

# **Pembroke Real Estate**

## **Seaport East Electronic Tenant Handbook**

**Created on February 3, 2012**

**Building Operations: Accounting**

CBRE  
111 Huntington Avenue  
12th Floor  
Boston, MA 02199



## Building Operations: Building Management

The staff of Seaport East is dedicated to making your work environment as safe and pleasant as possible. The CB Richard Ellis Building Management Office is located on the ground level of World Trade Center West on B Street. Please do not hesitate to contact the Management Office at:

**Phone:** (617) 385-4747

**Fax:** (617) 385-4721

**Address:**

155 Seaport Boulevard  
Boston, MA 02210

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
General Manager	Stephen Howard	(617) 385-4722	<a href="mailto:Stephen.Howard@cbre-ne.com">Stephen.Howard@cbre-ne.com</a>
Property Manager	Jason Walega	(617) 385-4723	<a href="mailto:jason.walega@cbre-ne.com">jason.walega@cbre-ne.com</a>
Engineering Supervisor	David Ciampolillo	(617) 385-4760	<a href="mailto:David.Ciampolillo@cbre-ne.com">David.Ciampolillo@cbre-ne.com</a>
Tenant Services Coordinator	Renee Hamman	(617) 385-4751	<a href="mailto:Renee.hamman@cbre-ne.com">Renee.hamman@cbre-ne.com</a>



## **Building Operations: Holidays**

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

New Year's Day  
Martin Luther King, Jr. Day  
Presidents Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

Certain services are not provided on weekends and the holidays listed above. A Building Security Officer will be on duty 24 hours a day and may be contacted at (617) 385-5050.



## Building Operations: Leasing

The leasing company for Seaport East is Jones Lang LaSalle, located at One Post Office Square, Boston, MA 02109. The main phone number 617-523-8000. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Managing Director	William Barrack	(617) 531-4135	<a href="mailto:william.barrack@am.jll.com">william.barrack@am.jll.com</a>



## **Building Operations: Security**

Seaport East provides security services 24 hours a day, seven days a week. Seaport Security at Seaport East includes uniformed security guard services, surveillance equipment, access cards, and property removal procedures.

### **Guard Services**

The security desk is located on the first floor lobby area and is available to assist tenants in a variety of situations. To contact security, please call (617) 385-4777.

Security's major roles include (but are not limited to) enforcing all building rules and regulations, reporting security and safety related incidents or potential hazards, locking and unlocking building entrances at designated times, assisting as needed in the event of a police or fire related incident, and contacting appropriate personnel in response to maintenance and life safety emergencies.

### **Surveillance Equipment**

In addition to the security staff, Seaport East is equipped with camera surveillance. Cameras are located throughout the building and are monitored at the lobby by either security or management office personnel.

## **Building Security: Access Cards**

In an effort to protect people and property at Seaport East, an access card system has been installed. Normal hours of building operation are 8:00am – 6:00pm Monday through Friday and 9:00am – 1:00 on Saturdays. Employees arriving after-hours will require their access card to gain entry to their office space. Access cards may be enforced at any time with little or no advance notice. Should a tenant wish to restrict an employee's admittance to their premises outside of normal business hours, their access card can be programmed accordingly.

Access cards are requested through the tenant representative and will be issued by Seaport Security in accordance with the tenant's direction.



## **Building Security: Building Access**

Building access is available 24 hours a day, seven days a week. Building hours are from 8:00am – 6:00pm, Monday through Friday, and 9:00am – 1:00pm on Saturdays. Entry to the building and tenants spaces, after hours, requires the use of access badges.



## **Building Security: Deliveries**

All delivery arrangements should be coordinated with building management at (617) 385-4747. The Management Office must be notified of the date and time the delivery is expected to arrive. All deliveries are restricted to the use of the loading dock and freight elevator. The loading dock is located on Congress Street. All large deliveries must be coordinated after normal building hours.

## **Building Security: General Office Security**

Tenants should feel free to contact either security or CB Richard Ellis for help at any time. Tenants can do a great deal to enhance the security of their premises and we encourage all tenants to participate in the following procedures:

1. Report lost or stolen keys or access cards immediately.
2. Screen any unauthorized persons who enter the premises and request positive identification. Tenants who have doubts as to whether a person should be allowed into a tenant area should not hesitate to request assistance.
3. Check all doors and make sure they are secure at all times.
4. Keep equipment and valuables in a secure, locked space.



## **Building Security: Lost and Found**

Please contact the Seaport Security Office at (617) 385-5050 to claim items that have been lost or found in the buildings.



## **Building Security: Property Removal**

Anyone leaving the property with items of value will require a property removal pass. This pass is necessary to protect Seaport East tenants from having equipment and materials removed from their offices without their permission. Property removal passes can only be signed and approved by authorized personnel. An updated list of people who are authorized to sign property removal passes is available both at the lobby desk and the CB Richard Ellis Management Office.



## **Building Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at (617) 385-4747 and we will send appropriate personnel to escort them off of the premises.

## **Building Services: Building Signage**

Tenant names are displayed in the building lobby directory. Tenants are entitled to space in the lobby directory in an amount equal to the tenant's office percentage for the names of tenant's personnel. Individual tenant signage may be installed in elevator lobbies.

## **Building Services: Cleaning**

Cleaning service is provided five nights a week, Monday through Friday. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management Office at (617) 385-4747. Special cleaning services can be arranged at tenant expense.

If you have any questions or comments regarding the cleaning services, please notify the Building Management Office.

## **Building Services: Elevators**

Two Garage elevators serve levels P3 to the lobby level. Eight regular passenger elevators serve the 16th floor to the lobby level. A freight elevator is also available and serves levels P1 to the 16th floor. The freight elevator is to be used during all move-ins/outs and for delivery of large equipment and food orders.



## **Building Services: HVAC**

If the temperature in your office needs adjustment, please complete a work order via the on-line work order system by the tenant contact. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 8:00am – 6:00pm Monday through Friday and 9:00am – 1:00pm on Saturdays. Special arrangements should be made for any HVAC needed outside of those hours by completing a work order. All overtime HVAC requested by the tenants will be invoiced on a monthly basis.



## **Building Services: Mail Services**

Mail is delivered Monday – Friday to individual tenant mail boxes, located in the loading dock mail room. There is no mail service Saturday and Sunday.

## Building Services: Recycling

The recycling program at Seaport East has been developed to conserve natural resources. By participating in our building-wide recycling program, each tenant helps conserve trees, water, and reduce the amount of trash generated at the building. Please note that in addition to improving the environment in which we live, recycling also reduces the waste removal expense incurred by the tenants. Therefore, we ask that each individual make a conscious effort to recycle as much material as possible.

Please be advised that our recycling program is source separated. Therefore, we ask that everyone make an effort to separate the recyclables by depositing these materials in the proper collection bin.

**Plastics, bottles, cans, and other recyclable items:** (GREEN BIN)

All plastics will require a Recycle label with a recycle number between 1-6.

All soda cans, bottles, and plastics with a Recycle number between 1-6 must be rinsed of all food waste.

**E-waste:** The CBRE Property Management Team will send all computers, monitors and other electronic devices to be properly recycled. Please complete a work order as needed for pick up of these items. There will be a cost for this service.

**Furniture:** All furniture should be donated to charity. The CBRE Property Management team will assist with the delivery. However, outside movers will be required to remove the furniture from the building.

**Toner/Cell phones/Blackberries:** The CBRE Property Management team will send these items to be properly recycled. Please complete a work order as needed for pick up.

**Dry-cell batteries:** The CBRE Property Management team will have all dry-cell batteries recycled. Please complete a work order as needed for pick up or request a designated container that will be serviced by CBRE.

**Fluorescent Lamps:** The CBRE Property Management team will store used fluorescent lamps in specially designed containers located in the loading dock.

**Mixed paper:** (BLUE BIN) Blue bins will be used for the collection of office paper (all colors), newspaper, envelopes, paper bags, lunch bags, cardboard, pizza boxes, magazines, and shredded paper.

The evening cleaning staff will remove the recyclable material, along with the trash, Monday – Friday.

The following items are not recyclable:

- Blueprint Stock
- Carbon Paper
- Paper Towels, Tissues, Paper Plates, Paper Cups, or Food Wrappers
- Styrofoam
- Wax Paper
- Aluminum Foil

## **Complex Amenities: Concierge Services**

Whether you need reservations at a four-star restaurant to host a "power lunch," or you are searching for a quiet place to relax and listen to music after hours, the Concierge can put Boston at your fingertips. Listed are just a few of the many services the Concierge offers:

- Arrange Concert or Theater Tickets
- Dining Information/Reservations
- Hotel Information/Reservations
- Travel Destination Suggestions
- Activities/Area Nightlife Recommendations
- Information on Area Golfing
- Order/Arrange Flower Deliveries
- Transportation Arrangements
  - Limousines
  - Vans
  - Car Rentals
- Directions
- Package Delivery
- Miscellaneous/Special Requests
  - Spa Services
  - Tuxedo Rental
  - Suitcase and Briefcase Repair
  - Shoe Shine and Repair Service
  - Cake order for any Occasion (Delivery available)
  - Valet Laundry Service

In addition, the Concierge serves as a point person for information regarding events happening in the Boston area. Whether it is the new dinner menu at Aura, or an exhibit opening at the Museum of Fine Arts, our Concierge will be ready to provide you with the information.

The Concierge desk is located in the lobby of Seaport Hotel. To contact your concierge by phone, please call (617) 385-4500. We hope you will take advantage of this superior resource.



## **Complex Amenities: Interactive Test Kitchen**

The Seaport Hotel has also launched an exciting new concept, the Sebastians Interactive Kitchen. This innovative concept offers hands-on interactive cooking programs and demonstrations for the workplace or private parties, offering a new twist on traditional corporate team building events, or special events for friends and family. The best part is that anyone can participate and everyone gets to be the chef! The contact is Jennifer De La Roca, [jennifer.delaroca@seaportboston.com](mailto:jennifer.delaroca@seaportboston.com).



## **Complex Amenities: Meeting/Conference Center Space**

As Boston's most accommodating host to meeting and event planners and their attendees, Seaport Meetings & Conferences enables a seamless and productive experience by customizing the greatest array of facilities and services to the unique needs of each guest. Fresh ocean breezes surround this AAA Four Diamond facility, located just minutes from Logan International Airport, South Station and the city's finest shops, museums and cultural attractions. The waterfront location of Seaport Boston is only the beginning of what makes a Seaport experience preferred among meeting and event planners.

### **MEETING FACILITIES**

Seaport's dedicated meeting professionals work closely with each client to orchestrate every detail of their meeting or conference. With over 200,000 sq. ft. of flexible conference, meeting and exhibition space, the combined facility offers 39 functions rooms, as well as a 420-seat amphitheater; all feature high-speed Internet access and complimentary wireless Internet access throughout public spaces.

For more information, please contact our Sales Department at (617) 385-4212, or visit their website at [www.seaportboston.com](http://www.seaportboston.com).



## **Complex Amenities: Morton's The Steakhouse**

Located in one of the city's hottest new neighborhoods, and just steps away from the World Trade Center, Morton's new Boston location is a welcome addition to the historic Seaport District. Renowned for its signature menu and legendary hospitality, Morton's has set the standard for fine steakhouse dining in Boston and beyond. Morton's serves only the finest quality foods, featuring USDA prime aged, Midwest grain-fed beef shipped directly from Chicago, fresh fish and seafood, hand-picked produce and elegant desserts – all prepared to perfection. Guests will enjoy panoramic views of the Boston Harbor from within Morton's dining room in one of the restaurant's legendary boardrooms or, in warmer months, on their waterfront patio. Morton's new Seaport location is open for lunch Monday through Friday, from 11:30 a.m. - 2:00 p.m. Morton's serves dinner Monday through Saturday, from 5:00 - 11:00 p.m., and on Sunday from 5:00-10:00 p.m. For reservations please call 617-526-0410.



## **Complex Amenities: Bright Horizons**

Bright Horizons at Seaport, located at 30 World Trade Center Avenue, opened its doors in August 2003. Our unique hybrid model offers both primary care to the community, and client-sponsored back up care. We serve children between the ages of 6 weeks and 12 years and are licensed for 64 children. The center is open from 7am until 6pm, Monday thru Friday, under an "open door" policy in which parents of enrolled children are welcome at any time. Our back-up program operates from 8am until 6pm Monday thru Friday. You may register for back-up care, or make a reservation via our Back-up website at [www.brighthorizons.com](http://www.brighthorizons.com). Please call us if you have any questions, 617-946-0682.



## Complex Amenities: Seaport Garage

Customer service and quality characterize the Seaport East experience. This standard is maintained even with parking. The Seaport Garage is a well-lit and spacious facility that offers a variety of amenities.

Pay of Foot Stations were installed in January 2007. With this equipment, tenants and guests are able to expedite their departure by processing their own parking transactions. These stations are located in the Seaport Hotel (adjacent to the parking cashier) and the Seaport East and Seaport West (both located in the lobby by the parking elevators).

Complimentary Amenities: The Seaport Place Complex is pleased to offer parking patrons emergency lockout service, battery jump-starts, tire-inflation and replacement, car search/location assistance, and self-service windshield cleaning.

In addition, Seaport East employees who sign up for monthly parking may participate in the “Books to Go” program. This complimentary program offers a variety of books narrated on tape that employees may borrow for their commute to and from work. “Books to Go” can be picked up at the parking cashier desk, located in the Seaport Hotel.

**Car Services:** Mr. Perfection, Inc. is located in the Seaport Hotel Parking Garage (level P3). You are welcome to experience auto detailing and hand washing services for your vehicle while you work. Mr. Perfection offers an array of packages and specials ranging from the “Basic Wash” to the “Presidential Deluxe” and can customize their services depending on individual requests. Contact (617) 737-9559 for more information or speak with your concierge about the variety of amenities Mr. Perfection provides.

**Executive Valet:** In addition, the Seaport Garage offers an Executive Valet service, which allows you to drive right up to the Seaport Place East Complex and go straight to your office, hassle free! For more information about this service, please contact the parking cashier office at (617) 385-4530 or (617) 385-4160.

**Duress Stations:** In December 2004 Security Assistance Stations were strategically placed throughout the complex and will provide an additional way for Seaport employees, tenants and guests to contact Seaport Security in the event of an emergency situation only. A total of thirty-seven (37) stations have been installed throughout the complex. Each station is equipped with a call button that enables a direct line of communication from the caller to Seaport Security twenty-four (24) hours a day, seven (7) days a week. Additionally, when the call button is pressed, Security will be alerted to the exact location of the activated assistance station and the blue light on the assistance station will begin to flash. All stations located in the Seaport Garage will be equipped with closed-circuit video monitoring as well.

### PARKING RATES (Effective 1/1/09)

#### Daily Transient Rates

0-1 hours	\$9
1-10 hours	\$19
10-24 hours	\$31

#### Hotel Guest Rates

Valet	\$41
Self-Park	\$29

#### Transient Valet Rates

0-3 hours	\$20
3-10 hours	\$31

10-24  
hours \$41

## Monthly Rates

\$310/month

Unlimited  
access  
24hrs

## Discount Parking

Chaser Tickets

All day parking \$90/five green chaser tickets. Each ticket is valid for one full day of parking. The tickets may be purchased in the Seaport Garage office or at the lobby shop in the Seaport East. Please contact the Seaport Garage at (617) 385-4530 for further information.

The Seaport Garage Management Office is located next to the parking garage elevators in the Seaport Hotel. Hours of operation are Monday-Friday 8:00am – 8:00pm. An additional parking cashier is located in the main lobby of the Seaport Hotel. Hours of operation are 7:00am to midnight (may vary depending on events at the Seaport East & Seaport Hotel).

<http://property-management.seaportasset.com/sam2/Property/Seaport-Garage.asp?PID=716312407>

## Aura Restaurant

Complimentary parking is available with a dinner purchase of \$30 or more at Aura Restaurant. Please note, parking tickets must be validated by the restaurant and presented to the parking cashier.



## **Complex Amenities: Seaport Hotel**

Located in Boston's vibrant and historic waterfront, the hotel offers:

- 426 luxury guest rooms, many with scenic views of Boston Harbor and the city skyline
- State-of-the-art technology including complimentary WiFi access in all public areas and high-speed (T-1) Internet access in all guestrooms; video and audio conferencing capabilities including point-to-point or multi-point video conferences; satellite uplinks or downlinks; and complete web casting capabilities
- 24-hour business services, including color copying, private workstations, and rentable pagers and cellular phones
- Wave Health & Fitness Club – A private fitness center with indoor pool
- Aura, a AAA Four Diamond restaurant featuring locally inspired, seasonally influenced cuisine
- 24-hour Concierge, in-room dining, and valet service
- Secure, underground parking

For more information about the Seaport Hotel, or to make a reservation, please contact (617) 385-4000, or visit their website at [www.seaportboston.com](http://www.seaportboston.com).



## **Complex Amenities: Sebastian's Retail**

Sebastians is excited to share with you their next generation retail café located in the WTCW Podium Building. Sebastians upscale market-style cafes are unique breakfast and lunch spots featuring hot breakfast sandwiches, signature made-to-order salads, hand-crafted sandwiches, slow-roasted rotisserie options, baked goods, sweets, healthy options, and much more. Additionally, Sebastians has introduced a new made-to-order crepe bar. Customers can choose from a wide array of ingredients including eggs, ham, cheese, veggies, jams, marmalades and more to create their own sweet or savory indulgence.

Open to the public, weekdays from 7am – 4pm, their 157 Seaport Boulevard location offers breakfast, lunch, catering and online ordering services. Additionally, this location will offers customers expedited café ordering capabilities via online for its Made-To-Order Salads and Sandwiches.



## **Complex Amenities: Wintergarden, Eastport Park, Westport Park**

The Wintergarden – located on the first floor of Seaport East – is a wonderful open atrium seating area to be enjoyed by all tenants. This beautiful two level area serves as a great location to eat lunch during the week or provide solitude during your afternoon break. In addition, the Wintergarden serves as a great option for a corporate function. Planning a function is made easy with the various services that Seaport Place offers.

Eastport Park is yet another wonderful area for tenants to enjoy. Eastport Park is adjacent to the Wintergarden and offers a great outdoor escape on a sunny day. The Park has an abundance of outdoor seating. During warmer weather, Eastport Park provides a prime location for a variety of activities and events planned for tenants. In addition, Eastport Park may be used in conjunction with the Wintergarden, when the Wintergarden is reserved for private functions.

Westport Park is located between the Seaport Hotel and Seaport World Trade Center West, along World Trade Center Avenue. Join us for a variety of summer events or just grab a book and relax on the lawn or one of the many benches scattered throughout the park. Westport Park received the 2008 Green Roof Award of Excellence from Green Roofs for Healthy Cities.

For more information regarding reservations, availability and fee information for the Wintergarden, Eastport Park and Westport Park, please contact CB Richard Ellis at (617) 385-4747.

## Contact Us: Building Management

The staff of Seaport East is dedicated to making your work environment as safe and pleasant as possible. The CB Richard Ellis Building Management Office is located on the ground level of World Trade Center West on B Street. Please do not hesitate to contact the Management Office at:

**Phone:** (617) 385-4747

**Fax:** (617) 385-4721

**Address:**

155 Seaport Boulevard  
Boston, MA 02210

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
General Manager	Stephen Howard	(617) 385-4722	<a href="mailto:Stephen.Howard@cbre-ne.com">Stephen.Howard@cbre-ne.com</a>
Property Manager	Sarah Burke	(617) 385-4723	<a href="mailto:Sarah.Burke@cbre-ne.com">Sarah.Burke@cbre-ne.com</a>
Engineering Supervisor	David Ciampolillo	(617) 385-4760	<a href="mailto:David.Ciampolillo@cbre-ne.com">David.Ciampolillo@cbre-ne.com</a>
Tenant Services Coordinator	Renee Conte	(617) 385-4751	<a href="mailto:Renee.Conte@cbre-ne.com">Renee.Conte@cbre-ne.com</a>

## **Emergency Procedures: Introduction**

In the event of an emergency such as a fire, bomb threat, medical condition, or a power outage, CB Richard Ellis asks that you follow a few simple steps that will provide for efficient and appropriate responses to any situation. The following sections of the Tenant Information Guide outline the procedures we ask all tenants to follow. To complement this section, CB Richard Ellis will provide supplemental training throughout the year.

Any tenant wishing to learn more about emergency procedures and responses around the complex should contact the Management Office at (617) 385-4747.



## **Emergency Procedures: Bomb Threat**

All bomb threats should be taken seriously. If you receive a bomb-threat, try to obtain as much information as possible before the caller hangs up. If your office receives a bomb threat, the following policies must be adhered to:

1. Contact Seaport Security at (617) 385-5050.
2. Notify CB Richard Ellis at (617) 385-4747.
3. CB Richard Ellis will then notify all other building tenants.

Unless directed by the Massachusetts State Police, the decision to evacuate is left to the discretion of each tenant. CB Richard Ellis will work closely with all tenants should such a situation develop.

## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

## **Emergency Procedures: Elevator Malfunction**

Elevator entrapment is a very uncommon occurrence, but due to the fact that it is a mechanical device, failure is possible. Therefore, being prepared to deal with this type of emergency is necessary. The following procedure is to be used if you become entrapped in an elevator.

1. Remain calm.
2. Use emergency elevator phone or alarm button to call for help.
3. Do not attempt to pry open doors.
4. Do not attempt to use the overhead hatch.
5. Building security and engineering will be called to take care of the problem.



## Emergency Procedures: Emergency Contacts

All Emergencies	(617) 385-4444
Building Management Office	(617) 385-4747
Building Security/After Hours Emergencies	(617) 385-5050
Fire Department (non Emergency)	(617) 561-1900
Police Department (non Emergency)	(617) 567-2233

### Important notes

If you call 9-1-1 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

## Emergency Procedures: Fire Evacuation Procedures

Should anyone see fire or smoke, any individual should immediately sound the alarm by activating the nearest pull box station. This action will automatically alert the Boston Fire Department and activate the fire alarm system.

Seaport East's fire detection and alarm systems are fully automatic. When an alarm is activated, the following occurs:

1. Boston Fire Department is notified immediately.
2. Building personnel are dispatched.
3. The pre-alert signal/message sounds throughout the building.
4. The evacuation alarm sounds on the floor that activated the alarm. In addition, the alarm will sound on the floor above and the floor below.
5. Stairwell pressurization activates.
6. Fire doors on the floor which activated the alarm, the floor below, and the floor above automatically close to prevent the spread of fire.
7. A strobe light flashes at each alarm station.

The pre-alert signal/message should not be mistaken for an evacuation alarm. It is alerting occupants of the building that there is a possibility of a fire. In the event that an alarm is activated while you are in the building and you hear the pre-alert signal/message remain where you are. If the signal tone continues after the recorded message, locate the nearest stairwell, and leave the floor.

Evacuate the building by using the stairwells. Please note that there are two fire staircases located in the interior of the building. In the event of a fire, all occupants should vacate the building via the fire staircases. Please take a moment to familiarize yourself with stairway locations.

Building Management will escort you to the designated evacuation meeting point.

### **Handicap/Special Assistance**

Persons requiring special assistance (handicap, sight impaired, pregnancies, age related problems, crutches, canes, etc.) should report to the PASSENGER ELEVATOR VESTIBULE and await assistance from either SECURITY or EMERGENCY PERSONNEL. An updated list of individuals requiring special assistance must be forwarded to the Management Office as changes occur.

Fire evacuation drills are conducted annually in October in conjunction with National Fire Prevention Week.

## **Emergency Procedures: Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

## Emergency Procedures: Homeland Security

CB Richard Ellis recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

### **Department of Homeland Security**

<http://www.dhs.gov/dhspublic>

### **Federal Emergency Management Association**

<http://fema.gov/>

### **American Red Cross**

<http://www.redcross.org/>

### **Center for Disease Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

### **WCVB 5**

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

### **WHDH 7**

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

### **WFXT 25**

[www.fox25.com](http://www.fox25.com)

### **WBZ 4**

[www.wbz4.com](http://www.wbz4.com)



## **Emergency Procedures: Medical Emergency**

1. Call Seaport Security at (617) 385-4444. Once notified, security will contact the Massachusetts State Police and will coordinate the arrival of any emergency vehicles.
2. Notify CB Richard Ellis at (617) 385-4747.

In the event of cardiac arrest, a defibrillator is located on-site.

### **Stairwell Call Boxes**

Call boxes are located in each stairwell. If you require medical assistance or need to report an emergency situation, please press the button on the wall-mounted call box and wait for further instruction or response.

## What You Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

## Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.html).

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

### [Pandemicflu.gov](http://Pandemicflu.gov)

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.

### Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).

### Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on [Pandemicflu.gov](http://Pandemicflu.gov) as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—[DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).

### BOMA Resources

BOMA/Greater Boston Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.



## **Emergency Procedures: Power Failure**

Should a power outage occur during normal business hours, please contact the Management Office. CB Richard Ellis' efforts will be coordinated with NSTAR, to keep each tenant informed of the situation and attempt to estimate when power may return.

Should you experience a power outage after normal business hours, please notify Building Management by contacting Seaport Security at (617) 385-5050. Building personnel and emergency contacts submitted by each tenant will be notified and the procedures outlined above will be followed.

## Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Building Tenant. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 9-1-1. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## Overview: About Seaport East

Seaport East is a 504,000 square foot office and retail complex. The complex includes a 16-story office tower.

In addition, numerous services and amenities are provided at Seaport Place:

- On-site property management
- 24-hour on-site security
- Concierge services
- Parking services
- Recycling services
- On-site catering
- 426-room hotel
- 250,000 square feet of flexible meeting/conference space including 120,000 square foot exhibition hall
- The Wintergarden, Eastport Park, Westport Park, Lighthouse 1 & 2
- 418-fixed-seat, high tech amphitheater
- Wave Health Fitness club with pool
- Bright Horizons Child Care
- Transportation to Logan Airport, Downtown Boston, and Provincetown
- Aura Restaurant and Lounge
- Chartered yachts and cruises
- Morton's- The Steakhouse
- Fresh City
- Sebastians Cafe

## Overview: Operating Instructions

### Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### Special Features

This Electronic Tenant® Handbook has special features, such as a [Building Calendar](#) and [Search Engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

### Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at the property.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

## **Policies and Procedures: Contractors**

Contractors shall confine operation to the actual work site. Contractors are instructed to use the freight elevator for movement of equipment or materials, and likewise for personnel. Construction may proceed during normal hours with the exception of work producing loud noises. This work can be performed after hours and coordinated with Building Management.



## **Policies and Procedures: General Rules and Regulations**

Please see your lease for a copy of the rules and regulations for Seaport East as they appear in your lease. As stated in the rules and regulations, CB Richard Ellis may from time to time, revise these rules and regulations. Should CB Richard Ellis opt to make such a change, a copy of the modified rules and regulations shall be forwarded to each tenant.



## **Policies and Procedures: Moving Procedures**

Tenant moves can be scheduled with the Management Office by calling 617-385-4747. The Management Office will need to be informed of the time and date of the move. All moves are to be conducted after-hours.



## **Policies and Procedures: Smoking**

Seaport East is a smoke-free environment, as is the entire Seaport East Complex. Smoking in the Seaport Garage is strictly prohibited.

The Environmental Tobacco Smoke Control Policy is applicable to all of the building's interior spaces-occupied, unoccupied and mechanical-as well as the building exterior as described below. This policy is strictly enforced.

Smoking is prohibited within 25 feet of any entrance, operable window, or fresh air intake. We have established a designated smoking area in the Eastport Park. Ashtrays and containers have been placed in the smoking area. Smoking will no longer be permitted in any ground level areas and will be strictly enforced by building security.

## **Sustainability: Sustainability**

### **Sustainability at Seaport East**

Pembroke Real Estate is strongly committed to owning and developing distinct, high quality properties in an environmentally conscious and sustainable manner. As long-term investors, we understand that the advantages associated with resource reduction, energy efficiency and improving the quality of the workplace environment are measured over the life of the property and strengthen the sustainability of our investments. Our goal is to continually implement proven sustainable solutions that benefit our tenants, investors and the greater communities in which our projects are located.

#### **1. Sustainable Sites:**

##### Alternative Transportation

- A. Tenants at Seaport East can use the MBTA Silver Line, Rowes Wharf Water Transportation and Boston Coach. The MBTA Silver Line connects with Boston's subway system, which provides access to the greater Boston metropolitan area. Water transportation is available between the Seaport District, New England Aquarium, Logan Airport and Rowes Wharf. Boston Coach provides ground transportation that leaves the Seaport District every 15 minutes, making stops on State Street and in the North Station area.
- B. Seaport East bike racks are located in the parking garage on Level P1 near the "B" Street Entrance Ramp. The two bike racks have a 20-bike capacity and are protected from the weather. Tenants can use the Fitness Center shower facilities located next door at the Seaport Hotel for a fee that is paid directly to the Fitness Center.
- C. Seaport East and the Unified Garage are working together to identify parking space locations that can be dedicated for HYBRID and electric vehicles, which require a 120 Volt outlet for recharging.

##### Green Exterior Management

- A. Seaport East's CBRE management team is working with Valley Crest Landscaping to maintain the native plantings in Eastport Park. These plants are resistant to salt air, high winds and other weather conditions typically found along the New England coast.
- B. Seaport East snow removal crews reduce the need for de-icing chemicals by using large snow brushes attached to motorized equipment to keep walkways clear.
- C. Seaport East snow removal crews, when necessary, use de-icing materials that consist of magnesium chloride, which is a less toxic and less damaging chemical compound to plants, concrete, carpeting and hard surfaces.

#### **2. Water Efficiency:**

##### Water Efficient Landscape

- A. Seaport East's CBRE management team and Valley Crest Landscaping conduct water audits to ensure the most efficient sprinkler heads are in service to maximize water efficiency while still providing necessary ground coverage during windy conditions in Eastport Park.

##### Water Efficient Restrooms

- A. Seaport East complies with EPA Energy Act 1992 (LEED EB requirement). In addition, building engineers have installed green dual flush handles on all toilets, reducing the water used by 30% when activated "Upwards."

#### **3. Energy and Atmosphere:**

##### US EPA ENERGY Star Standards

- A. Seaport East has been recognized by the U.S. Environmental Protection Agency (EPA) with the ENERGY Star award with a score of 76. This property is one of the most efficient in its peer class.
- B. Seaport East air handlers and pumps utilize variable frequency drives (VFDs) that control the speed of the HVAC equipment and maximize the energy efficiency of the HVAC System. In addition, the VFDs help maximize and extend the useful life of the equipment.
- C. Seaport East has a Siemens Direct Digital Control system that monitors and adjusts the HVAC equipment as necessary to control outside air flow and maintain tenant comfort in all office spaces.

#### **4. Materials and Resources:**

##### Source Reduction

- A. Seaport East is using toilet tissues and towels with high recycled fiber content.
  - The new Scott S-fold paper towels save approximately \$6,000 per year due to a projected reduction in occupant usage of the product. C-fold paper towels are used at 3.2 sheets per person, whereas S-fold towels are consumed at a rate of 1.7 sheets per person.
  - Converting to Coreless toilet paper tissue saves approximately \$1,000 per year due to the reduction in unused tissue sheets. Standard rolled toilet paper is discarded by the janitorial staff with 40-80 sheets remaining whereas Coreless is discarded with 10-12 sheets remaining.

##### Sustainable Cleaning Products and Materials

- A. Seaport East uses Green Seal cleaning products. Green Seal awards certification to products that have the least impact on the environment and perform as well as or better than similar, non-green products. Green Seal's website states "Green Seal is an independent, nonprofit organization that strives to achieve a healthier and cleaner environment by identifying and promoting products and services that cause less toxic pollution and waste, conserve resources and habitats and minimize global warming and ozone depletion."
- B. In addition to using bio-renewable chemicals where appropriate, dual filtration, low decibel vacuum cleaners are also utilized where possible.

##### Occupant Recycling Programs

- A. Seaport East Resource Management Program includes recycling mixed paper, recyclable plastics, glass, metal, cardboard, dry cell batteries, fluorescent lamps, computers, IT equipment, furniture and print cartridges.
  - Installation of a bailer reduced the number of hauls by one per week, a savings of \$6,500 per year.

#### **5. Indoor Environmental Quality:**

##### Air Quality Management

- A. In order to help sustain the comfort and well-being of the building occupants, Seaport East has developed a new policy that will prevent indoor air quality problems resulting from construction and renovation projects. The policy is based on the SMACNA (Sheet Metal and Air Conditioning National Contractors Association) Guidelines for recommended Control Measures in five areas: HVAC protection, source control, pathway interruption, housekeeping and scheduling.

##### Green Cleaning Program

- A. Seaport East's green cleaning program takes into account the building's function, activities of the occupants and specific cleaning and sanitation requirements in order to develop a service plan that minimizes risk to the environment and promotes the health and safety of staff and guests. The green cleaning program includes certified products and, where appropriate, equipment modification. The program is distinguished by professional process training, service and support.

#### **6. U.S. Green Building Council LEED Accreditation**

- A. The USGBC Leadership in Energy and Environmental Design (LEED) program states that buildings can become certified and individuals can become accredited.
  - Seaport East has earned LEED EB O&M Silver certification.
  - Seaport East currently has a LEED Accredited Professional (AP) onsite: General Manager, Stephen Howard, LEED AP, RPA. Steve is leading the implementation of the CB Richard Ellis Standards of Sustainability at Seaport East.