

# next floor



## Architecture and Urbanization

Architecture and innovation help to drive urbanization and provide innovative mobility solutions.



**Schindler**



The special atmospheric LED lighting installed on the escalators at Switzerland's Centro Ovale shopping center.

Cover photo: The lobby of Devon Energy Corporation's new world headquarters in Oklahoma City.

## 3

### People on the Move

A message from Jakob Züger

## 4

### Standing Tall

Oklahoma City, home of Devon Energy Corporation

## 8

### Unconventional Center

The Global Center for Health Innovation and the Cleveland Convention Center

## 12

### Lakeside Urbanization

Three Lakeway Center on Lake Pontchartrain

## 16

### Green Plant Turns to Gold

Schindler's new sustainable facility in Hanover, PA

## 18

### Shopping Without Limits

Centro Ovale in Chiasco, Switzerland

## 22

### Luxury on the Lake

500 Lake Shore Drive, a high-rise residence in Chicago

## 26

### Safety First

An interview with Schindler's vice president of Employee Safety for North America

## 28

### High Finance

Bay Adelaide Centre East in Toronto's financial district

## 29

### The Largest Real Estate Project in U.S. History

Hudson Yards along the Hudson River in New York City

## 30

### Next News

Schindler news from North America and beyond

*Next Floor* is published by Schindler Elevator Corporation, Corporate Communications, North America.

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# People on the move



The process we call urbanization began about 300 years ago during the Industrial Revolution. Today we remain people on the move, not only to densely populated urban areas but also to conurbations, where the distinction between city and suburb is becoming increasingly faded. The desire to live closer to one's work life or retirement has resulted in a new set of expectations about what consumers want by way of the amenities available at their living spaces, their demand for technologically driven convenience and, very importantly, the quality of their leisure time.

Demands for improved mobility within the megalopolis ... to and from work, apartment, home, gym, shopping, dining and entertainment ... must be met with efficiency, reliability and sustainability. Not only is much of this urban migration horizontal, but mobility extends vertically within offices and residences with the same expectations for dependability and ease of use. Those who forecast the future see a continuation of this journey to an urban lifestyle that offers abundant comforts, luxury and security. It is a challenge being met in the development of dazzling new skyscrapers that offer a myriad of attractive features as well as by building owners and managers who are modernizing older buildings to compete with the new.

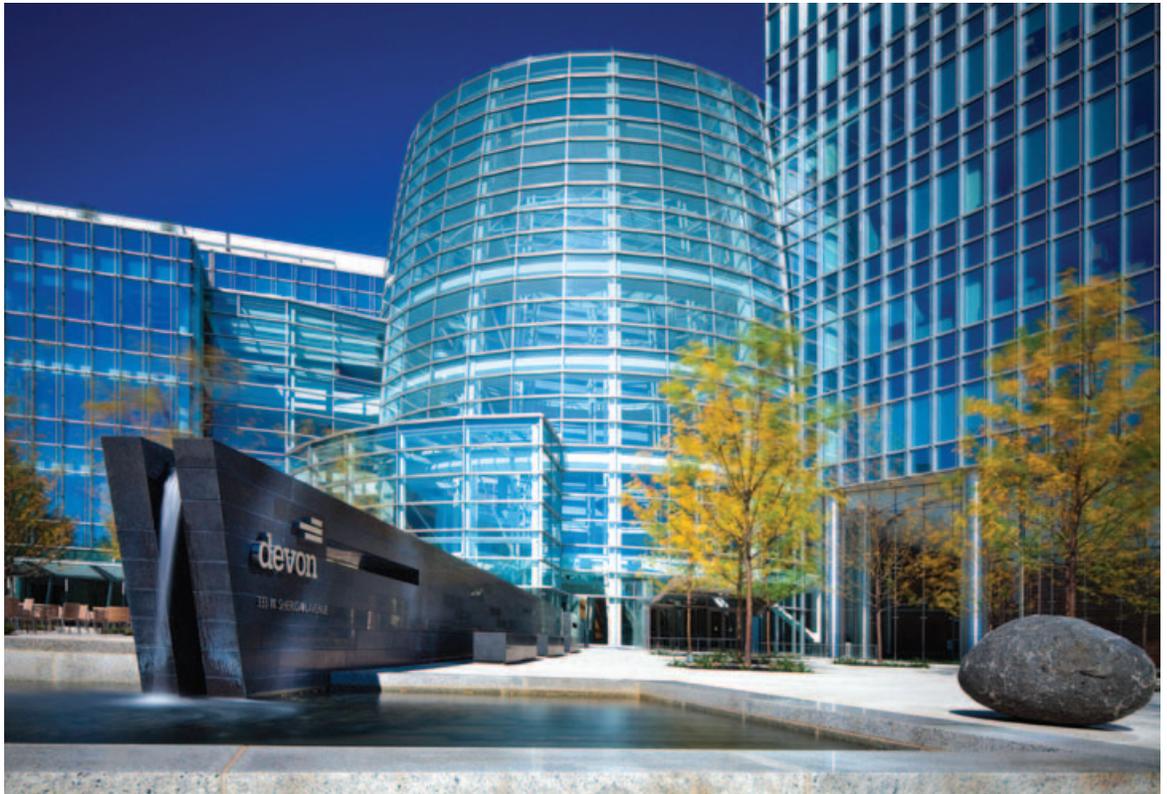
Schindler is hard at work in helping building owners and managers fulfill the mobility expectations of tenants and visitors for safe, smooth and reliable elevators, escalators and moving walks. Comfort and convenience are essential deliverables, along with energy efficiency, as developers and owners seek coveted LEED® certification to attest to the sustainability of their buildings, both new and old. Equally important are expectations for enhanced security, and advances like our PORT Technology are providing customizable access control coupled with outstanding efficiency and convenience for those who reside or work in today's buildings. Wherever the future takes us, Schindler will be there with innovative products and technology to move a billion people each day to new destinations, many of which are simply to the next floor.

A stylized, handwritten signature in black ink, consisting of several overlapping, sweeping lines that form a unique, abstract shape.

Jakob Züger  
Chief Executive Officer, Americas

Oklahoma City is the capital of Oklahoma and its largest city, with a population that hovers around 600,000. Large in land area, the city was born in 1889 out of the Homestead Act enacted in 1862, which gave settlers an opportunity to purchase parcels of land at little to no cost. Oklahoma City grew very rapidly, and given its location at the nexus of cattle drives between New Mexico and Missouri and Kansas and Arkansas, it is no surprise it boasted one of the largest livestock markets in the world ... and still does to this day.

# Standing Tall



Contrasting geometric shapes and a waterfall generate a sense of movement at the rotunda of Devon Energy Corporation.

Of course, Oklahoma is famous for oil, and Oklahoma City actually sits atop a major oil field, with active derricks inside the city limits serving as a constant reminder. A force of nature is also associated with Oklahoma City, tornadoes.

## Embracing change

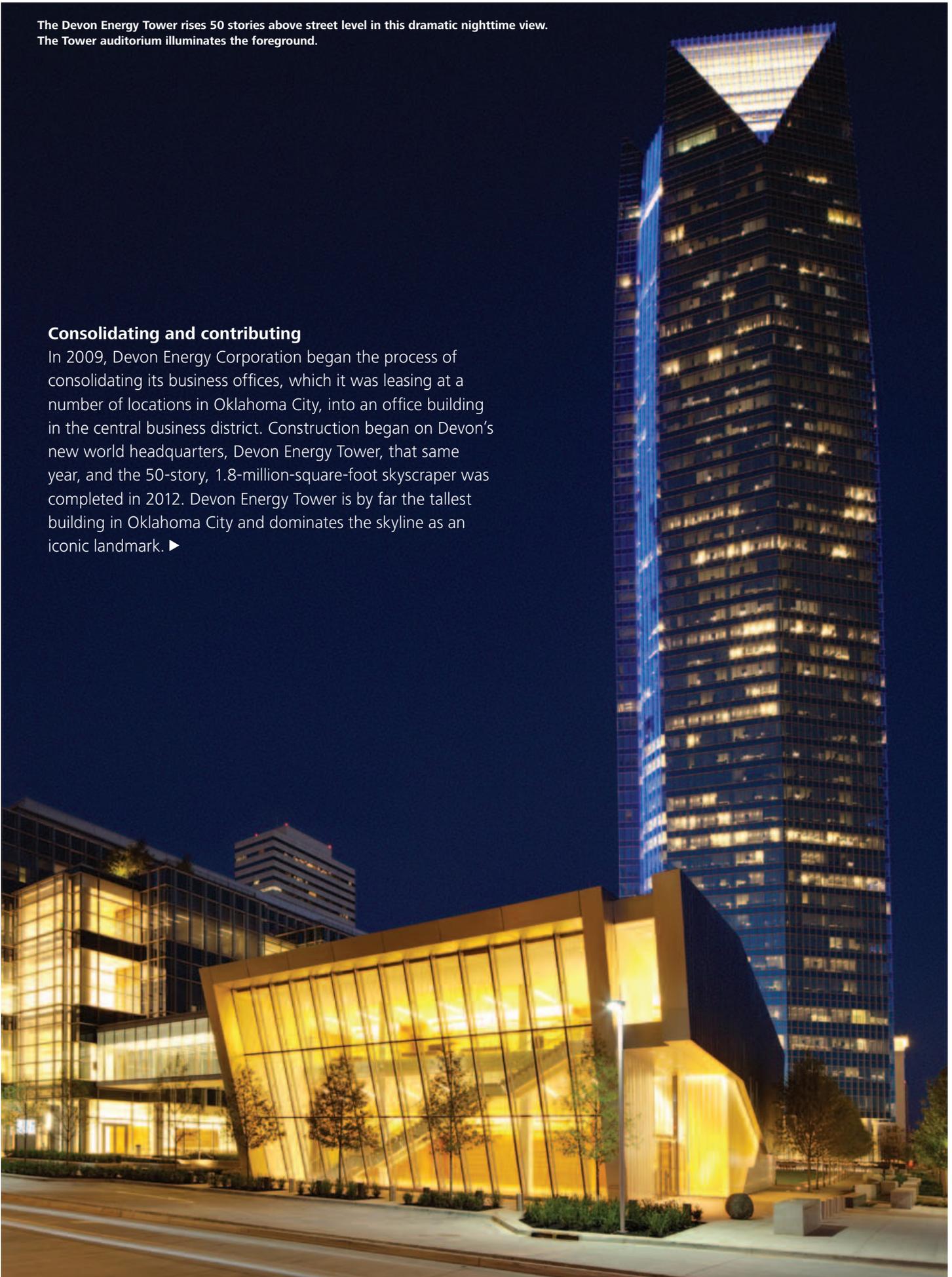
Economic diversification has characterized the growth of Oklahoma City over time. Today, it is also known as a center for health services, federal government agencies and information technology. Devon Energy Corporation, a Fortune 500 firm, makes its home here, along with numerous privately held companies and Fortune 1000 corporations.

Oklahoma City has adopted a dynamic approach to the preservation of its business districts by establishing regulations that preserve the individual character of different business zones. The city has also created Business Improvement Districts where property owners agree to a property tax surcharge that supports community services. One might think of this as managing urbanization in a way that creates a feeling of neighborhoods within the city. The establishment of historic and scenic zones, combined with what are called overlay zones that account for landmark, medical, stockyard and central business districts, forms distinctive yet interconnected mini-communities within city borders. In contrast to the homogeneity found in most urban locales, Oklahoma City's approach creates a highly attractive environment for working and living in an urban setting.

The Devon Energy Tower rises 50 stories above street level in this dramatic nighttime view. The Tower auditorium illuminates the foreground.

### **Consolidating and contributing**

In 2009, Devon Energy Corporation began the process of consolidating its business offices, which it was leasing at a number of locations in Oklahoma City, into an office building in the central business district. Construction began on Devon's new world headquarters, Devon Energy Tower, that same year, and the 50-story, 1.8-million-square-foot skyscraper was completed in 2012. Devon Energy Tower is by far the tallest building in Oklahoma City and dominates the skyline as an iconic landmark. ►



## ► Substance and style

Devon Energy conducted a competitive review of elevator system suppliers and selected Schindler based on the firm's thorough project planning, scheduling, safety measures and manpower preparation. A mixture of low-rise, mid-rise and Schindler 7000 high-rise units account for the 50 elevators that constitute the overall system.

The construction of any building in Oklahoma City requires careful planning and special methods and materials, considering its frequent visits from tornadoes. Major tornadoes have struck Oklahoma City about 10 times, with the most recent in May 2013. With an average of 55 tornadoes per year hitting Oklahoma City, it has been called the Tornado Capital of the United States. To effectively handle the inevitable building sway in tornado conditions, the Devon Energy elevator hoistways were constructed with concrete walls 24 to 40 inches thick.

For the purpose of conserving energy, many of the elevators incorporate energy-efficient drives, with 24 elevators utilizing Schindler Power Factor 1 regenerative drives that return electrical energy to the building's power grid. Also, in support of Devon's pursuit of LEED® Gold Certification, Schindler thoroughly analyzed material specifications, recycled debris,

ensured chemical compliance and modified personnel activity to include the adoption of special clothing for building access. New methodologies were used for job tracking, entrance and cab installation and car roping. After work on the elevator system was completed, Devon Energy recognized Schindler with a Subcontractor Safety Award.

Devon Energy Tower's custom elevator cabs are spacious and present a distinctive style, finished in stone sourced from around the world to match and extend the design motifs of the lobby, a 100-foot-by-100-foot glass rotunda and six-story podium. Reflecting pools are nestled at the base of the tower, and a glass wall allows passersby to see into the tower lobby. Topping off the skyscraper's two highest floors is the "Vast" restaurant, which seats 135 and offers spectacular views of Oklahoma City.

In the final analysis, the Devon Energy Tower represents far more than a world headquarters or an effort to consolidate business offices into a central location. It stands as a tangible commitment to the future of a city and intelligent urban development. Devon Energy is heavily invested in Oklahoma City and is part of a snowballing effort to create a city that will remain vital and vibrant as a place to work and live. ■

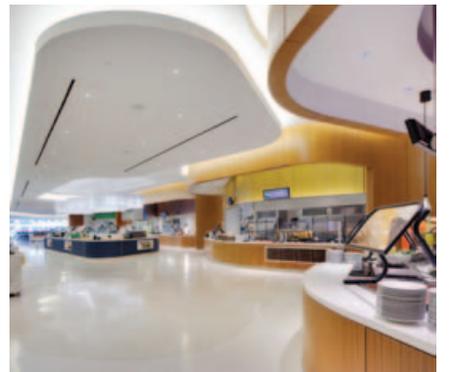
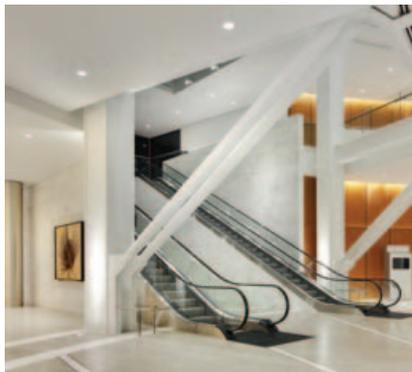
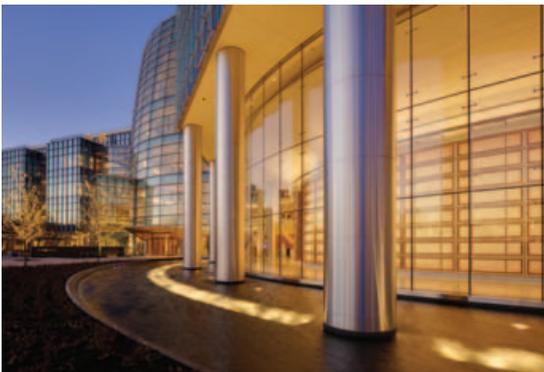


## Fast Facts

Building	52 stories (two below ground)
Height	844 feet
Square feet	1.8 million
Cost	\$750 million
Elevators	50 Schindler
LEED® Certification	Gold
Structural material	Concrete
Façade	Glass
Architect	Pickard Chilton

LEED is a registered trademark of the U.S. Green Building Council.

Photo left, bottom: An elevator bank in the lobby of the Devon Energy Tower. Photo right, top: The view from the interior of the Oculus, a six-story rotunda at the entrance to the Tower that rises above. Photo right, bottom left: A view of the exterior of the Oculus rotunda. Photo right, bottom middle: Schindler escalators bring visitors from the parking level to the lobby of the Tower. Photo right, bottom right: The Nebu Restaurant offers a convenient and relaxing dining experience inside the Tower.



It's home to the Rock and Roll Hall of Fame; the Indians, a Major League Baseball team; the Browns of the National Football League; the Cavaliers of the National Basketball Association; and a famous newspaper known as the *Plain Dealer*.



Rendering of the Global Center for Health Innovation and the Cleveland Mall built above the Cleveland Convention Center hidden below. The Mall is a public park that stretches to Cleveland Browns Stadium and Lake Erie in the distance.

# Unconventional Center

Perhaps foremost among its list of notable organizations is the world-renowned Cleveland Clinic. The Clinic has created the Cleveland Clinic Lerner College of Medicine of Case Western Reserve University and the Cleveland Clinic Lerner Research Institute, which conducts laboratory-based clinical research in a variety of medical disciplines. With patients travelling from every state in the U.S. and more than 100 countries, it's no surprise the Cleveland Clinic has made its host city famous as a healthcare center.

## Medical center

It's also no surprise that when Cleveland's city fathers decided to build a new convention center, the largest project in the city's history, and pursue LEED® certification, it would capitalize on its notoriety as a center for medicine. A special

building named the Global Center for Health Innovation is an integral part of the convention center complex and is located above the 1-million-square-foot center, which is constructed 30 feet under the 26-acre Cleveland Mall. The Mall is

a public park in the downtown area that adjoins Lake Erie and Cleveland Browns Stadium. The convention area occupies 750,000 square feet and encompasses a 225,928-square-foot exhibit hall and 46,166 square feet of total ballroom space.



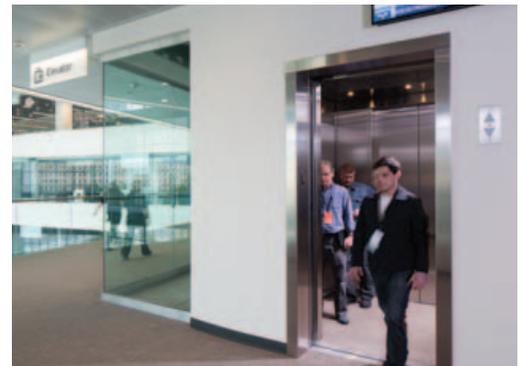
Exterior view of the Global Center for Health Innovation from the Cleveland Mall.

The four-story, 100,000-square-foot Global Center for Health Innovation is the only facility in the world that displays the future of health and healthcare presented on four themed floors. The Global Center will serve health and health care innovation, technology, education and commerce through state-of-the-art spaces, programs and virtual offerings.

In addition to its role as an exhibit center, the Global Center for Health Innovation is an educational resource and a home to charter tenants that include the Healthcare Information and Management Systems Society, GE Healthcare, Philips Healthcare, the Cleveland Clinic and University Hospitals. The building is constructed of concrete and glass in an unconventional pattern designed to evoke images similar to the structure of the DNA molecule. The four floors are themed, with the first dedicated to Health and Home, the second to Individual Patients, the third to Clinical Spaces and the fourth floor to Healthcare IT. ▶



Photo above: Schindler escalators connect the Global Center atrium to the concourse level. Photo left: Schindler escalators link the concourse level to Exhibit Hall A adjacent to the meeting rooms. Photo below: The Schindler elevator on the third level of the Global Health Center, overlooking the atrium.



► **Making the connection**

Schindler has the job of linking the Global Center for Health Innovation with the Cleveland Convention Center and the exhibit areas. The two facilities include 17 Schindler elevators and 18 Schindler escalators. The elevator cabs are finished with special stainless steel interiors that are designed to complement area décor. Schindler also services all of the units. In explaining why Schindler was chosen for this massive project, Dave Johnson, director of public relations and marketing for the Cleveland Convention Center, stated: "Schindler Elevator is a leader and widely respected in the vertical transportation industry. We

conducted a competitive bid process that included only prequalified contractors. Schindler was the most qualified contractor with the most competitive financial proposition. The sheer quantity of elevators and escalators required a contractor with extensive experience and depth of resources. Moreover, because this is a trade show facility, we required massive freight elevators to accommodate large displays and heavy vehicles, and Schindler demonstrated that their equipment could handle the workload. Of course freight wasn't the only issue. The elevator cab finishes were selected for a clean, modern and high-scale feel that would blend



with the architecture of the building. From concept to installation and service, Schindler made the process smooth and efficient for us." ■





Photo left: Dave Johnson, public relations director for the Cleveland Convention Center, in front of the Global Center for Health Innovation. Photo center: Exterior view of the East Lakeside Avenue entry to the Cleveland Convention Center. Photo right: Schematic showing areas of the Cleveland Convention Center normally hidden from view by the Cleveland Mall above.

A Schindler elevator and escalator located directly above the Grand Ballroom at the East Lakeside Avenue entry to the Cleveland Convention Center.



## Cleveland Convention Center – Fast Facts

### Main Exhibition Hall

- 225,000 square feet of Class A exhibit space
- 90-foot column spacing
- 30-foot clear ceiling height
- Ability to divide into three distinct halls

### Education & Conference Facilities

- More than 90,000 square feet of state-of-the-art, flexible meeting rooms
- 35 meeting rooms, ranging in size from small to large groups
- Wireless connectivity
- Multi-site videoconferencing

### Grand Ballroom

- 32,000 square feet
- Free of columns
- Floor-to-ceiling windows overlooking Lake Erie
- Dining capacity for up to 1,700

### Junior Ballroom

- 11,000 square feet
- Free of columns
- Floor-to-ceiling windows overlooking an outdoor patio
- Expansive atrium space with four-story glass wall
- Dining capacity for up to 300

# Lakeside Urbanization

It sits about eight miles from the center of New Orleans, bordering Lake Pontchartrain, and was named Metairie, which translates to small tenant farm, by the French explorers who settled there in the 1720s. Native Americans also populated the area and created a trade route with the French settlers along a natural levee that survives to this day as Metairie Road.



Photo left: The sun rises over the shore of Lake Pontchartrain at Metairie. The Lake Pontchartrain Causeway Bridge is visible at the far horizon. Photo right: Three Lakeway dominates this view of the Metairie business district.

Metairie remained largely an agricultural area, with its original settlers becoming tenant farmers and sharecroppers, until urbanization began to take hold in the early 20th century. By the 1940s, the pace of urbanization accelerated, with New Orleans growing rapidly as a city and Metairie offering a nearby alternative where larger plots of affordable land were available. With much of Metairie's land consisting of cypress marshes and swamps, its growth would have been limited were it not for the development of efficient pumps that could drain the water and send it into Lake Pontchartrain.

## Double life

While Metairie grew into one of the early suburban areas surrounding New Orleans, it also formed its own business district. Today it is considered to be a part of the Greater New Orleans Region combined statistical area, with a population over 1.3 million. Metairie seems comfortable as a home that embraces upscale residential neighborhoods, television and radio station transmitter facilities, a restaurant district, office buildings and one of the most successful shopping malls in the New Orleans metropolitan area. Metairie is densely populated, encompassing only 22 square miles, yet it has managed to avoid the impression of a compressed city environment or the feeling that it is simply a suburban "bedroom community" for neighboring New Orleans. It does convey a family-friendly urban atmosphere and conducts its own Mardi Gras in a somewhat less spirited fashion than the more famous celebrations that take place in New Orleans.



Photo left: Three Lakeway offers immediate access to the Lake Pontchartrain Causeway Bridge as it enters and exits Metairie. Photo right: The Lake Pontchartrain Causeway Bridge carries more than 40,000 vehicles daily between Metairie to the south and Mandeville, Louisiana, to the north.

### At the center

Metairie's business district lies along the south shore of Lake Pontchartrain, and Three Lakeway is the tallest building of a three-building complex that forms Lakeway Center. The Lake Pontchartrain Causeway, the world's longest continuous bridge over water, connects Mandeville, Louisiana, on the northern point of the Lake to Metairie 24 miles to the south, in the shadow of the Three Lakeway 34-story mixed-use skyscraper.

Constructed in 1987, Three Lakeway is the home address for a government agency, a hotel and several engineering, business and healthcare service firms. As the healthcare firms began to occupy increasing space in the tower, with the dense population of employees and visitors, elevator delays began to cause congestion in the lobby. In addition, both the healthcare and government tenants required more stringent access control. According to Wendell LeBlanc, manager of property engineering, "After studies were conducted on the current elevator system, it was determined that the original design of the elevators for the office tower was not sufficient for the dense population and occupancy levels we experience today, and that a modernization of the existing system alone would not provide the necessary improvements needed in performance. ▶





Photo left: PORT card readers are used to offer personalized Schindler elevator service for tenants while providing customizable access control within Three Lakeway. Photo right: Polished stone on the walls and floor of the elevator bank in the lobby of Three Lakeway creates a dramatic entrance.

- ▶ “We knew that implementation of a modern dispatch system would be necessary to relieve the congestion at Three Lakeway, so we began the task of looking into the various systems offered today,” said LeBlanc. “After touring and operating the different systems offered, Schindler’s PORT Technology stood out as offering the biggest improvement to the existing system.”

### **The new PORT at the lake**

LeBlanc added: “The implementation of Schindler’s PORT destination-dispatch system resolved the frequent problem of the cabs making entirely too many stops as they proceeded up and down the Three Lakeway tower, thus making the performance of the system very slow. PORT Technology also provided relief to the crowding issue that became a daily morning occurrence in the main lobby elevator bank. In addition, we are utilizing the PORT card readers with a fob-type media to provide access for tenants on

our passenger elevators. On the service cab we employ the same fob media in order to exercise the access control system provided by destination dispatching and achieve the necessary high-level security required by our tenants.”

General Manager Jody Castle stated: “We needed to begin modernizing our elevator cars, but removing one of them from service would have been too disruptive and simply out of the question. As a solution, we installed Schindler’s PORT Technology on all six of the passenger cars in a phased modernization process, and the improvement in performance was immediate and dramatic from day one. With this highly advanced destination-dispatch technology, we removed one car at a time for modernization with minor loss of efficiency. Our tenants are pleased with the level of security, our visitors reach their destination floors much faster and, needless to say, building management is delighted.”



## Fast Facts — Three Lakeway

Stories 34

Height 403 feet, 13th tallest building in New Orleans region

Square feet 1,389,405

Constructed 1987

Elevators Six passenger, one service

Mixed use Hotel, office, restaurant

The elevator bank at the 30th floor of Three Lakeway projects a clean, contemporary décor. A Schindler PORT terminal can be seen on the wall to the right.



Lakeway Center was recently acquired by The Feil Organization, which owns other properties in the immediate area. Feil has earned a 40-year reputation for job creation and investment as it met the needs of significant urban growth

in the greater New Orleans market. Lakeway Center offers 1.2 million square feet of premium Class A office space and enjoys over 94 percent occupancy and the highest commercial rents in the region. ■

# Green Plant Turns To Gold



It played host to a former U.S. President, Thomas Jefferson, on more than one occasion as he traveled to and from the first Continental Congress in 1774. In 1863 an American Civil War battle was fought nearby, and later the town grew as an agricultural center, producing cigars, flour and textiles.



Eventually manufacturing took hold, and gloves, wire cloth, shoes, water wheels and furniture were added to the mix. The town is Hanover, Pennsylvania, and Schindler is completing construction of a new 150,000-square-foot state-of-the-art facility that will add elevator components to the list. Situated on 23 acres of land, just 2.5 miles from the spot where Jefferson found food and lodging, the new facility will have the capability to expand its size by another 70,000 square feet.

The Hanover facility will employ about 60 and will focus on the fabrication of visible finished elevator parts; it will also contain an order fulfillment warehouse. The Schindler 3300 Order Consolidation Center (OCC) helps achieve lead times that are among the shortest in the industry for customer delivery. Currently located nearby, it will move into a specially designed space inside the Hanover facility during the first half of 2014.

The building incorporates many sustainable features, including photovoltaic solar panels designed to generate 655 kilowatts of renewable energy that will provide half of the building's total annual power consumption. The building's water will be a "zero discharge" system, which means that wastewater will be treated and used again instead of being released to the city's sewer system or surface water. Metal parts will be powder coated for improved appearance and resistance

to corrosion while minimizing environmental impact.

To reduce energy use even further, lighting will be fitted with energy-efficient T5 fluorescent bulb light fixtures. The property will include a concrete parking area that reflects heat back into the atmosphere rather than absorbing it. An electric car charging station has been installed to allow for zero-emissions vehicles at the facility. In an effort to minimize impact on the environment, Schindler is preserving as much green space as possible.

### Sustainable standards

John Impellizzeri, Schindler's vice president, Supply Chain, noted: "Our

Hanover facility has been designed as part of our global production system, where all plants reflect the same optimum configuration. This approach is fundamental to maintaining the highest quality control standards in every market we serve. While the parts we manufacture here are visible parts of the elevator, we receive components from other plants and finish assembly of the elevator system for delivery. With our Hanover plant close to our customers, we can make last-minute changes, typically cosmetic issues like color changes, while still keeping to customer deliveries within one hour of appointment."

Jakob Züger, CEO Americas for Schindler, added: "We are proud to open our new facility in Hanover. Purchasing land and constructing a sustainable building is evidence that Schindler is committed to the local community and plans to remain here for a long time to come."

Schindler is applying for LEED® Gold certification, one of the highest rating standards of sustainability in the industry, for the Hanover plant from the U.S. Green Building Council. Investing in so much advanced technology to protect the environment is something we think would have impressed Thomas Jefferson, who said, "The earth belongs to the living ... The soil is the gift of God to the living." ■



Photo, left: A giant Salvagnini machine fabricates elevator components from flat sheets of metal. Considered a "lean manufacturing tool", the Salvagnini machine reduces manufacturing costs by eliminating waste and has the ability to produce a variety of products in small lots for just-in-time delivery. Photo below, left: The powder coating line brings a colorful finish to elevator parts. Photo below, middle: Photovoltaic solar panels provide half of the Hanover facility's total annual power consumption. Photo below, right: One of the electric car charging stations located at the Schindler Hanover facility.



# Shopping Without Limits

It's situated between Lake Lugano in Switzerland and Lake Como in Italy, but you won't need a map to find your way around the Centro Ovale shopping center in Chiasso, Switzerland. Thanks to its unique oval shape, if you stand in the middle of the shopping center or use one of the escalators, you'll soon have an unobstructed view of the entire shoppers' paradise.

Just a stone's throw from the Italian border, Centro Ovale opened its doors on September 29, 2011, and offers a special retail venue for customers from both Switzerland and Italy. Inside the shopping center, customers will discover more than 250 brands, many of which they won't find anywhere else in Switzerland, along with innovative dining concepts and even a kids club to round out a family-oriented experience. Wi-Fi is offered free of charge throughout the shopping center. ▶







Photo top, left: Centro Ovale stands out in its organic design and as a signal to the upscale brands that await shoppers inside. Photo top, right: The center of the shopping center offers a cascading 360° view of the retail stores that surround each level.

► **An architectural design that inspires curiosity**

Centro Ovale’s striking design stands out and is designed to create curiosity. Sometimes referred to as the “silver egg,” the oval structure is self-supporting and surrounded by a concrete shell with 1,024 portholes that also offer visitors an unobstructed exterior view and abundant natural light. Centro Ovale is easily accessible from the highway that runs between Lugano and Como, and attracts both local residents and tourists, adding to Chiasso’s sightseeing appeal as a charming border town between the two countries.



The shopping center is spread out over four levels, with the focal point being a central open area that occupies 118,000 square feet of commercial space. Visitors can easily determine their location by going to the center of the building, where they can see all the shops, thereby avoiding the need for a map or floor plan.

Schindler escalators connect all four levels of the shopping center as well as the parking area.





Photo top: The escalators are arranged in parallel and offer panoramic views of the stunning interior of Centro Ovale.  
Photo bottom: The design of the Schindler escalators complements Centro Ovale's sleek, contemporary interior décor.



### **Optimizing the flow of visitors**

Eight Schindler 9300 escalators are located in the center of the oval building to enhance the flow of visitors. The escalators are wider than the standard design and are arranged in parallel to each other, encouraging customers to move throughout the entire shopping center. When on the escalators, visitors enjoy an excellent overview of all of the retail stores.

A special atmospheric LED lighting system with varied color displays has also been installed on the escalators. Integrating the escalators into this unique structure was a major challenge for Schindler and required the use of a special crane that was almost 200 feet tall.

### **Shopping on the rise**

Centro Ovale is pleased with the growth in visitor traffic since its opening two years ago. The influx of shoppers, as calculated based on the use of its 500 underground customer parking spaces, has been gratifying, and shopper feedback has been positive. Experience has shown that it takes time for a new shopping center to build a customer following, and Centro Ovale appears to be well on its way. Pay a visit next time you are in the Lugano area. ■



Lake Shore Drive is a stretch of roadway that follows the outline of Lake Michigan in downtown Chicago. It is notable for its abundance of upscale condominiums, high-rise apartment buildings and exclusive marinas that also follow the process of urbanization, which continues to bring an influx of residents to city life.

# Luxury on the Lake

The building known as 500 Lake Shore Drive is a prestigious 45-story, high-rise residence that became the first installation of Schindler's PORT Technology in the city and the first residential installation in the U.S.

Recently completed, it is also Related Companies' first apartment building in Chicago and has received the acclaim of residents, architects

and designers alike. It resides comfortably in this neighborhood with its stunning glass façade and understated architectural design. Every inch of this luxury tower reflects thoughtful attention to detail and an effort to sustain a truly urban lifestyle in the heart of Chicago.

## Beauty on the inside

Once inside 500 Lake Shore Drive, one is immediately in awe of the

lobby, a shimmering centerpiece of the building. From atop a floating staircase one can sense the size and scope of the lobby and capture a view of Lake Michigan. But the view works both ways, since the building advertises itself as a beautiful place to live. Commuters who drive to the area each day stop at a traffic light in front of the building and look into the most beautiful lobby in the city.

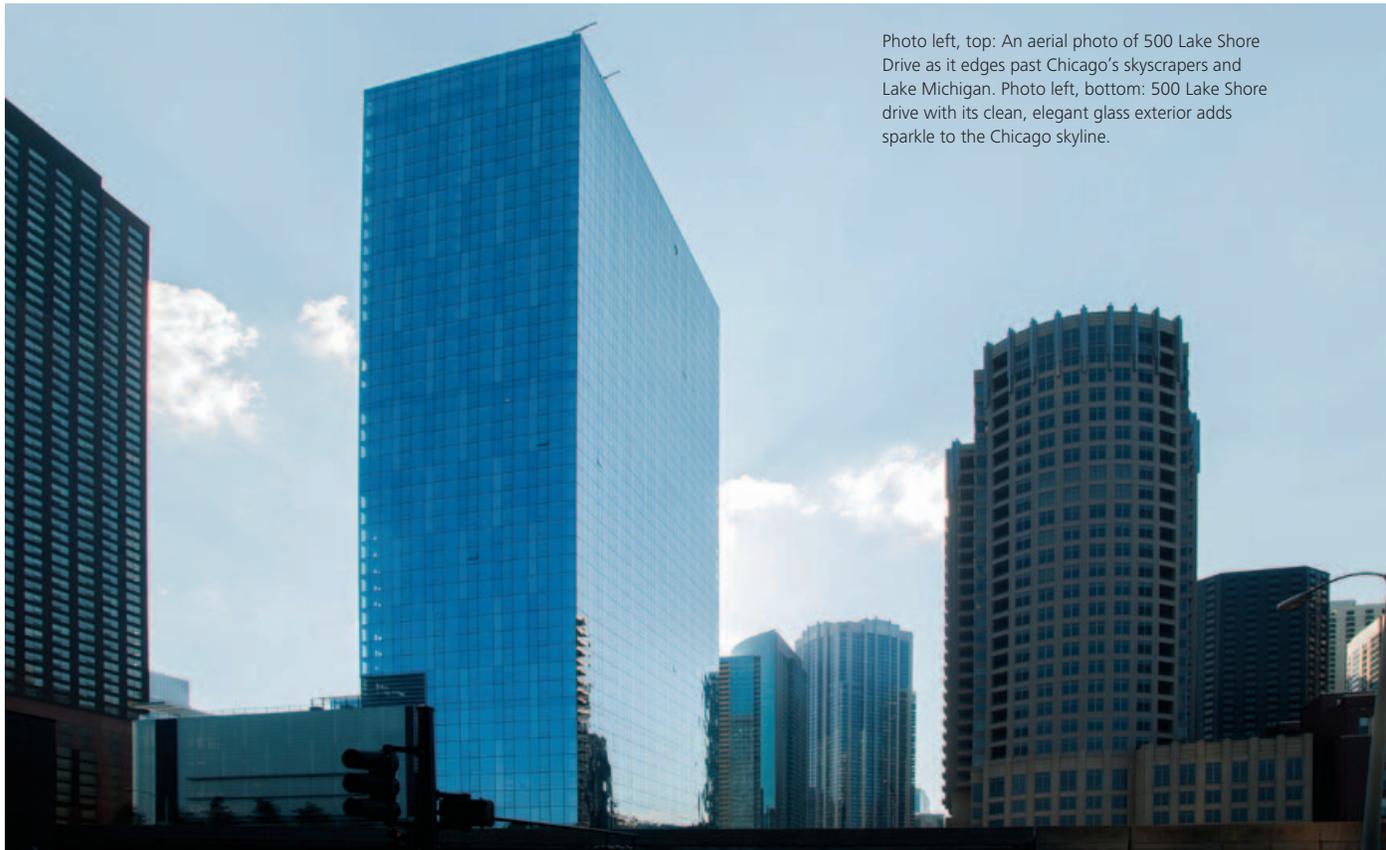


Photo left, top: An aerial photo of 500 Lake Shore Drive as it edges past Chicago's skyscrapers and Lake Michigan. Photo left, bottom: 500 Lake Shore drive with its clean, elegant glass exterior adds sparkle to the Chicago skyline.

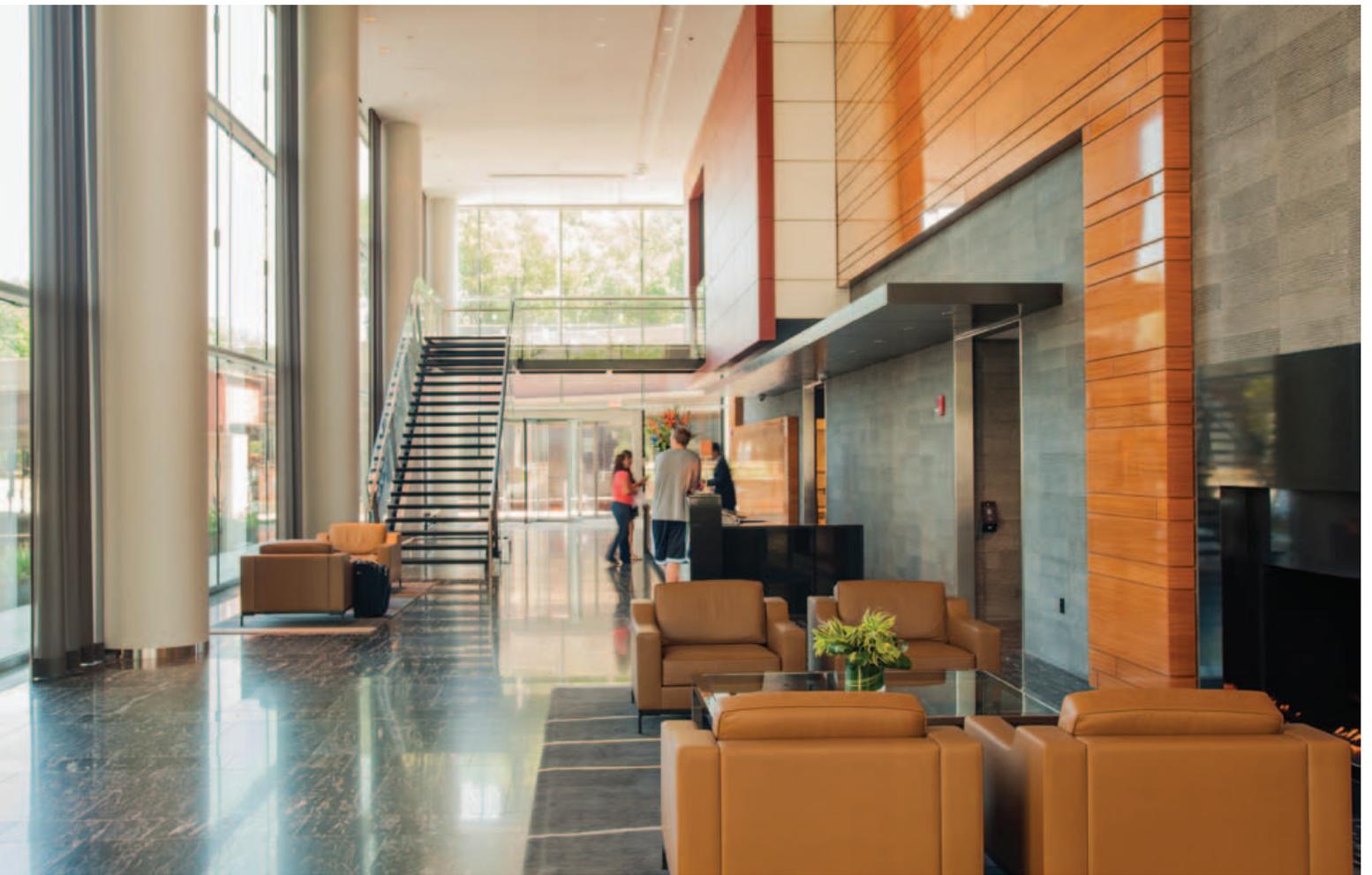


Photo top: Large blocks of polished granite adorn the floor while highly lacquered wood contrasts against the natural stone wall of the 500 Lake Shore lobby. Photo bottom: 500 Lake Shore's glass façade reflects nearby high-rise neighbors.

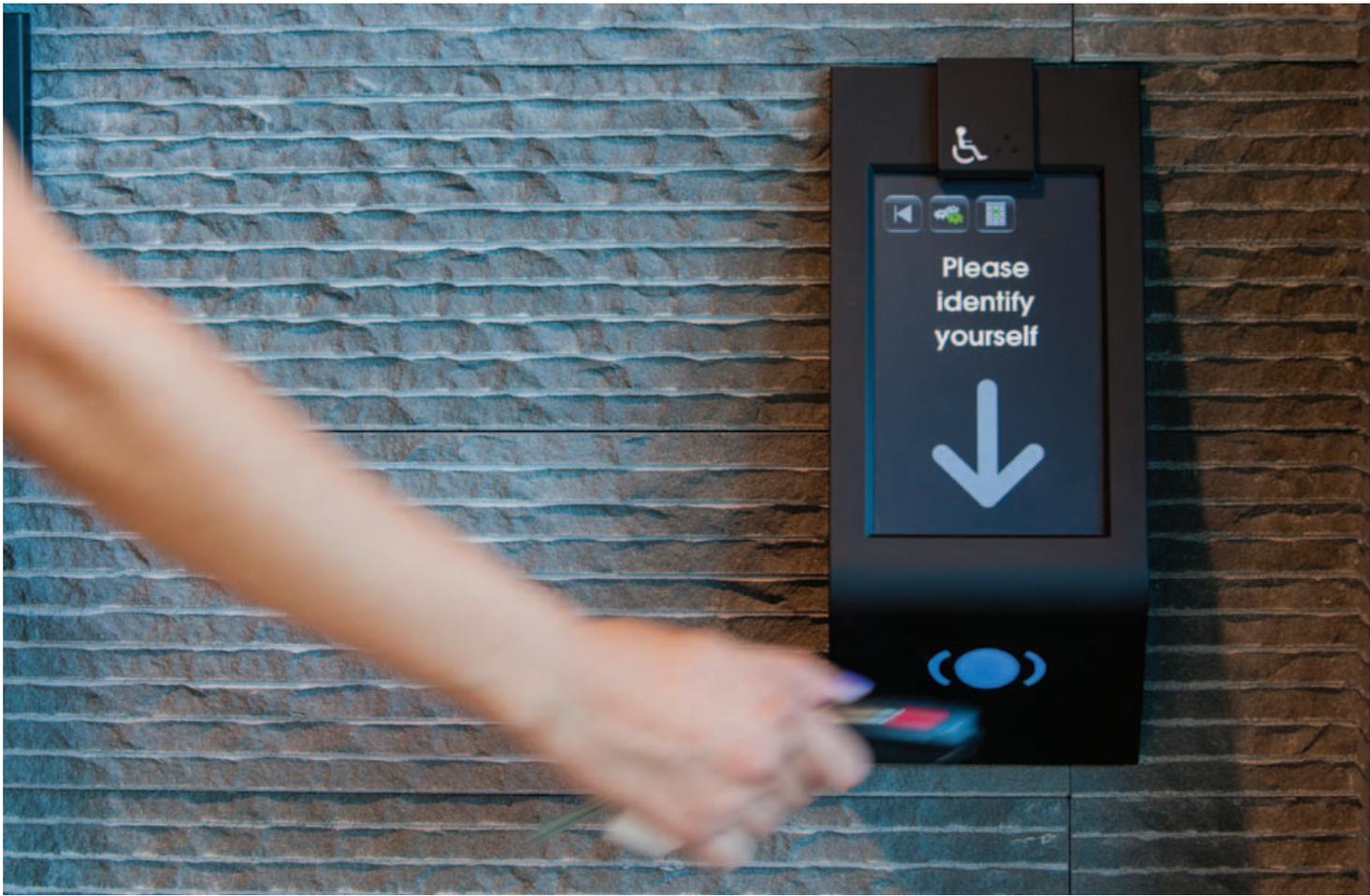


Those who enter the lobby are struck by the size of the granite pieces in the floor, not seen in any other residential lobby in Chicago. The design comes from a mud-set floor, which allows for much larger and more beautiful pieces of granite. Everything from the floor to the highly lacquered wood on the walls to the stone that permeates most areas out into the porte-cochère is designed to create a stunning environment by day and night.

#### **Service and security with style**

Upon arriving at 500 Lake Shore Drive, visitors are greeted by a white-gloved doorman out front and a concierge standing behind the desk in the lobby. If residents

return from a trip, they pull up in front and the doorman comes out, retrieves their luggage and delivers it to their residence. In addition to the concierge at the front desk, there is also a personal assistant in the building who can make dinner reservations or secure theater or sports tickets. There is even a move-in coordinator who can take the moving process almost entirely out of the hands of residents. Once a lease is signed, the move-in coordinator can arrange a moving company, hire packers and unpackers, schedule elevator times on both ends, set up all utilities and ensure that residents' belongings arrive at their new apartment. ▶



There's even a person on staff who can hang flat-screen televisions on the walls and figure out how to hook up audiovisual equipment. In theory, residents could spend a few days with friends or relatives and leave everything to the staff.

In terms of security and access control, Schindler's PORT Technology delivers state-of-the-art performance. When residents arrive in the lobby, they simply use a touch screen to indicate their destination floor, and the PORT terminal tells them which elevator to use. The system reduces waiting time up to 40 percent during peak hours.

The PORT system can also be programmed to create virtual private elevators for penthouse renters, or simply to limit access to certain floors. The PORT terminal "reads" the residents' RFID tags, knows who they are and where they live and avoids making unnecessary stops on the way to their destination floor. The customization possibilities are essentially unlimited and could be used, for example, to protect someone who's allergic to dogs from joining dog owners in the same elevator car.



Photo left, top: A tenant passes an RFID tag under a PORT terminal that recognizes the tenant's identity and destination floor. Photo left, bottom: Schindler combined stainless steel with natural stone and lacquered wood to create this stunning elevator car.

## Endless amenities

All the amenities one might expect in a luxury apartment building are present at 500 Lake Shore Drive, including a pool, library, gym and game and television rooms. But there are also the unexpected, like Dog City, a room with everything from dog walking to grooming and feeding. If a resident is out of town and unable to get home to walk a dog, the Dog City staff will go to their residence and bring the dog down for a walk, and if the delay is extended they'll even feed Fido. Veterinarians make house calls here, and Dog City also offers boarding just in case an out-of-town visit lasts longer than expected.

The team at Related Companies feels that the term *luxury* has become overused, and what represents itself as luxury all too often doesn't measure up. They prefer to think of 500 Lake Shore Drive as sophisticated and offering a graciousness of living. Hopefully, it is this relaxed, secure and attentive lifestyle that reflects the ultimate destination of urbanization. ■



Photo left, top: Open seating areas provide a place to relax and enjoy the view of Lake Michigan. Photo left, middle: Comfortable seating, large tables and a see-through fireplace in the library create an inviting atmosphere. Photo left, bottom: High-end appliances, lighting and amenities bring added luxury to 500 Lake Shore kitchens. Photo above: A special place for four-legged tenants.

# Safety First

When we think of safety, we typically think in terms of safe procedures and practices. But new technologies and innovative strategies are transforming the landscape of today's workplaces. Lou DeLoreto is Schindler's vice president, Employee Safety for North America. In a recent interview, DeLoreto outlined the range of safety measures that are being undertaken to reinforce Schindler's longstanding commitment to the safety of employees, products and the riding public.



## **Trained to be safe**

**Next Floor:** How extensive is safety training at Schindler?

**DeLoreto:** Here at Schindler we put great emphasis on safety training for our service, modernization and installation technicians. We conduct weekly and monthly sessions that add up to more than 40 hours of annual safety training. But that's just the starting point. To keep pace with the rapid development of technology, we continue to incorporate technical training and methods as part of our overall safety training strategy. Far too many times companies split the two. We believe that a strong, technically trained expert is also a safety expert.

One of the most valuable parts of our safety management system is our field safety walks and jobsite visits. The only true way to validate understanding is to have supervisors go out to the customer sites and have technicians perform safety procedures. Although this has its operational challenges, we believe it to be an integral part of an effective safety program, and we expect to perform over 12,000 of these walks this year alone.

With a majority of our employees having a significant number of years of experience, the last thing we want is for one of them to become complacent.

## **Innovative approaches**

**Next Floor:** How do you help technicians remember all of your safety protocols?

**DeLoreto:** If you looked at the typical safety manual for elevator and escalator service technicians, it would fill several hundred pages. It's quite a challenge to keep all these safety procedures top of mind. We just launched a four-hour safety station certification that has all field employees perform and demonstrate our key safety procedures. This provides a great mechanism to observe each employee and share practices, along with giving supervisors key insights into employees' level of understanding.



We also are looking at ways to integrate safety into our field handheld technology. Even with the most sound safety procedures, it is important due to the variety of customer sites and conditions that employees take time to stop and think through the tasks, and plan accordingly. Our goal is to move this process from a manual exercise into an integrated workflow in our employees' FieldLink handheld devices.

From an engineering perspective, we are always looking at ways to eliminate hazards. Just as the automobiles of the past did not have the safety systems of today, the same holds true for our products. Integrated elevator car top fall protection barricades,

smart controls and electrical and mechanical guarding help make modernized and new installation equipment safer for our employees, customers and of course the riding public.

#### **Safety starts here**

**Next Floor:** Safety is so important; how do you reinforce that every day?

**DeLoreto:** In addition to leveraging technology, Schindler is using a very personal approach to bring an emotional impact to the issue of safety. We're creating safety calendars using artwork and messages from the children of our technicians to drive home the message that compliance means getting home safely. By combining training, technology and personal

motivation, we are creating a more immediate and powerful culture of safety. Safety has to be in the hearts and minds of every employee.

For safety to be sustainable, it must be a shared responsibility. It's incumbent upon building managers and operators to maintain elevators and escalators in safe operating condition and to modernize aging equipment to incorporate new safety technology. Equally important, they need to remind passengers of safety guidelines in the use of escalators and elevators. Riders too need to remember that elevators, escalators and moving walks are transportation systems, and adhering to the rules of the ride will make for a safe and more pleasant journey. ■

# High Finance

They're bankers, accountants, lawyers, corporate officers and stockbrokers, and more than 100,000 of them enter Toronto's financial district every day. This exclusive commercial core serves as the hub for Canada's financial, legal and insurance market activity. With so much centered in this area, it's no wonder the demand for office space in Toronto is at a record high. The city, with a population of 2.6 million residents, is located in the heart of the Golden Horseshoe, where mobility between office and residence comes at a premium.

Meeting the challenges of satisfying the demand for office space is one of the missions of Brookfield Multiplex Construction, developers of Bay Adelaide Centre East, a 44-story, 980,000-square-foot office tower that's designed to achieve LEED® Platinum Certification. Professional services firm Deloitte will be the anchor tenant of the new tower. Schindler has been awarded a multimillion-dollar contract to install its destination-dispatch PORT technology at the skyscraper. Bay Adelaide East will include 22 Schindler 7000 high-rise elevators, eight Schindler 400AE mid-rise elevators and six Schindler 9300AE escalators. Schindler will also maintain all of the equipment.

The Bay Adelaide East tower will be connected to Toronto's PATH, an underground pedestrian walkway that provides access to 17 miles of retail shops and services. PATH is the world's largest underground shopping complex, with more than 4 million square feet of merchant



Bay Adelaide Centre East (building on left) graces Toronto's shimmering financial district.

space. It also offers a direct link to the subway that connects to the Toronto Coach Terminal (bus station) and the Toronto Convention Centre. Bay Adelaide East is a towering example of Toronto's role in creating

a vibrant urban economy. "Schindler is excited to be a part of the Bay Adelaide complex and continue to expand our presence in Canada," said Jeff Coles, president of Schindler Canada. ■

# The Largest Real Estate Project in U.S. History



Hudson Yards is the centerpiece of a vast redevelopment project encompassing about 60 blocks on Manhattan's West Side, lying along the Hudson River in New York City.

It will dramatically transform the Manhattan landscape with innovative architectural design, creative new parks and an abundance of arts and culture. The Hudson Yards area, to be developed by the Related Companies and Oxford Properties Group, will consist of multiple massive skyscrapers with more than 12.7 million square feet of new office, retail and residential space. A 750,000-square-foot retail center will contain two levels of restaurants, cafes and bars. In addition, a hotel, 5,000 residences, a 750-seat school and 14 acres of public open space are planned.

Schindler has been awarded a multimillion-dollar contract to provide and install 32 elevators and four escalators at the Hudson Yards South Tower, a 52-story, 1.7-million-square-foot commercial office tower that will serve as the centerpiece of the 26-acre site. Upon completion in 2015, the building is expected to achieve LEED® Gold Certification from the U.S. Green Building Council.

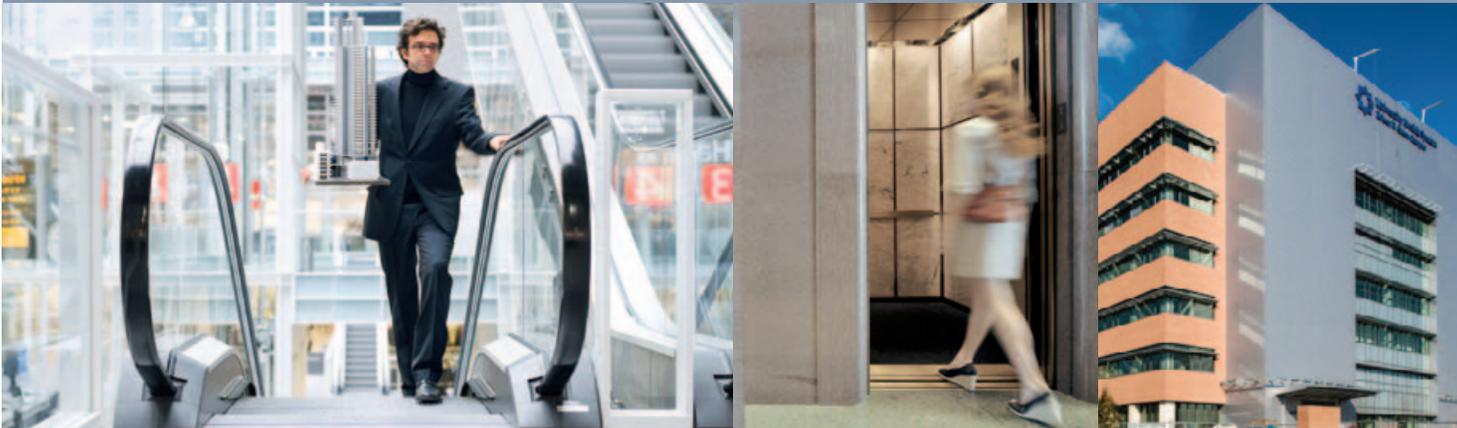
## **Intuitive technology for personalized mobility**

Moving occupants faster and more efficiently throughout the office tower will be 27 energy-efficient Schindler 7000 customer passenger elevators equipped with Schindler's award-winning PORT Technology destination-dispatching system. The PORT system offers two-way communications between occupants and the building's environment and will optimize traffic flow throughout the building. It will also offer predictive call entry and personalized service.

The PORT Technology's patented access control uses RFID technology to manage and control access within the building and will seamlessly integrate with the tower's security system. At the Hudson Yards South Tower, it will allow occupants to use pre-programmed access cards to generate an automatic elevator assignment and at the same time provide customized mobility throughout the building.

Hudson Yards is destined to become the new heart of New York City and its epicenter for culture, commerce and community. ■

# next news



## SCHINDLER OFFERS APPROVED AIA LCUs

Schindler now offers architects a “Cutting Edge Elevator Technology: Elevating architecture with destination-dispatch controls” course approved for 1 Learning Credit Unit (LCU) from the American Institute of Architects’ (AIA) Continuing Education System. The course qualifies as HSW (Health, Safety, Wellness). Architects can take the course online at [www.architecturalrecord.com](http://www.architecturalrecord.com). Schindler also offers five Lunch and Learn seminars for architects, designers and builders:

- “Escalators for Public Transportation” (ESC001) instructs AIA members on how to choose the right escalator for their public transit requirements. (1.5 LCU)
- “Vertical Transportation — Escalators” (ESC002) focuses on escalator architectural features, mechanical components of escalators and escalator design drawing review. (1.5 LCU)
- “General Vertical Transportation” (VTB001) provides members with information about industry product offerings and applications. (1.5 LCU)
- “Sustainable Design” (SDSEC1) includes information on how elevators and escalators contribute to LEED certification. (1.0 LCU)
- “Vertical Transportation — Machine Room Less Elevators” (VTMRL1) provides an overview of machine room-less elevators. (1.25 LCU). This course is also available on [AECDaily.com](http://AECDaily.com) (1.0 LCU) and focuses on the history, newest technologies and green aspects of MRL elevators.

For more information about Schindler’s continuing education courses, architects should contact a local Schindler office by calling 1-877-696-8382 or visiting [www.us.schindler.com](http://www.us.schindler.com).

## MID-RISE MODERNIZATION – TOP MONEY-SAVING PRODUCT

*Buildings Magazine* selected Schindler’s mid-rise elevator modernization solution as a 2013 Top Money-Saving Product. Finalists were chosen on the money-saving qualities offered to building owners and facility managers in areas such as energy consumption, labor reduction, water savings, lighting, roofing and safety. The Schindler mid-rise modernization solution contributes energy savings, ease of installation and quick retrofitting to any current system. Technological upgrades include Schindler’s Miconic TX controllers, Power Factor 1 regenerative drives, Varidor 50A closed loop linear door operators and Schindler Remote Monitoring.

## UNIVERSITY HEALTH SYSTEMS EXPANSION SELECTS SCHINDLER

Schindler has been awarded a contract with University Health Systems of San Antonio, Texas, to supply and install 27 energy-efficient, machine room-less Schindler 400AE elevators for the Health Systems’ expansion project. The elevators are being installed at a new six-story Clinical Pavilion on the Robert B. Green campus and at a new 10-story tower at University Hospital in the South Texas Medical Center. The \$899.4 million Capital Improvement Program is the largest construction project in Bexar County. Schindler will also provide maintenance for all of the elevators in the University Health System facilities in San Antonio.



## SCHINDLER MAKES FORBES INNOVATORS LIST

For the third consecutive year, Schindler Holding has been ranked as one of the 100 most innovative companies in the world by *Forbes* Magazine and joins firms such as Amazon, Apple and Google on the prestigious list. *Forbes* uses an “Innovation Premium” metric to measure the premium the stock market has placed on the value of a company based on expectations of future innovations, including new products, services and markets that will drive the business into the future. The *Forbes* ranking demonstrates that innovation is one of the key factors in Schindler’s success.

## ITALIAN RAILWAY SELECTS SCHINDLER

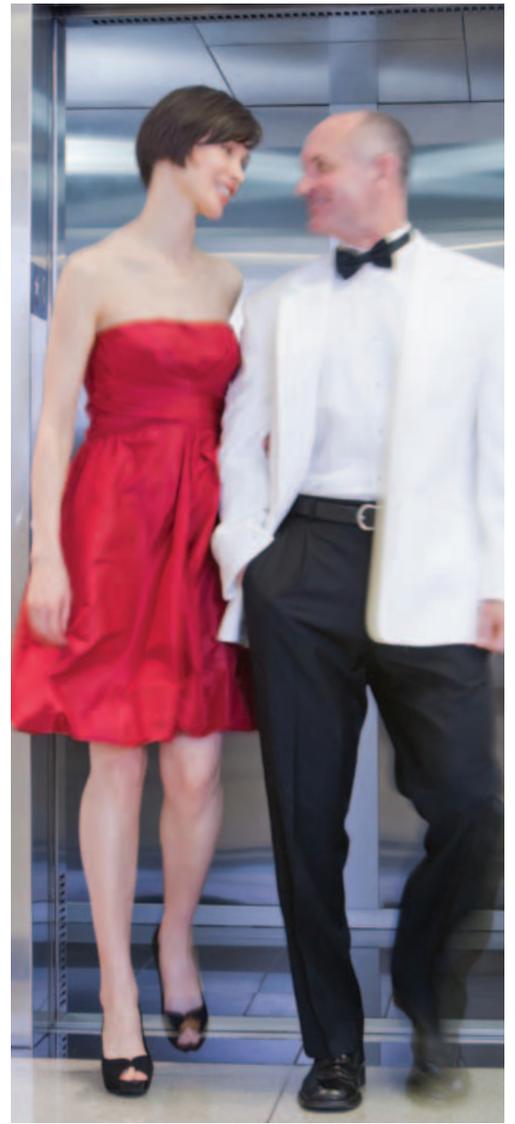
Schindler is supplying a total of 18 escalators for Naples’ new Toledo rail station — two with a 98-foot rise, as well as four moving walkways and four elevators. The stylish metro station recently topped a list by Britain’s *Daily Telegraph* of the most impressive underground railway stations in Europe. The design of the escalators and elevators was chosen to complement the station’s elegant décor. Marco Piccoli, technical director of Engineering Works at M. N. Metropolitana di Napoli S.p.A., said: “Schindler delivered in every respect. Their professionalism, cooperative attitude and technical skill convinced me that, when it comes to suppliers, people really do make the difference.”

## PORT TECHNOLOGY COMES TO HANOI

The Lotte Group, one of South Korea’s largest corporations, has chosen Schindler as its partner for a flagship project in Hanoi. Soaring high above the city streets, the 65-floor Lotte Center — Vietnam’s third tallest skyscraper — will include 30 Schindler 7000 high-rise elevators, offering visitors smooth, quiet and spacious rides. Visitors to the Lotte Center will benefit from Schindler’s PORT Technology. Featuring state-of-the-art touch-screen user terminals, PORT Technology will guide visitors as they journey throughout the building and provide enhanced security while maximizing the building’s access control and energy efficiency.

## SCHINDLER GERMANY SIGNS LARGEST CONTRACT

Schindler will install 50 elevators, 56 escalators and up to 20 moving walks at the satellite building of Terminal 2 at Munich Airport in Germany. This is the largest single order for Germany’s leading elevator manufacturer since the company was founded. Ever since Terminal 2 opened for service in 2003, it has been equipped with Schindler systems throughout. A further 14 Schindler units will also be installed in the railway station of the underground personal transport system connecting Terminal 2 to the satellite building.



# Because life is a moving experience

Each day Schindler helps move more than a billion people and what matters to them most. Our trailblazing elevators and escalators, supported by the industry's most highly trained engineers and technicians, take them to the next floor and the next experience in their life's journey.

To learn more about how Schindler products and services can take you where you're going, visit our website or contact your local Schindler representative.

[www.schindler.com](http://www.schindler.com)



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