. All deliveries must be made to the rear of your store. Any store without a rear location must receive all deliveries prior to 11AM. All stores should have a current rear door sign. Automobiles/trucks may not park in service areas adjacent to rear doors or in any area marked with “No Parking” signs. Vehicles making deliveries should not block fire lanes or drive lanes while unloading and should not remain in the truck bays longer than 30 minutes. Illegally parked vehicles will be ticketed by city authorities or towed at the owner’s expense.

Sound and Odors

Mall management recognizes for certain merchandise types somewhat loud music or emanating aromas can help to stimulate sales. Because a shopping center is a community of many stores we must be sympathetic to the fact your neighboring stores may not share in your enthusiasm for such selling techniques. Your lease specifies retail partners will not use or permit the use of any apparatus for sound reproduction or transmission of any musical instrument in such manner that the sounds so reproduced, transmitted or produced are loud enough to generate complaints from other retail partners, mall management or customers.

It also states retail partners will not cause or permit any odors to emanate or be dispelled from their premises at any time.

We encourage you to use discretion and consideration for others if you feel these selling techniques are vital to the success of your store.
MAINTENANCE

Maintenance

Clean and attractive stores and common areas are of critical importance to our customers and to the prosperity of Beachwood Place. The following guidelines should help to clarify maintenance responsibilities of the mall and your store. Please note: all outside vendors must provide a COI prior to completing any work on property. This includes any vendor doing work inside or outside of a tenant space.

Maintenance Equipment

We regret the mall cannot loan any equipment or tools to any merchant due to insurance qualifications. This includes ladders, screwdrivers, hammers, vacuums or carpet shampooers, etc.

Fire Corridors

Merchants are responsible for keeping fire corridors or sidewalks behind their exterior doors clear. This means no boxes or trash display materials or incoming shipments may be left in these areas. The exit corridors are not to be used for storage or as a work area to sort inventory or stock items as this is in violation of the Fire Code. All deliveries are to be delivered into the storeroom of the store.

Trash Removal

Please do not over fill the containers. If the level is even with the doors, then a cycle is needed. Over filling causes the trash and cardboard not to compact adequately and the next user has to cycle it in order to use the compactor. Instructions for cycling the unit are posted to the compactor. Please follow instructions to ensure proper and safe use of the unit.

Problems with the compactors should be reported to the Mall Management Office as soon as they are discovered. Return the trash or cardboard to your store or use another compactor. Do not leave the trash and cardboard outside the compactor area or in the service corridors.
Exterior Equipment Installation

Unless authorized by lease, no radio, television, or other communication antenna, equipment or device is to be mounted, attached, or secured to any part of the roof, exterior surface, or anywhere outside tenant’s demised premises without prior written permission from mall management. The type of equipment and method of installation must be detailed in writing to management for Landlord consideration and approval.

Electrical & Gas Failures

The Illuminating Company provides the mall and retail partners with electric and Dominion Gas provides the mall and retail partners with natural gas service. Each in-line store is responsible for their own electric service and account with The Illuminating Company (800)-589-3101 and Dominion Gas (800) 362-7557.

If your store suffers an isolated electrical failure or, in addition to your leased premises, three or four other stores nearby are experiencing the same, contact the mall office and advise management of the situation.

If your electricity flickers off a few times for just a few seconds, the source of the problem may be the weather. These electrical failures generally do not last more than a few seconds.

If for some reason your store suffers an extended electrical failure, contact the mall office and advise management of the situation.

It may be in your best interest to:

1. Request your patrons to leave the store. This may prevent any accidents to your patrons and any shoplifting from your store.

2. Once your store is free of patrons, you may wish to secure your entrances. If your gate is electrically operated, station store personnel at the entrances to prevent theft.

3. Stand by your premises, as you will be expected to re-open as soon as the situation is rectified.

Mall management will work with diligence to remedy the situation as quickly as possible.

Sewer Backups

Please contact your plumber if your toilet(s) begin to overflow. The Landlord is responsible for the main sewer line under Tenant’s Premises. However, the Tenant is responsible for the connecting sewer line, called a lateral, leading to the main sewer line. Sewer blockages in the lateral lines and plugged toilets are the Tenant’s responsibility. In the event a main line is backed up and it is discovered that a lateral line is the source of the problem the entire cost to clear the lines will be passed back to the responsible tenant. In the past sanitary products and grease have been the most common problems please address this with your employees.
General Maintenance

Generally, Maintenance and Housekeeping personnel are responsible only for the maintenance of the common area unless otherwise provided for by lease or other agreements. The maintenance staff is not responsible for the maintenance or repair of any individual tenant premises. However, when possible, the maintenance staff or management personnel will be available for consultation with individual retail partners on their maintenance or repair problems. Also, Mall Management is prohibited from loaning any tools, ladders or equipment of any kind to Retail partners.

Leaking Sprinkler Head

Due to the great amount of pressure behind a fire sprinkler head, any leaks must be considered a priority. Contact the Mall Management Office at once should a sprinkler leak develop anywhere in your store.

Roof Leaks

Repairs to the roof are the mall’s responsibility unless the leak is caused by a tenant contractor or employee. Our licensed roof repair contractor must do all roof repair work, regardless of who created the leak, and regardless of who is paying his fee. As soon as a leak is noticed in your store, call the Mall MGT Office immediately. It is important that we observe the location of the leak while it is still leaking whenever possible. We cannot repair leaks while it is still raining or after dark, but our roofing contractor will make the repair at the first available opportunity. Your store is responsible for any repairs to your premises following a leak, including ceiling tiles, fixtures, carpeting, etc.

Fire Protection and Testing

General Rules to follow in case of fire or smoke are:

1) Call the Fire Department at 911. Identify the Premises by name and address when calling. Be specific and speak slowly. This will save time and bring the fire equipment to the right place the first time.

2) Call the Mall Office, Security or Customer Service/Mall Management Office and report the fire.

3) Direct all customers to immediately leave the store premises.

4) Taking the proper safety precautions, utilize all available fire fighting equipment to extinguish the blaze.

5) Direct all questions from news media personnel to the Mall Manager. Do not make any statements to anyone not associated with the local Fire Department, Police, Mall Office or your company.

Beachwood Place completes all sprinkler testing. This is done by our vendor, ISA. ISA bills the tenant back directly for this service.
## BEFORE/AFTER HOURS PASS

**STORE NAME:**

**Date of Activity:** __________________________ **Time(s):** __________________________

**Reason for entry (circle one):**  Inventory  Meeting  Construction  Event

<table>
<thead>
<tr>
<th>Person(s) in Charge</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>If Contractor, Company Name**</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contact Number</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Personnel Onsite (other than above)</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Entrance for Mall Access</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>If Event, Provide a Description*</th>
<th></th>
</tr>
</thead>
</table>

**Person Completing Form:** __________________________ **Today’s Date:** __________________________

---

Please either Return During Office Business Hours Mon-Fri 8:30am to 5:00pm or FAX to 216.464.7939. We must have these at least **1** business day before the activity and **5** days prior to an event. If you are using a Contractor to do work in your space we must have a Certificate of Insurance on file in order for them to do any work at Beachwood Place.

**Questions? Call the MGT Office at 216.464.9460 #4.**

**Thanks Management.**

---

*BEFORE / AFTER Forms completed pertaining to an event must have approval from MGT OFFICE.

**If contractors are having trouble accessing property please call the Security Hotline at 216.292.7747.
**ONE CALL NOW & EMERGENCY CONTACT INFORMATION**

This system can deliver messages via phone, SMS, text and/or email. You can add up to 6 phone numbers for your store.

<table>
<thead>
<tr>
<th>STORE NAME:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Store MGR Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Store MGR Email</td>
<td></td>
</tr>
<tr>
<td>Store Phone #</td>
<td></td>
</tr>
<tr>
<td>Cell Phone</td>
<td></td>
</tr>
<tr>
<td>Alternate Phone</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alternate Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate Name</td>
<td>Phone</td>
</tr>
<tr>
<td>Alternate Name</td>
<td>Phone</td>
</tr>
</tbody>
</table>

**IS IT OK TO RECEIVE TEXTS?**

___ YES     ____ NO

INFORMATION IS KEPT CONFIDENTIAL IN THE MANAGEMENT OFFICE
Trash Compactor Locations 1 and 2 are TRASH ONLY and should be used by restaurant and food court tenants ONLY.
Intentionally Left Blank.
HAD TO:

HIGH PERFORMANCE ATTITUDE
DO THE RIGHT THING
TOGETHER
OWN IT