

# **CUSTOMER HANDBOOK**

## **Welcome**

On behalf of building ownership and our entire building staff, we extend a warm welcome to Kendall Center. We are delighted to have you as our customer and will do everything possible to make your tenancy enjoyable and rewarding.

This handbook is meant to provide you with a better understanding of Kendall Center and to facilitate your company operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Kendall Center Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Kendall Center Management Office at (617) 252-7140 and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Kendall Center Management Office will promptly notify you of any such changes. Please feel free to contact the Kendall Center Management Office with any questions you may have. We are here to serve you.

## **About Kendall Center**

Kendall Center is a 2.7 million square foot urban center situated in the heart of Kendall Square. Kendall Center offers flexible office space with quality design, with sweeping views of Downtown Boston and the Charles River. The Center combines first class office, research lab, retail and hotel uses with public gathering spaces - creating an ideal environment for today's innovative and creative business. Kendall Center is home to world innovation and technology leaders such as Google, Akamai Technologies, MIT, Novartis, Broad Institute, Biogen Idec, and the Whitehead Institute.

## **Owner, Manager and Leasing Agent**

Kendall Center is owned and managed by [Boston Properties](#), a real estate investment trust (REIT) that is one of the largest owners, managers, and developers of first-class office properties in the United States, with significant presence in five core markets: Boston, Los Angeles, New York, San Francisco and Washington, DC. Boston Properties portfolio is primarily first-class office space, but also includes hotels, residential and industrial buildings. The company is well-known for its in-house building management expertise and responsiveness to customer needs.

For more information about Boston Properties please visit [www.bostonproperties.com](http://www.bostonproperties.com)

# **BUILDING OPERATIONS**

## **Building Management**

Boston Properties is the exclusive management agent for Kendall Center. The Kendall Center Management Office is located at 255 Main Street.

Business hours are 8:30 am to 5:30 pm Monday through Friday. The office can be reached at (617) 252-7140

For emergency assistance on weekends, holidays, and evenings, please contact The Boston Properties Control Center at (877) 297-4411.

## **Holidays**

Observed by the management office of Kendall Center:

New Years Day  
Martin Luther King Jr Day  
Presidents Day  
Patriots Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day  
Christmas Day

*\*Please note this list of holidays is subject to change. If you require cleaning, heating or cooling on these days, please enter a request via [bptenantervices.com](http://bptenantervices.com).*

## **Leasing**

Please contact a Boston Properties leasing representative at (617) 236-3300 for information on leasing a space or additional space in Kendall Center. For information on your existing lease please contact Kendall Center Property Management at (617) 252-7140

## **Rent Payment**

In accordance with your lease, please note that rent payments are due in advance and payable by mail on or before the first day of each month. **Boston Properties does not send monthly invoices for rent.**

The Boston Properties corporate office sends monthly statements that detail your monthly rent. You will receive individual invoices for other services provided.

For address and electronic payment instructions, please call the Management Office at 617-252-7140.

## **POLICIES & PROCEDURES**

### **Statement Surrounding COVID-19 Situation**

The health and safety of our tenants, contractors, vendors, guests and other business partners is a top priority for BXP during these unprecedented times. BXP, like all businesses, is formulating an operational plan that reflects the shared responsibilities we all have to stem the transmission of the COVID-19 virus. The determination of the nature and scope of health security measures that may from time to time need to be implemented in the common areas of any individual BXP property will be guided by a variety of factors, including federal, state and local law, guidelines and/or advisories. The measures taken by BXP are intended to be reasonable responses based on the information available to BXP at the time, and BXP must reserve the right to change its rules and regulations related to COVID-19 without notice in order to respond to this fluid situation. In addition, given all the uncertainties associated with the COVID-19 pandemic, there can be no assurance that any of the measures being taking will be effective in controlling the spread or limiting the effects of the coronavirus.

### **Deliveries**

All deliveries should be made directly to your office space. No deliveries may be left at the loading dock or lobby security desk. Security will not accept or sign for any deliveries.

Boston Properties Management is not responsible for any courier packages left in the elevator lobbies, this practice is discouraged. Other non-business hours and one-time deliveries, such as bicycle couriers or food deliveries, require the tenant to meet the courier/delivery person at the lobby security desk to receive the delivery. When making these arrangements, the tenant should be sure to provide a telephone number so the courier/delivery person can call from the lobby security desk upon arrival.

Large deliveries must be made via the loading dock.

All tenants share the freight elevator during normal business hours. Tenant delivery needs are on a first come, first serve basis. All deliveries requiring extended time (more than thirty minutes of delivery truck parking on the loading dock) or exclusive use of the freight elevator must be scheduled via special reservations during non-business hours.

### **Freight Elevators**

#### **Reservations for Exclusive Freight Elevator**

- Reservations for exclusive service elevator use can be made by submitting the request, including date, times, purpose, and any other special needs, at least twenty-four (24) hours in advance. All requests should be submitted by the Tenant Representative via [bptenantsservices.com](http://bptenantsservices.com). If access is not available, call the Management Office at (617) 252-7140. Extended loading dock time is only available during non-business hours: Monday-Friday, and all day Saturday and Sunday.
- Freight elevators are available for exclusive use Monday through Friday after 6:00 PM, and 24 hours/day on weekends.
- Exclusive use of elevators is subject to availability and the tenant will be charged an hourly fee.
- Elevator hatches are not permitted to be opened for any reason during operation of the elevator. Oversized furniture and equipment may require an elevator mechanics involvement, which must be arranged through the Kendall Center Management Office at least seventy-two (72) hours in advance.
- Boston Properties will coordinate for a security officer to assist with any facility, elevator, and security concerns and to supervise the use of the loading dock, building entrances, lobbies, as required for your building. There is a four-hour minimum for each security detail.
- Evidence of insurance must be provided prior to the start of any work.
- Temporary staging of furniture and/or equipment in public areas is not permitted. Arrange with your mover to bring only furniture that can be put in place at the time of the move-in.
- Only rubber wheeled trucks and dollies may be used. These vehicles are not allowed on the passenger elevators.

- All routes on finished floors or carpeting must be protected with plywood or Masonite that is to be removed at the end of each workday.
- Reasonable care must be exercised at all times to prevent personal injuries and property damages. Freight or furniture must not be hauled on passenger elevators without permission from Management Office.
- All packing crates must be removed at the end of the day. Trash shall not be staged in common areas
- All areas are to be broom cleaned at the end of each workday. Caution must be exercised so debris does not drop in the elevator shaft ways.

***Freight Elevator Dimensions:***

**255 Main Street**

The elevator serves basement – 12 and is accessible thru the loading dock on Main St. The inside dimensions of the freight elevator are 87 x 61 H=118” Maximum weight capacity is 4,000 lbs.

**325 Main Street**

*This building is currently under construction.*

**355 Main Street**

The elevator serves ground floor – 13 and is accessible from the loading dock located on Ames Street. The inside dimensions of the freight elevator are 69 x 67 H=114” Maximum weight capacity 5,500 lbs.

**90 Broadway**

The elevator serves basement – 12 and is accessible from the loading dock located on Ames Street. The inside dimensions of the freight elevator are 89 x 64 H=123” Maximum weight capacity is 4,000 lbs

**145 Broadway**

The elevator serves P5 – 20 and is accessible from the loading dock located on West Street. The inside dimensions of the freight elevator are 88 x 106 H=118” Maximum weight capacity is 4,500 lbs

**150 Broadway**

The elevator serves the ground floor – 9 and is accessible from the loading dock located on Ames Place. The inside dimensions of the freight elevator are 84 x 64 H=108” Maximum weight capacity is 4,500 lbs

**MISC. POLICIES**

**Animals:** Animals are not allowed in the building, with the exception of animals in the company of, and trained to assist, physically challenged persons

**Common Areas:** All common area lobbies, passenger elevator cars, stairwells, and corridors must remain clear and free of debris at all times. Storage of furniture, boxes, or equipment in these areas are strictly prohibited.

**Use of Stairwells:** Use of the building core stairwells is strictly limited to emergency egress only. The stairwell doors are locked from the inside; therefore, once in the stairwell, an exit can only be made at the lobby level. In the event of a fire alarm, however, all the doors unlock automatically, permitting re-entry at any floor.

**Photography, Video Filming:** All activities in the common areas involving photography, video-taping, or filming requires the approval of Management. Please contact the management office at (617) 252-7140 in advance to obtain approval.

**Space Heaters:** Use of space heaters is prohibited at Kendall Center. Exceptions to this policy require approval from Kendall Center Property Management.

**Holiday Décor:** All decorations must be made from artificial flame resistant materials. Decorations of a natural evergreen variety or other natural decoration (i.e. laurel, holly, wreaths, etc.) are prohibited. Decorations may be used in open areas only and are prohibited in elevators, stairwells, and confined areas.

**Temporary Signage:** All temporary signage for special events (e.g. welcome signs for clients, directional signs for meetings) that tenants would like displayed in the main lobby or in a shared corridor must be pre-approved by the Boston Properties management office. A digital file or picture of the sign as well as the dates the sign will be in place will need to be provided before approval can be granted. All signs must be professionally created. Please contact the management office at (617) 252-7140 at least 48 business hours in advance to obtain approval.

## Moving Procedures

Tenants are required to plan for a specific move-in time and date as soon as possible after receiving notification of when the space will be ready for occupancy. At a minimum, a notice of 48 business hours is required prior to the arrival of the moving van/truck. To avoid the disruptions to tenants, move-ins will be permitted only after 6:00 PM, Monday through Friday, and anytime on Saturday, Sunday and holidays.

The Freight elevator must be utilized for deliveries requiring equipment with wheels (i.e., hand trucks, two-wheelers, etc.) and must be accessed from the loading dock. Wheeled delivery equipment is prohibited in the office buildings main lobby level and passenger elevators. The only exception is catered food deliveries from restaurants and retailers. In this case, the delivery will be allowed through the main lobby, but must still use the freight elevator.

Small packages and by hand mail deliveries are allowed in the passenger elevators during business hours. All courier pick-up and delivery are recommended to be arranged for business hours.

The time limit for trucks on the loading dock during business hours is thirty (30) minutes. For deliveries expected to take longer than thirty (30) minutes, special reservations are required.

## Smoking

Pursuant to the 1987 City of Cambridge Smoking Ordinance, Kendall Center is a smoke-free environment. The smoking of cigarettes, cigars and/or pipes is strictly forbidden within the Kendall Center complex including, but not limited to, all common areas including the rest rooms, elevators, lobbies, stairwells, service corridors, loading docks, and the garages. Smoking is permitted outdoors in designated areas. However, smoking is not prohibited within 25 feet of any pedestrian entrance, or any building air intake. The tenant is responsible for ensuring that its employees, agents, contractors and invitees comply with the forgoing requirements. Please note Kendall Center security staff is directed to remind building occupants and visitors of the smoking ordinance as necessary.

## Tenant Alterations

For renovations of your leased premises, a Boston Properties construction representative will be assigned to your project as a contact for building services coordination. Pursuant to your lease, all renovation plans must be approved by Boston Properties in advance. In addition, your hired contractor will be issued and is required to sign for a copy of the Building Rules and Regulations. By signing, the contractor is acknowledging receipt of and compliance with all listed regulations, terms, and conditions.

**Additional Construction and Engineering Services-** Boston Properties Management may provide space planning and architectural and engineering drawings for the construction of your tenant space. Additional construction and engineering services may also be provided for space expansion and renovations at the tenant's expense.

Please call the management office at (617) 252-7140 for more information.

## **BUILDING SECURITY**

### **After Hours Access**

A card access system is in place at all exterior entrances to enhance building security and to provide an automated sign-in process during non-business hours.

- Tenant employees accessing their floors during non-business hours are required to use their access cards to access the building and their own keys or card access to the office area. Security does not have the ability to unlock tenant offices.
- Non-business hours guests and visitors are required to be signed-in by a tenant employee with a building access card and escorted from the lobby security desk.
- Any tenant employee who does not possess a building access card will be treated as a guest or visitor and will be required to follow the above procedure.
- Any tenant wishing contractors or other individuals to be allowed unescorted access during non-business hours is required to provide written notification from an authorized tenant representative stating the names of individuals, their company name, area or floor allowed to enter, date and time of arrival, and approximate time of departure.

### **Building Access Cards**

Each tenant assigns an Access Control Coordinator to be a liaison with Boston Properties Management and who has the following responsibilities:

Provide an employee listing to the management office to obtain building access cards prior to move-in.

Educate new employees in the use of their access card including proper use of the card readers and procedures for non-business hours access.

Administer their employee cardholder database.

Notify management office of lost access cards and employee terminations.

Occasionally, access cards malfunction. If an employee is experiencing a problem, the Access Control Coordinator should first ensure the employee is using the card properly. If the problem persists, the Access Control Coordinator should contact the Management Office for assistance by submitting a work order via [bptenantsservices.com](http://bptenantsservices.com)

Upon termination of an employee, the employee's access card must be surrendered to the Access Control Coordinator on or before the last day of employment. The employee's information should be reported immediately to the management office via [bptenantsservices.com](http://bptenantsservices.com) so that the card can be deactivated.

### **Procedures for Issuing and Deactivating Building Access Cards**

Tenant Access Control Coordinator must submit a request via [bptenantsservices.com](http://bptenantsservices.com). The names of the individuals for which IDs are being requested must be listed as well as the reason for a replacement ID (lost, defective, photo faded, name change, etc.) in the description section. The employee will be issued an access card within twenty-four (24) hours.

Replacement access cards require the same procedure as above, except a replacement fee will be charged.

### **Access Control Coordinators Should Inform Their Employees That:**

- Access cards must remain with the employee and not be left in the office.
- Access cards must be displayed to a uniformed Boston Properties security officer, if requested to do so.
- Access cards are not to be shared and must never be given to non-employees.

- Lost or stolen access cards should be reported immediately to the Access Control Coordinator who will report to the Management Office so that the card's access authorization can be deactivated.
- Access cards are the property of Boston Properties and must be surrendered upon termination of employment and at expiration of lease.

Control over office building keys issued is an integral part of our overall security system. In the event you are locked out of your suite during normal business hours, you may obtain access to your suite by contacting the Management Office. We will require valid identification before permitting access.

For each lockset installed, two keys are issued. If additional keys are required, they may be obtained at an additional cost by submitting a request via [bptenantsservices.com](http://bptenantsservices.com). All door hardware installed must be building standard hardware. Tenants are not permitted to change, modify, or install any other type of hardware unless approved by the management office.

If a tenant forgets their key to the suite or is locked out after-hours, the management office will be unable to assist you. The security officer located at the main lobby desk does not have key access to tenant suites. You will be required to contact someone from your firm or have Boston Properties building personnel come to the building at the billable overtime rates.

### **Lost and Found**

Any item found may be turned into the Kendall Center Security Office located at 90 Broadway. You may also contact the Kendall Center management office at (617) 252-7140 to claim items you may have lost.

### **Solicitation and Distribution**

Solicitation or distribution of any kind is prohibited in all common areas of Kendall Center.

## **EMERGENCY PROCEDURES**

### **Emergency and Incident Reporting**

In the event of an emergency, immediately call the Boston Properties Command Center at 1-877-297-4411 or notify the appropriate emergency agency directly by dialing 911.

If 911 is contacted also notify Boston Properties Command Center at 1-877-297-4411. Response to the specific location of the emergency will be timelier if Kendall Center Security is prepared and can direct the emergency agency upon its arrival.

If any of the following incidents occur, they should be reported immediately to the Boston Properties Command Center at 1-877-297-4411:

- Fire or smoke.
- Thefts or other criminal activity.
- Strangers or suspicious individuals.
- Solicitors on the property.
- Threats or harassment.
- Bomb threats or suspicious packages.
- Safety hazards.
- Flooding.
- Lost or found property.

The above list does not include all possible incidents or emergencies. The important factor to remember is:

"If in doubt...call!"

Because many emergencies may potentially impact other tenants, such as a bomb threat, it is required that each tenant notify the Boston Properties Command Center at 1-877-297-4411 of any emergency impacting their area. After an initial impact assessment, Kendall Center Management will forward information to other tenants as appropriate.

### **AED Program**

AED devices are located in the first floor lobby of buildings controlled by Boston Properties.

Who should you call if there is a medical emergency situation in the building that may require AED assistance?

CALL 911. It is imperative to get EMS on the way.

The Boston Properties AED program should not be considered a substitute for the standard medical assistance emergency procedures. The Boston Properties AED program is designed to make an AED available in the first floor lobbies of buildings controlled by Boston Properties for use by any trained volunteer responder that may be available and willing to provide assistance until the arrival of EMS.

We encourage all of our tenants to consider implementing their own AED program within their leased space. Any tenant who is interested in implementing their own AED Program should contact the management office at 617-252-7140 for additional information.

## Emergency Management Program

The success of any emergency plan relies heavily on the personnel assigned to coordinate the movement of occupants. Flexibility is a cornerstone of any emergency plan and can best be accomplished by having highly skilled and well-trained evacuation teams that will command respect and have the authority to make decisions.

### Emergency Management Team

Boston Properties utilizes the management team approach to ensure that emergency situations are handled in a well-ordered manner. Depending on specific circumstances, an emergency management team will be assembled under the direction of the Boston Properties Emergency Coordinator. In most incidents, the Emergency Coordinator is the Boston Properties Property Manager.

The Emergency Management Team works very closely with tenant management, the Cambridge Fire Department, Cambridge Police and Emergency Medical Services during an emergency situation. When the emergency has been mitigated and the danger to life safety has subsided, the Emergency Management Team shifts its focus to recovery and clean up operations to enable the affected area to be re-occupied and restored to normal conditions

### Evacuation Teams

Tenant Management should select employees in each of their areas to comprise an Evacuation Team. Each floor should have one or more evacuation team. The number of wardens on each evacuation team may vary according to the layout and population of the floor as well as scheduled work shifts. Personnel designated as wardens may perform multiple warden tasks. Alternate wardens are appointed to provide direction in the absence of primary wardens.

Each team includes a Floor Evacuation Director, Search Wardens, Exit Wardens, Elevator Wardens and Aides to the Disabled. Each warden is assigned specific duties to direct, guide and assist people in an orderly evacuation

***The following describes the responsibilities for each evacuation team member:***

#### Floor Evacuation Directors

- Appoint floor Evacuation Team members and ensure that the floor emergency evacuation team roster is continuously updated.
- Ensure that Exit Wardens, Search Wardens, Elevator Wardens and Aides to the Disabled are aware of their responsibilities.
- Be familiar with the floor layout, including the location of all exits, manual fire alarm pull stations and fire extinguishers.
- Notify Boston Properties management office at (617) 252-7140 during business hours. On weekends and after-hours notify the Boston Properties twenty-four hour security Control Center at 1-877-297-4411.
- Remain in control at all times to prevent panic when directing personnel

#### Search Wardens

- Search the assigned area and alert all people of the emergency situation on the floor. This includes areas such as conference and meeting rooms, private offices, file rooms, computer rooms and restrooms. (It is recommended that one male and one female be assigned these responsibilities.)
- In areas that cannot be entered, Search Wardens should knock on the door and make it known to potential occupants that an emergency situation is occurring.
- Be aware of both emergency stairwells on the floor and give direction as needed.
- After completing all tasks, report to the Floor Evacuation Director for further instructions.
- The Search Warden and Floor Evacuation Director should be the last people to evacuate the floor

#### Exit Wardens

- Be familiar with the assigned stairwell location and designated relocation floor.
- If an evacuation is necessary, hold open the stairway door and direct personnel to use the handrail and keep to right in order to allow passage on their left for the Cambridge Fire Department.

- Ensure an orderly exit flow is maintained to preclude pushing or over-crowding of people. After all people have evacuated, close the stairwell door and proceed to the relocation floor.
- Unless otherwise instructed, ensure all people are accounted for and have reached the designated relocation floor. If any person is missing, report this to the Floor Evacuation Director.
- Ensure that all people remain at the designated relocation area until the “All Clear” announcement is given as directed by the Boston Fire Department

#### **Elevator Wardens**

- Be familiar with the location of all stairwells.
- Stand in the elevator lobby and direct people not to use the passenger elevators during a fire alarm emergency.
- Direct passengers exiting the elevators to the nearest emergency stairwell.
- Be available to assist the Floor Evacuation Director and Boston Fire Department as needed.

#### **Aides to the Disabled**

- Two aides, in good physical condition who are each able to be contacted immediately during an emergency should be assigned to each disabled person.
- During an evacuation, the aides should assist the disabled person by summoning evacuation assistance from the Cambridge Fire Department. The emergency stairwell landing on each floor serves as the designated waiting area for disabled personnel and their aides who should wait for assistance from responding firefighters. While on the landing, mobility impaired personnel and their aides should wait off to the side to not block others who may be using the stairwell. Firefighters will use the stairwells to respond to the emergency and will provide evacuation assistance for mobility impaired occupants and their aides.

For all emergencies notify Boston Properties Management Office at (617) 252-7140 during business hours. On weekends and after-hours notify the Boston Properties twenty-four hour security Control Center at 1-877-297-4411.

## **Fire**

#### **Tenant Awareness**

Tenants are required to comply with national, state and local building and fire codes. Additionally, Tenant management should conduct periodic training sessions and inform all their employees of the life safety policies and emergency procedures of the building.

#### **Life Safety Systems**

Voice communication systems, where installed, enables Kendall Center Security, Property Management and the Cambridge Fire Department to provide direction and instructions to all building occupants during an emergency.

#### **Sprinkler Systems**

This is a fully sprinkled building; sprinkler heads are located throughout the building. Activation of a sprinkler will activate an audible alarm throughout the building, an alarm condition at Fire Alarm Panels and at the Cambridge City Box. The sprinkler system is integrated with the fire alarm system in order to activate the fire alarm sequence of operation and notify the Cambridge Fire Department if water is discharged from a sprinkler. While the system automatically summons the Fire Department, you should still notify the Cambridge Fire Department by dialing 911.

#### **Manual Fire Alarm Pull Stations**

Pull stations are located on each floor near stairwells. To operate – Pull Down. When a pull station is activated, the fire alarm emits a bell tone and sounds throughout the building. It also activates an alarm at the Fire Alarm Panels and at the Cambridge City Box. You should be familiar with the location of these devices on your floor.

#### **Smoke Detectors**

Smoke detectors are located on every floor and in each elevator lobby. Activation of any detector will sound the audible alarm throughout the building and activate an alarm condition at the Fire Alarm Panel and at the Cambridge City Box. Activation of an elevator lobby smoke detector will recall the elevators to the Lobby Level.

### **Stairwell Doors**

Fire rated stairwell doors provide protection from smoke and fire for building occupants during an evacuation. Stairwell doors are normally locked from the stairwell side to prevent unauthorized access to a floor. However, occupants can always enter a stairwell from occupied space. In office buildings, fire rated stairwells provide temporary safe refuge for occupants during an evacuation. They are also designed to be used by firefighters for fire suppression and rescue operations. Fire stairwells should NEVER be used for storage of materials and the routes to them should always be free and clear of obstructions.

### **Fire Prevention Safeguards**

- Report all fire and safety hazards to the management office.
- Report any suspicion of fire to the Management Office, including unusual odor or smoke.
- Store flammable materials in approved containers and in approved locations.
- Check and regularly maintain the proper operation of all doors and exit signs.
- Keep exits, aisles, and corridors free of obstructions.
- Keep electric cords out from under carpets.
- Do not overload electrical outlets and circuits.
- Check for frayed wiring.
- Do not store anything in electrical or telephone closets.
- Make certain electrically operated equipment is properly grounded and regularly maintained.
- Turn off electrically operated office equipment when leaving the office at the end of the day.
- Practice good housekeeping and properly dispose of all unused flammable materials or obsolete fixtures, displays, etc.
- Restrict smoking to designated smoking areas.
- Do not hang anything from the sprinklers or store anything within 18 inches of the sprinkler.

Things to Think About BEFORE an Emergency Occurs:

- Become familiar with the location of exits, the layout of your floor, and the building evacuation procedures.
- Learn the locations of, and how to use the fire alarm pull stations.
- Know the members of your Floor Evacuation Team and their duties.
- Know the telephone number of the Management office (617) 252-7140 and how to contact the Fire Department 911.
- Know the telephone number of the weekend and after-hour Boston Properties Control Center 1-877-297-4411.

### **Hazardous Chemicals or Materials**

Tenants are required to furnish the Management Office with an inventory of all-hazardous chemicals and materials used or stored within the Tenant space, as well as current copies of Material Safety Data Sheets (MSDS). This inventory should contain the name, type, quantity, specific location, and purpose of the chemical/material, and should be updated on a regular basis.

According to OSHA regulations, it is the responsibility of an employer (Tenant) to provide its employees with training and essential safety information relative to hazardous chemicals or materials in their work areas at the time of their initial employment and/or whenever a new hazard is introduced into the work place.

Tenants shall comply with all federal, state and local safety regulations regarding the use and/or storage of hazardous chemicals and materials

Tenants shall also ensure compliance with the following building operating procedures:

- Hazardous chemical containers are not to be stored directly on the floor/ground. Secondary containers or baffled trays are to be used to ensure containment of spills.

- Flammable chemicals are to be stored in approved, fire-rated, flammable liquid cabinets inside the building.
- All chemical containers utilized by a Tenant shall be labeled in accordance with state and federal regulations.
- Tenant shall report the location of any/all observed unmarked (unlabeled) chemicals/materials to Management Office.
- Chemicals of any type are not to be discharged or released into any sewer drain, placed in trash containers, or emptied onto the ground.
- All unused chemicals and/or original and used chemical containers and related waste products are to be removed by the Tenant and disposed of in accordance with applicable local, state, and federal regulations.

Tenant shall notify the Management Office at (617) 252-7140 during business hours in the event of any chemical spill or leak in order to initiate required emergency responses, proper notifications and clean-up procedures. Chemically contaminated debris resulting or arising from actions of Tenant are the responsibility of Tenant and are not to be disposed of without notification to management office.

### **Emergency Preparedness**

Boston Properties recommends that each customer have an emergency action plan in place to help their employees prepare for a regional emergency. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

#### **City of Cambridge**

<http://www.cambridgema.gov/emergencymanagement.aspx>

#### **Massachusetts Emergency Management Agency**

<http://www.mass.gov/eopss/agencies/mema/>

### **Life Safety Systems**

- Alarm initiation devices such as smoke detectors, heat detectors and manual fire alarm pull stations automatically alert the Cambridge Fire Department when fire or smoke is detected. Sprinkler systems discharge water to contain a fire while simultaneously activating an alarm to summon the Cambridge Fire Department.
- Stairwell doors automatically unlock when an alarm is activated to permit access onto any floor.
- A voice communication system enables Security and the Cambridge Fire Department to communicate information throughout the building.
- Back-up power for emergency lighting and life safety system components, if needed, is provided by a generator and batteries.

## **BUILDING SERVICES**

### **Tenant Contact Communication**

Annually, all tenants will be provided with a Tenant Informational and Emergency Contact form requesting the names of individuals to be contacted in the event of an after-hours emergency, individuals authorized to place service requests, and human resource contacts. Information should be updated as needed in the [bptenantsservices.com](http://bptenantsservices.com) system as needed by the Tenant Administrator.

### **Building Signage and Directory**

#### **Permanent Signage**

Kendall Center presents office tenants with a number of signage opportunities under its uniform signage program, including lobby directories and signage on a tenant's floor. All requests for directory changes, additions, or deletions should be submitted via [bptenantsservices.com](http://bptenantsservices.com).

#### **Temporary Signage**

All temporary signage for special events (e.g. welcome signs for clients, directional signs for meetings) that tenants would like displayed in the main lobby or in a shared corridor must be preapproved by the Boston Properties management office. A digital file or picture of the sign as well as the dates the sign will be in place will need to be provided before approval can be granted. All signs must be professionally created. Please contact the management office at (617) 252-7140 at least 48 business hours in advance to obtain approval.

### **Mail Service**

The Central Square Post Office, located at 770 Massachusetts Avenue, Cambridge MA 02139, 617-575-8700, is the central distribution point for Cambridge Center. The service hours are Monday through Friday, 7:30 AM - 6:45 PM; Saturdays, 7:30 AM - 2:00 PM.

#### **Mail Box Locations**

- Mailboxes for 255 Main Street are located in the basement of the building.
- Mailbox locations for 325 Main Street will be determine once construction is complete
- Mailboxes for 90 Broadway are located on the first floor, in the back hallway, which leads to the loading dock area.
- Mailboxes for 355 Main Street are located on the first floor, in the back receiving area behind the elevator bank.
- Mailboxes for 145 Broadway are located on the first floor, in the receiving area of the loading dock.

### **HVAC**

Heating, ventilation and air-conditioning (HVAC) services are provided from 8:00 am to 6:00 pm, Monday through Friday (except holidays), and from 8:00 am to 1:00 pm on Saturdays upon request ONLY.

If you require HVAC outside the times indicated above, an authorized administrator from your office will be required to make a request via [bptenantsservices.com](http://bptenantsservices.com). Overtime HVAC requests must be made within twenty-four (24) hours of the actual date and time required. Weekend requests must be submitted by Friday at noon. If the management office is closed in observance of a holiday, the request needs to be submitted by noon on the last business day prior to the holiday.

Prices vary by office building due to the mechanical systems and varying floor plates, please contact the management office for rates.

### **Janitorial Services**

Professional janitorial services are performed within the building common areas throughout the business day, as well as within your office space between 6:00 pm – 11:00 pm Monday through Friday (except holidays). Daily janitorial services provided for in your lease include emptying wastebaskets, vacuuming, and cleaning bathrooms. The office

area, including furniture, tops of files, and windowsills are dusted weekly. Please note that desk side recycling bins are provided by the management office but trash wastebaskets must be provided by the tenant. Other services, available at an additional charge, include upholstery and leather cleaning, carpet cleaning, floor refinishing, and cleaning of appliances such as refrigerators and microwaves, delivery and removal of large waste hampers. Please refer to our Tenant Solutions section for a list of wide variety of additional cleaning service available upon request.

### **Quality Control**

To ensure the highest quality cleaning services, please feel free to rate your janitorial services by completing a Janitorial Quality Control Report Form. Please contact the Boston Properties Management Office at 617-252-7140 to obtain this form.

### **Maintenance Requests**

Authorized tenant contacts can easily submit service requests to the Kendall Center management office using [bptenantservices.com](http://bptenantservices.com). In addition to providing our tenant contacts with the convenience of initiating service requests from their workstation, tenants can also track the status of their work request and its completion. Although this enhanced service is technology based, we assure our users that our tenant services team is directly on the other end of the system, receiving all requests and dispatching them to our contractors with accuracy and efficiency.

Please refer to our Tenant Solutions section for a list of wide variety of additional services available upon request. Please contact Tenant Services for a proposal.

For building emergencies, please contact the Kendall Center management office at (617) 252-7140 between 8:30 AM and 5:30 PM Monday through Fridays. After-hours, on weekends and holidays, please call the Boston Properties Control Center at 1-877-297-4411.

### **Provide the following information:**

- Tenant name.
- Tenant suite number and/or room number.
- Name of individual requesting the service.
- Nature of the request or problem (water leak, blown fuse, etc.).

The dispatcher will notify the proper personnel to service the request. Response time to the request will vary, but the request can usually be categorized in the following manner:

- Emergency (water leak, blown fuse, etc.) – Immediate response.
- Comfort call (suite temperature) – 30 minutes.
- Special cleaning requests – Taken care of that evening by the night cleaning crew or, if critical, within 30 minutes by our day cleaning staff.
- Special service (hang pictures, assemble shelves, move furniture, etc.) – Variable time of response depending upon availability of maintenance personnel or cleaning staff (typically the same day).

If the problem reoccurs, or you are not satisfied with the service, call the management office at 617-252-7140 or Assistant Property Manager, who will record and investigate the problem. We pride ourselves on quality assurance and we want all of your employees to be satisfied by our service.

## **PARKING**

### **Garages**

There are three fully automated parking garages located at Kendall Center. All of the garages operate 24-hours a day, seven days a week, including holidays. The management company is VPNE Parking Solutions and can be reached at (617) 621-7618.

Parking privileges will be allocated in accordance with your lease. If additional parking is required, please contact the management office at (617) 252-7140 or VPNE Parking Solutions at (617) 621-7618. Garage access cards and parking control forms will be issued upon the lease commencement date.

If a garage access card is lost or broken, the garage management office shall issue a replacement card to you at the direction of Boston Properties' management office. A fee is charged for replacement garage access cards.

### **Locations**

#### **GREEN GARAGE**

Entrance on Broadway  
Five Parking Levels

#### **BLUE GARAGE**

Entrances on Broadway and Binney St  
Six and half Parking Levels

#### **YELLOW GARAGE**

Entrance on Ames St  
Nine Parking levels

### **Rates**

Parking rates are established each year. The current rates can be found by calling the Kendall Center Garage Office at (617) 621-7818.

### **Contractor Parking**

Contractors seeking access to the loading dock area during regular business hours will be permitted to park company vehicles for a period not to exceed thirty (30) minutes for the purpose of loading or unloading tools, equipment, and materials essential to their contract services. After thirty (30) minutes, or upon completion of unloading or loading (whichever occurs first), the contractor must relocate the company vehicle to one of the Kendall Center Parking Garages if it is not an oversized vehicle. Specific oversized vehicle parking areas have been made available and are designated for contractor/service vehicles.

## **TENANT SOLUTIONS**

### **Overview**

Boston Properties offers a full range of tenant services in an effort to assist you in managing the operational needs of your business.

Benefits to you include:

- Boston Properties project management
- Competitive pricing
- Quality control
- Single point of contact
- Streamlined coordination of services
- Direct billing through Boston Properties
- Staff building expertise

To coordinate an additional service, obtain a quotation or find out more information, please contact your Property Management Coordinator or visit [bptenantsservices.com](http://bptenantsservices.com).

We look forward to assisting you with your upcoming business needs.

### **Cleaning Services**

#### **Floor Cleaning**

- Carpet shampooing, Wooden flooring buffing, Vinyl tile stripping, scrubbing and waxing, Computer room floor cleaning, Marble and stone floor maintenance, Antistatic carpet spraying, etc.

#### **Furniture Cleaning**

- Chairs, desks, metal, wood, and fabric partitions, etc.

#### **Glass Cleaning**

- Interior and exterior glass: windows, panels, doors

#### **General Cleaning**

- Ceilings, computer rooms, drapery and blinds, upholstery, Leather care, etc.
- Holiday services

#### **Porter Services**

- Function set-up, Table and chair rentals and set-up, Conference room and table cleaning before and after meetings, Delivery services, Boxes and furniture relocating, Light bulb changes, etc.

#### **Recycling and Waste Services**

- Recycling, collection and disposal of waste, Recycling bin supply, Computer and office equipment recycling, Furniture disposal, etc.

### **Repairs and Maintenance**

#### **Electrical**

- Emergency light/exit sign repair, Light bulb change and re-lamping, Circuit tracing and identification, Energy saving recommendations, Weekly test operation of tenant emergency generator, Annual tenant generator service, Infrared scanning, Electrical transformer maintenance, Installation, repair and relocation of light fixtures, switches, receptacles, and circuit breakers, Disconnect switches and check meters, etc.

#### **Floor Covering**

- Tile, carpet, vinyl, wood and base installation and repair

### **General**

- Building Holiday Services – cleaning and/or HVAC, extended HVAC services, touch up painting, other miscellaneous installations (i.e. keyboard trays, etc.)

### **Pest Control**

- Integrated pest management

### **Heating, Ventilation and Air Conditioning**

- Preventive maintenance programs for retail equipment/ supplemental/ computer room units, supply and exhaust fan maintenance and repair, indoor air quality testing, maintenance of air filters, air and water balancing, eddy current testing, installation and relocation of thermostats, etc.

### **Plumbing**

- Drain cleaning, grease trap maintenance, faucet repair or replacement, i.e., hands free/automatic bathroom systems, supply lines for coffee or ice makers, water filter replacement for water purification systems (drinking water, coffee, and ice makers), fixture and appliance replacement, installation, repair and maintenance of hot water heaters, dish washers, and garbage disposals, drinking and decorative fountain repair, backflow prevention, testing and repair, installation and replacement of check meters

## **Space Improvements**

### **Air Conditioning**

- Supplemental air conditioning unit design and installation

### **Construction Services**

- Office build outs, complete floor renovations and remodeling, construction management services, project management for redesign and rebuild of office suites

### **Interior Landscaping**

- Plant installation and maintenance, floral arrangements, etc.

### **Moving Services**

- Small relocation projects, coordination of move services with preferred vendors, box and furniture relocation, etc.

### **Painting**

- Full and/or touch-up painting, refinishing of walls, trim, and doors, wall papering and Polymix painting, etc.

## **SECURITY & LIFE SAFETY**

### **Building Access**

- Replacement or additional access cards

### **Locksmith Services**

- Lock outs, key duplication, re-keying, complete lock and key service

### **Fire and Life Safety**

- Fire extinguisher installation and inspection within tenant suites, quarterly and annual inspection and testing of specialized systems

# GREEN OPERATIONS

## **Mission Statement**

In keeping with the Boston Properties corporate strategy of long term ownership has been a philosophy to design and operate our building in the most thoughtful, efficient, and cost-conscious manner.

Therefore, it shall be the goal of the Boston Region Property Management Department to conserve energy and natural resources while properly maintaining the integrity of its assets and maximizing their competitiveness in the marketplace.

Through these efforts we continue to improve our natural resource efficiency and demonstrate that the operation of commercial real estate can be conducted with a conscious regard for the environment while mutually benefiting our customers and shareholders.

## **Recycling**

### **Single Stream Recycling**

Boston Properties is proud to provide desk side single stream recycling program to all tenant employees in Kendall Center. This comprehensive recycling program is part of our standard building services. In addition to paper and cardboard, all metal or plastic items with the recycling symbol 1-7 can be placed in the blue recycling bins beside each desk.

#### **Acceptable materials include:**

- paper of any color
- all glossy paper
- newspaper, magazines
- envelopes, including those with windows and/or labels
- all folders, including those with metal hangers and/or hooks
- computer paper, NCR (carbonless) forms and checks
- Paper that has been paper clipped, stapled, and/or taped
- Notebooks or folders that have plastic tabs or are bound together with plastic or wire spirals
- cardboard
- glass or aluminum bottles and cans
- ANY empty plastic item with the recycling symbol 1-7 on it

#### **Unacceptable materials include:**

- overnight mail packaging
- paper towels, facial tissue
- plastic, Styrofoam, or waxed cups, waxed paper
- rubber
- wood
- items that have to be dismantled into separate materials (staplers, pens, etc.)

Each night, our cleaners collect the trash in one bin and the recycling in another. Sometimes there are separate porters for trash and recycling while at other times, they will bring the bins together. Trash and recycling are placed in separate compactors on the loading dock. The trash is then removed and disposed of while the recycling is picked up and brought to a sorting facility to separate and recycle the various elements.

As plastic liners are not recyclable, blue recycle bins are not lined. It is the responsibility of the tenant to make sure these bins remain clean. If you are interested in having plastic liners placed in these bins, please contact tenant services for a proposal as this is a billable expense.

All paper leaves the property weekly in locked compactors and is bailed at the recycling company. Although confidentiality is reasonably preserved through this process, tenants may choose to shred particularly sensitive documents before placing them in the recycling receptacles.

**By fully utilizing the blue desk side recycle bin, your occupants can:**

- contribute to the environment by recycling more waste
- reduces operating expenses at Kendall Center

## **Additional Recycling**

In addition to mixed paper, bottles, cans, and plastics, Kendall Center offers recycling and proper disposal services for the following:

- E-waste (computers, monitors, printers, copiers, etc.)
- Batteries & UPS equipment
- Lamps and bulbs
- Metal furniture
- Wood furniture
- Lamps and Bulbs- Whenever possible energy saving and low mercury content lamps and bulbs are utilized at the site. All lamps and bulbs removed from the site are disposed of properly.

All of the above items can be recycled by entering a request into [bptenantservices.com](http://bptenantservices.com) or by calling Tenant Services.

## **Transportation Management**

Boston Properties is a charter member of Charles River Transportation Management Association, a non-profit comprised of Cambridge property owners, employers and institutions. The association was created to improve commuting options to Cambridge, as a way to address air quality and congestion, as well as improve recruitment and retention of employees. Boston Properties works to create and implement programs to enhance commuting options for Kendall Center tenants. Please call your Property Management Coordinator at (617) 252-7140 during normal business hours for additional information or visit <http://www.charlesrivertma.org> regarding preferred parking spaces in area garages for carpoolers who participate in ridesharing are available.

[MassBike](#) - Massachusetts Bicycle Coalition

[MassRIDES](#) – Travel and traffic resources

[WalkBoston](#) – Making Massachusetts more walkable

[ZipCar](#) - Car sharing service

[Green Streets Initiatives](#) – Empowering Cambridge & Somerville to become “Car light”

[Liveable Streets Alliance](#) - Rethinking Urban Transportation by connecting people and places

### **Bicycle Storage**

Bicycle racks are provided for convenience at various locations around Kendall Center. However, Kendall Center is not responsible for theft or damage of bicycles or other personal property left at these bicycle racks. Storage of bicycles in any common area lobby, service area, stairwell, or corridor is prohibited. Bicycles, skateboards, and gas powered scooters are strictly prohibited from being brought into a Kendall Center building. Please reach out to the management office for additional information.

## Area Amenities

### **Summer Concert Series**

Boston Properties is pleased to sponsor a Lunchtime Summer Concert Series every year from Memorial Day to Labor Day. A variety of artists display their talents between the hour of 12:00 PM and 1:00 PM. Performances are held on the Plaza located on Main Street in front of the Marriott Hotel. You can obtain a copy of the summer line up series by contacting the management office at (617) 252-7140.

### **Farmer's Market**

A weekly farmers market is hosted by Boston Properties every Wednesday, 11:00 a.m. – 6:00 p.m., beginning in May and ending in late October. The market is located at the plaza adjacent to 255 Main Street and offers fresh and locally grown fruits and vegetables, unique breads, and other organic market-fresh goods.

### **Gardens and Parks**

Those working in and visiting Kendall Center can enjoy the benefit of relaxing in one of the five landscaped gardens on the site.

The Plaza is located adjacent to 255 Main Street and features ample bench seating for relaxing. The Plaza features the Entrepreneur Walk of Fame, similar to Hollywood stars; the names of seven of the brightest minds in the history of American business are immortalized with a sidewalk star in the Plaza sidewalks. Along with the Farmers Market, our Summer Concert Series is hosted each week during the summer months.

The South Park Perennial Garden is located on Broadway between 105 Broadway and 145 Broadway. Designed to provide interest throughout the seasons, it consists of a variety of colors and textures as well as carefully graduated plant heights in its beds. The garden can be enjoyed from one of its teak garden benches and is accessible year round.

The West Park Perennial Garden is adjacent to 150 Broadway. The landscaped areas incorporate a variety of colors and textures to provide the visitor with interest throughout the year. The garden is divided into four quadrants around a central grassy knoll. Teak garden benches in each of the quadrants provide a comfortable spot from which to enjoy the seasonal changes in the surrounding landscape.

Galaxy Park, also known as Point Park, is located at the site's eastern-most border, is designed for year-round enjoyment. The fountain is the focal point of the park and consists of a global sphere that operates as a traditional water fountain during the months of April through October and as a steam fountain from November through March.

The Roof Garden, a beautifully landscaped botanical garden, is situated on top of the Green Garage. The garden is equipped with benches making for a perfect outdoor retreat where you can relax and rejuvenate on a three season calendar. *The roof garden is temporarily closed as we are work on the re-design to make it more inclusive. We expect to re-open in the spring/summer of 2021.*

### **MIT COOP Book Store**

The MIT COOP Bookstore located at 80 Broadway offers a variety of retail books and magazines as well as school supplies, greeting cards, house wares, snacks, beverages, clothing and other gift items. The bookstore also features a variety of Massachusetts Institute of Technology retail products and textbooks.

**We are pleased to welcome you to Kendall Center and if there are any questions or concerns, please do not hesitate to reach out to the Kendall Center Management office at 617-252-7140**