

EMPIRE STATE BUILDING UNVEILS NEW OBSERVATORY ENTRANCE

Reveals New Entrance, Grand Lobby, and Staircase

New York, NY, August 22, 2018 – The Empire State Building (ESB) today unveiled the first phase of its fully reimagined Observatory, the new entrance at 20 West 34th Street. Part of the decade-long Empire State ReBuilding project, the new entrance provides visitors to ESB’s world-famous Observatories with a larger entrance and seamless flow solely for Observatory Guests – repositioning 4.2 million visitors from ESB’s Fifth Avenue entrance, and improving the experience for tenants.

The new entrance is the first phase of a redevelopment project which will be complete by the end of 2019. Every detail of the fully modernized Guest journey has been inspired by feedback from ESB’s most valued participants – its Guests, tenants, and the entire ESB community. It was brought to life by a cross-disciplinary, best-in-class team from the arts and architecture to technology and entertainment industries, to conceive and curate the fully-modernized masterpiece:

- Thinc Design
- Beneville Studios
- Ideo
- Squint / Opera
- JLL
- Intersection
- Diversified.
- Skanska
- Kubik Maltbie
- Thornton Tomasetti
- The Lighting Practice
- Corgan
- Syska Hennessy Group

In the new entrance, Guests are immediately treated to more space, organized flow, and hints of what will come from the next phases of the redevelopment, from digital hosts to a new lighting ceremony installation. Guests will ascend a grand staircase which splits around a two-story architectural model of ESB. New electronic, self-service ticket kiosks simplify the presentation of Guests’ choices of the myriad of options for their visit.

“Our leadership in innovation continues with this transformative reimagining of our entrance, the first phase of the completely new Observatory experience,” said Anthony E. Malkin, Chairman and CEO of Empire State Realty Trust. “We have a high level of confidence that our work will increase customer satisfaction immensely and drive bottom-line performance. We have already transformed the Empire State Building into the Urban Campus within a building, one of the most modern and energy-efficient buildings in the world. Now, ESB raises the bar for the Guest experience to make it best-in-class, bar none.” Malkin added, “Stay tuned—there’s more to come!”

Additional enhancements to the Observatory experience will be announced with key elements revealed as the new journey is rolled out over the coming months. Stay connected on social via #ESBReimagined. The ESB Observatory will maintain business as usual, open 365 days a year from 8 a.m. to 2 a.m. To plan your visit and to purchase tickets, please visit www.empirestatebuilding.com.

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About the Empire State Building

Soaring 1,454 feet above Midtown Manhattan (from base to antenna), the Empire State Building, owned by Empire State Realty Trust, Inc., is the "World's Most Famous Building." With new investments in energy efficiency, infrastructure, public areas and amenities, the Empire State Building has attracted first-rate tenants in a diverse array of industries from around the world. The skyscraper's robust broadcasting technology supports major television and FM radio stations in the New York metropolitan market. The Empire State Building was named America's favorite building in a poll conducted by the American Institute of Architects, and the Empire State Building Observatory is one of the world's most beloved attractions as the region's #1 tourist destination. For more information on the Empire State Building, please visit www.empirestatebuilding.com, www.facebook.com/empirestatebuilding, [@EmpireStateBldg](https://www.instagram.com/empirestatebldg), www.youtube.com/esbnyc or www.pinterest.com/empirestatebldg/.

About Empire State Realty Trust

Empire State Realty Trust, Inc. (NYSE: ESRT), a leading real estate investment trust (REIT), owns, manages, operates, acquires and repositions office and retail properties in Manhattan and the greater New York metropolitan area, including the Empire State Building, the world's most famous building. Headquartered in New York, New York, the Company's office and retail portfolio covers 10.1 million rentable square feet, as of June 30, 2018, consisting of 9.4 million rentable square feet in 14 office properties, including nine in Manhattan, three in Fairfield County, Connecticut, and two in Westchester County, New York; and approximately 700,000 rentable square feet in the retail portfolio.

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