

# **Shorenstein Realty Services**

## **399 Boylston Street Electronic Tenant Handbook**

**Created on February 6, 2012**

## **Building Amenities: Building Amenities**

- Shower/Locker Room Facility
- 24/7 Security
- [Recycling Program](#)
- [UPS Drop Box](#)
- [FedEx Drop Box](#)



## Building Amenities: Shower and Locker Room Facility

### Rules and Regulations

1. For your convenience, showers and lockers have been provided for the use of tenants of 399 Boylston Street. Use of the showers and lockers is at each users' own risk. Users hereby indemnify building owner, Shorenstein Realty Services, LP, and its employees against theft or damage of contents.
2. Hours of operation are from 7:00am until 7:00pm Monday through Friday and 7:00am until 2:00pm on Saturday.
3. Access may only be obtained with an access card.
4. No padlocks are to remain on the locker doors overnight.
5. Users must provide their own towels, soap, toiletries, hair dryers and so forth. Soap liquid is provided in the showers.
6. All damp items including wet towels, shoes, socks, etc must be removed from the locker rooms daily and not left to remain overnight.
7. Floors may become slippery when wet. Appropriate care should be exercised. Users hereby indemnify Shorenstein Realty Services LP and its employees against claims resulting from falls on wet floors.
8. Damage or misuse of the facility will result in revocation of access.
9. Shorenstein Realty Services LP shall not be responsible, or liable for, any loss, damage, detention, or delay caused by accidents, strikes, lockouts or other unavoidable cause beyond its control, or for any consequential damages, regardless of cause. Nor shall Shorenstein Realty Services LP be considered in any sense as an insurer, nor liable in damages for any injury to persons or property resulting from any cause whatsoever.
10. User agrees that they retain normal responsibility and liability as a user of the facility including prompt notification to the management office, of any operational problems and/or malfunctions.
11. User agrees to hold Shorenstein Realty Services LP harmless and indemnify against any and all claims and demands (including reasonable defense costs) made against it and arising out of, or related to, its performance under this agreement.



## Building Amenities: Recycling Program

Information on recycling in our building can be found on the link on this page called "Recycling Program". Also a new "GREEN" link has been added to this website for information about many other GREEN ideas. Of course, you are always welcome to call the management office at 617 236 0968 for questions, comments or your own suggestions for improvements. We'd be delighted to hear from you! Thank you for the steps you take to conserve our vital resources.

[Single Stream Program and more Recycling Savvy - save or view as a slide show](#)

[2011 Recycling Percentage Report](#)

[2010 Recycling Percentage Report](#)

[2010 Impact Report](#)

[2009 Recycling Percentage Report](#)

[2008 Paper Recycling Percentage Report](#)

[2007 Impact Report](#)

[Electronics Removal Pricing](#)

## **Building Operations: Accounting**

**Checks should be made payable to:**

SRI Eight 399 Boylston LLC

**Remittance Address:**

SRI Eight 399 Boylston LLC  
6012 Paysphere Circle  
Chicago IL 60674



## Building Operations: Building Management

The staff of 399 Boylston Street is dedicated to making your work environment as safe and pleasant as possible. The Building Management Office is located on the second floor. Please do not hesitate to contact the management office at:

**Phone:** 617-236-0968

**Fax:** 617-437-8476

**Address:**

399 Boylston Street  
Boston, MA 02116

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Regional Manager/Vice President	Lisa Mize	202-347-2818	<a href="mailto:LMize@Shorenstein.com">LMize@Shorenstein.com</a>
Property Manager	Joanne Duffin	617-236-0968	<a href="mailto:JDuffin@Shorenstein.com">JDuffin@Shorenstein.com</a>
Tenant Administrator	Denise Ward	617-236-0968	<a href="mailto:DWard@Shorenstein.com">DWard@Shorenstein.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  
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 617-424-6165.



## **Building Operations: Leasing**

The leasing representative for the office space at 399 Boylston Street is Duncan Gratton of DTZ FHO Partners at One International Place, Boston MA 02110. Duncan's direct phone number is: 617 590 8901. The leasing representative for retail space at 399 Boylston Street is Emily Ou of Cushman & Wakefield at 125 Summer Street, Boston MA 02110. The main phone number is 617 330 6966.

## **Building Security: After Hours Access**

Tenants may access the building after-hours by using their building access card on the reader at the side door closest to the security guard desk.

No person will be allowed to enter the building and gain access to the floors after business hours, weekends or holidays, without using a building access card.



## **Building Security: Building Access**

Building Hours are from 8:00am – 6:00pm Monday through Friday. All employees are provided access cards which must be scanned at the Security Desk card reader before being allowed access to floors. Tenant visitors, including vendors, must be registered on the Workspeed Visitor Request system prior to arrival. The visitor request should list the names of the expected guests, their estimated time of arrival and the floor they will be visiting. On arrival, guests are required to show valid photo identification to the security guard on duty. A Visitor Badge will be provided to the guest to wear and an email will be automatically sent to the tenant host notifying of the guest's arrival. Security will call upstairs to the tenant if they do not have a Workspeed Visitor request confirming access to the tenant's suite.

Tenant representatives may elect as many users of the Workspeed Visitor Request module as needed by notifying the management office. For inquiries or assistance with the Visitor Request system, please contact the management office.



## **Building Security: Deliveries**

All deliveries must be made through the building loading dock located at the rear of the building. Loading dock can be accessed via Public Alley # 438. Installation of furniture must be conducted after business hours. To reserve a loading dock bay, please contact the Building Management Office.



## Building Security: General Office Security

### Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

### Suspicious Persons

If you see suspicious or offensive persons in the building, please call the Building Management Office immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as “May I help you locate someone?” will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Building Management Office immediately.

[Click here for information on Personal Security Resolution](#)



## **Building Security: Personal Security Resolution**

[Click here to download Personal Security Resolution](#)



## **Building Security: Key and Lock Policy**

All Tenant suite door lock replacements must be coordinated through the Building Management Office to ensure the proper keying to the Building Master Key System.



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

Please contact the Building Management Office at 617-236-0968 to claim items that have been lost or found.



## **Building Security: Property Removal**

To assist in the protection of your personal property, we have generated a Property Removal Pass for your use. This pass must accompany furniture, equipment, cartons, etc. being removed from the premises. The property pass must be presented to security at the time of removal and checked for appropriate authorization, which will assure them that the items being removed are being done so with the full knowledge and permission of the Tenant. A memorandum listing all property authorized for removal must accompany the [Property Removal Pass](#).



## **Building Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Building Management Office at 617-236-0968 and we will send appropriate personnel to escort them off of the premises.



## **Building Security: Vacation Travel Safety**

[Click here to download Vacation Travel Safety information.](#)



## **Building Security: Workplace Safety: Preventing Slips, Trips and Falls**

### **Workplace Safety: Preventing Slips, Trips and Falls**

Slips, trips and falls are a common cause of workplace injuries and can occur in any environment and in any industry. These incidents can occur on both elevated and flat surfaces, and can involve employees and visitors. Fortunately, many slips, trips and falls can be prevented.

Active employee participation is necessary in order to prevent hazardous conditions that could result in slips, trips or falls. Taking personal responsibility for your own actions and proactively creating a safe environment -- before a problem occurs -- can help reduce the possibility of slips, trips and falls. Though the responsibilities at each job site differ, the following are good general practices:

- Most importantly, watch where you are walking and exercise care given conditions.
- Wear shoes with skid-proof soles.
- Correct and/or report slip, trip and fall hazards.
- Make sure there is adequate lighting in all work areas.

## **Building Services: Building Signage**

To maintain quality and present a uniform appearance, building directories and directional signage must be coordinated through the Building Management Office. Tenant suite door signage is subject to Building Management approval. Please submit renderings of proposed signage to the Building Management Office for approval.



## **Building Services: Cleaning**

American Cleaning Company provides nightly janitorial services. Nightly staff is comprised of one night supervisor and twelve cleaners.

The night supervisor and cleaning staff are responsible for the cleaning of tenant space and all common areas. They are on site from 6:00 PM until 10:00 PM, Monday through Friday.

If additional cleaning services are required for a scheduled holiday, please notify the Building Management Office at least 24 hours in advance so appropriate arrangements may be made. American Cleaning Company also provides the following additional services:

- Special services such as carpet shampooing
- Waxing of vinyl floors
- Spot removal
- Upholstered furniture cleaning and many more services.

To request additional services, please contact the Building Management Office. Should you require janitorial services on a building holiday, or request additional special services, a tenant authorization will be required.

### **Recycling and Waste Removal**

There is a recycling program in place for 399 Boylston Street. Recycling containers are provided by the waste removal company at no charge as long as they are not lost or damaged. The containers are emptied twice a week on Tuesday and Thursday. To request recycling containers, please contact the Building Management Office.

Waste is removed from your space each night, Monday through Friday. Items for disposal, which will not fit in a waste receptacle should be clearly marked **"TRASH"** Labels are available through the Building Management Office for your convenience.

For more information on recycling, please contact the Management Office.

### **Window Cleaning**

The interior and exterior window washing is done on a periodic basis. A memorandum is sent out in advance of the cleaners arriving. All tenants are responsible for removing items from their windowsills prior to their arrival.



## **Building Services: Data & Telecommunications**

The Policy for telecommunications work in the building has changed. All voice and data work must now be logged by the management office. If work is required in the risers, (cabling or wiring work) all work must go through the building's vendor, Global Technology. Please call the management office to have this arranged, allowing at least two days lead time.

For work in phone closets, your own vendor is permitted to access the phone closets. Your vendor must have a current certificate of insurance held by the management office prior to the work being performed. The vendor will be asked to contact the management office upon arrival to log the work before being granted access.

The certificate of insurance must name the Additional Insureds exactly as below:

Shorenstein Realty Services, L.P.  
Shorenstein Properties LLC  
Shorenstein Company, LLC  
SRI Eight 399 Boylston LLC  
Shorenstein Management, Inc. and their respective Members, Partners, Executive Officers,  
Directors and Stockholders.

Shorenstein Realty Services, L.P. - Certificate Holder

If you have any questions, please contact the management office by email to [DWard@shorenstein.com](mailto:DWard@shorenstein.com) or by phone at 617.236.0968. We would be happy to assist you with any inquiries or requests.



## **Building Services: Elevators**

### **Freight Elevator Procedures**

Tenants must contact the Management Office to reserve time on the freight elevator. Reservations are made on a first-come, first-served basis. A certificate of insurance will be required of all vendor deliveries to the building.

No vendor or moving company will be allowed access to the building without prior approval of building management. The freight elevator may not be reserved during the hours of 8:00am to 6:00pm weekdays.



## **Building Services: Forms**

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Emergency/After Hours Contact Form](#)  
[Special Assistance Personnel Emergency List](#)  
[Safety Warden Listing Form](#)  
[Property Removal Pass](#)



## **Building Services: HVAC**

### **Too hot or too cold?**

If the temperature in your office needs adjustment, please enter a Tenant Service Request in Workspeed (Workspeed link provided below).

Your request will be dispatched immediately to engineering personnel.

### **HVAC Standard Hours**

The standard hours of operation of the heating and air conditioning systems are:

Mondays through Fridays: 8:00am – 6:00pm

Sundays or Building Holidays: No heating or cooling is provided.

If HVAC is required, please see the instructions for Overtime HVAC below.

Saturdays:

Standard hours are from 8:00am through to 1:00pm. However to reduce energy waste in unoccupied areas, HVAC no longer operates on Saturdays unless it is scheduled beforehand.

If you require HVAC on a Saturday, please schedule through Workspeed (see Workspeed instructions below)

Please give at least 24 hours notice so that the appropriate arrangements can be made.

No Overtime HVAC charges will apply for Saturday HVAC unless outside of the standard Saturday hours.

Overtime HVAC:

Heating or cooling that is required after standard hours (ie: Overtime HVAC) must be scheduled in Workspeed.

Please give at least 24 hours notice in order for arrangements to be made.

Hourly charges apply at the current HVAC Overtime rate.

This service is billed with the monthly Tenant Service Requests (TSR's)

[Click here to go to Workspeed](#)

To request service: create request under one of the appropriate categories: "Too Hot"; "Too Cold"; "Comfort – Other"

To schedule HVAC: create the request under the category: "Temperature / HVAC – Overtime"; enter the date(s) and hour(s) HVAC is required and other required information.

### **Management Office**

Please feel free to contact the management office for rates or any other inquiries at 617 236 0968.



## **Building Services: Insurance Certificates**

### **Insurance Certificates**

Insurance Certificates must list:

“Shorenstein Realty Services, L.P.” as Certificate Holder and

“Shorenstein Realty Services, L.P.

Shorenstein Properties LLC,

Shorenstein Company, LLC,

SRI Eight 399 Boylston LLC,

Shorenstein Management, Inc. and their respective Members, Partners, Executive Officers, Directors and Stockholders.” as Additional Insureds.

Please contact the management office for full coverage requirements or for further information.



## **Building Services: Mail Services**

Mailboxes are located in the basement of 399 Boylston Street. Two mailbox keys are provided to each tenant. Should you require additional keys, please contact the Building Management Office.

If your company receives mail under various company names, partnerships or entities, please notify the Management Office in letter form. The Management Office will notify the postal worker on duty in the building.

A [FedEx](#) pick up box and a [UPS](#) pick up box are also located in the basement.



## Building Services: Maintenance Requests

WorkSpeed is a web based Work Order system which tenants can utilize for service requests eg. hot or cold calls, light bulb replacement, hanging pictures or white boards, and other similar tasks. In emergency situations eg. flooding, power loss, etc., please call the management office directly at (617) 236 0968.

To use WorkSpeed, [click on this link](#).

All new tenants will receive a username and password to allow access to WorkSpeed. WorkSpeed is a very easy-to-use web-based system which ensures your service request is directed to the appropriate personnel as quickly as possible. A handbook on its usage is available from property management as well as from a link on the WorkSpeed site. If you are in need of training or assistance in navigating WorkSpeed, please contact the Building Management Office.

The following services will be provided at an additional charge:

- Hanging up pictures or white boards,
- Repairs of tenant space window blinds, furniture or fittings
- Keyboard installation
- Light furniture moves

Charges for repairs by our technicians are \$50.00 per man/hour with a one-hourly minimum. Written tenant authorization will be required prior to any billable work being performed.

If an outside vendor is needed, a proposal will be provided for the tenant's approval before the work is performed. The tenant will be billed the invoice cost plus a 20% management fee.

Please note that any work that is required on electrical, mechanical or plumbing systems or any changes to structural or architectural conditions within tenant spaces always requires the prior approval of property management.

# Emergency Procedures: Tenant Emergency Communications

[Click here to download Tenant Emergency Communications.](#)



## **Emergency Procedures: Online Safety Training Video**

[Please click here to view the Online Safety Training Video for 399 Boylston Street](#)



## Emergency Procedures: Bomb Threat

### Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Management Office at 617-236-0968

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

### Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope  $\frac{1}{4}$ " to  $\frac{1}{2}$ " thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. -- rather than directly to named individuals.

### If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Security at 617-424-6165.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.



## **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**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**



## Emergency Procedures: Emergency Contacts

<b>Property Management Office</b>	617-236-0968
<b>Building Maintenance Office</b>	617-424-9317
<b>Building Security Office (24 hours)</b>	617-424-6165
<b>General Emergency</b>	911
<b>Fire</b>	911
<b>Ambulance</b>	911
<b>Poison Control Center</b>	800-222-1222
<b>NStar Electric</b>	800-592-2000
<b>Boston Water and Sewer</b>	617-989-7000
<b>Nstar Gas</b> (Please note that there is no gas entering the building)	800-592-2000

**To be called in situations where an incident may inconvenience or disrupt business:**

Tenant Emergency number	800-589-2554
<a href="#">Neighborhood Emergency Centers</a>	
<a href="#">Massachusetts Emergency Management Agency (MEMA)</a>	508-820-2000



## Emergency Procedures: Emergency Evacuation

### **DURING AN EMERGENCY**

1. If a fire is reported to or discovered within your tenant premises, cautiously proceed to the area of the fire, investigate and determine the size of the fire. If the fire is contained in a wastebasket or a receptacle used for paper storage, use a portable fire extinguisher to extinguish the fire without exposing yourself or others to personal injury.
2. If the fire cannot be contained, activate the nearest pull station, close appropriate doors to contain the area of fire and evacuate tenant premises in accordance with your evacuation plan. Immediately NOTIFY the Property Management Office at 617-236-0968 or the Security Desk at 617- 424-6165 after the pull station has been pulled.
3. If a fire alarm is activated within the building, immediately proceed to the vicinity of an audio/visual unit and listen for instructions. It is important to realize that complete evacuation may not be necessary. Wide scale evacuation could overload the stairwells, causing unnecessary accidents.
4. Once the general evacuation signal is sounded for the floor (whooping alarm signal), personnel within the tenant premises should be directed to evacuate the premises via the nearest stairwell. **DO NOT USE THE ELEVATORS!**
5. Notify safety wardens and assistant safety wardens to search all rooms in the tenant premises and alert occupants of the emergency condition.
6. Notify the Property Management Office at 617 236-0968 or the Security Desk at 617 424-6165 of the need to escort individuals encumbered by physical impairments.
7. Without placing yourself in danger, make a final search of the tenant premises and elevator lobby before proceeding out of the building. Notify the building's floor warden that tenant evacuation is complete on your way out.
8. Proceed to the Boston Commons or the buildings across the street (as decided by tenant) and account for all personnel. Immediately alert Property Management Personnel of missing occupants.
9. Wait for Property Management Personnel to signal for re-entry to the building.

### **USE EXIT STAIRWAY - DO NOT USE ELEVATORS**



## Emergency Procedures: Fire and Life Safety

### FIRE ALARM SYSTEM DESCRIPTION

1. Simplex Grinnell 2120 fire alarm control panel is located in the main lobby adjacent to the elevator bank. The system will activate in response to the detection of smoke or heat, and/or activation of a pull station or sprinkler head.
2. Smoke detectors are located in the elevator lobbies, the electric closets and the emergency stairwells. They are activated in response to the detection of smoke.
3. Pull station are located on every floor outside the entry to stairwells, in some tenant areas, and at the security desk. The fire alarm system will be immediately activated after a pull station has been engaged.
4. Audio/visual units are located in the public corridors and tenant areas. In the event of emergency, instructions will be transmitted through the audio units on each floor.
5. Fire fighter phones are located on every floor in each stairwell and elevator lobby. These phones are for use by fire department personnel only.
6. Fire extinguishers are located on every floor in the public corridors (in the same cabinet as the fire hoses).

### BUILDING FIRE ALARM PROCEDURE

Once a building fire alarm is received, a series of audible horns and visual strobe lights will be activated notifying occupants that a building fire alarm has been received. The horns will sound throughout the building for approximately 40 seconds. After which a recorded message will be broadcast over the building public address system notifying the entire building of the following:

"ATTENTION PLEASE. THE SIGNAL TONE YOU HAVE JUST HEARD INDICATES A REPORT OF AN EMERGENCY IN THIS BUILDING. IF YOUR FLOOR EVACUATION SIGNAL SOUNDS AFTER THIS MESSAGE, WALK TO NEAREST STAIRWAY AND LEAVE THE FLOOR. WHILE THE REPORT IS BEING VERIFIED, OCCUPANTS ON OTHER FLOORS SHOULD AWAIT FURTHER INSTRUCTIONS."

**This message is repeated twice.**

After the message the evacuation signal (a slow whooping alarm) will sound on the affected floor and the floor above the affected floor indicating evacuation should begin as per the Building Evacuation Plan. All other floors will receive a flashing strobe alerting people to stand by for further instructions. In the event of confirmed fire, a building general evacuation will be sounded, noted by the slow whooping alarm on your floor. At this time you are to immediately leave the building via the nearest exit stairwell.

### **FOR YOUR SAFETY, PLEASE DO NOT USE THE ELEVATORS!**

Once you have reached the main lobby level, a security guard will direct you to the proper exit. Tenants should proceed to the gathering area that has been designated by their company.

PLEASE NOTE: PROPERTY MANAGEMENT PERSONNEL CANNOT RESET THE FIRE ALARM UNTIL THE BOSTON FIRE DEPARTMENT ARRIVES AND DETERMINES THE CAUSE OF THE ALARM. PLEASE BE PATIENT DURING THIS TIME.

### TENANT EVACUATION DIRECTOR FIRE AND EMERGENCY EVACUATION PROCEDURES

1. Complete a copy of the following forms return to the Property Management Office or fax it to 617 437-8476: [Emergency Contact Form](#), [Special Assistance Form](#) and [Safety Warden Listing Form](#).
2. Become familiar with the layout of your tenant premises, public corridors and emergency stairwell routes including the location of fire alarm signal devices, pull stations, fire extinguishers and fire hose connections. It is recommended to include space plans in central locations so employees know which staircase to use during an emergency.
3. Establish an emergency fire evacuation plan for your premises incorporating the location of the above noted items. Include a typewritten script at the reception desk for use during an emergency and specify a location for employees to meet once outside the building (example: the Boston Commons).

Review this plan with occupants of the premises on a regular basis.

4. Assign safety wardens and assistant safety wardens with responsibilities to search all rooms in the tenant premises and alert occupants of the premises in the event of an emergency. An Alternate Safety Warden should be designated in the event that the Safety Warden is out of the office in an emergency situation.
5. Identify individuals within the tenant premises encumbered by physical or communication impairments. Complete a copy of the Special Assistance form on page 6 for each of the employees requiring assistance because of a physical impairment and return to the Property Management Office or fax it to: 617437-8476.
6. Fire extinguisher locations should be clearly marked with visible signage throughout tenant premises.
7. Distribute copies of IMPORTANT PHONE NUMBERS and BUILDING FIRE ALARM PROCEDURES to all employees located within your premises. Post a copy at all public areas within the premises (i.e. copy rooms, lunch rooms, conference rooms, etc.).



## **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**

399 Boylston Street 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 Diseases Control and Prevention Emergency Preparedness and Response**

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

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

<http://wbztv.com>

<http://boston.com>

<http://www.thebostonchannel.com>



## Emergency Procedures: Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - a. Your name
  - b. Your Building's name and address
  - c. Your specific floor number, and the exact location of the emergency
  - d. Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Management Office at 617-236-0968.

Inform management that you have called 911 and briefly describe the nature of the emergency.

6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
  - a. Name, address and age of injured/ill person
  - b. The nature of the problem, as best you can surmise
  - c. All known allergies and current medications taken by the individual
  - d. A local doctor

The Management, Engineering and Security staff will do all we can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.



## Emergency Procedures: Pandemic Preparedness

### 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 Toronto 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

All 399 Boylston Street Office Buildings and Common areas are served by an emergency generators. In the event of power failure, this generator will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lighting on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.



## 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 Tenant Company. 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.

## Green: Introduction

### GOING GREEN

Shorenstein is committed to creating and protecting green real estate environments. To research responsibly and thoughtfully, Shorenstein has formed a sustainability committee, known internally as the **G.R.E.E.N. Committee – Green Real Estate Environments Now!** The Mission Statement for the Committee is “Promote environmental stewardship through the implementation of sustainable ecological initiatives that benefit our assets, investors, customers, employees & planet.”

### Why?

- According to the United States Green Building Council (“USGBC”), the commercial office buildings generate 18% of greenhouse gas emissions in the United States.
- Electricity is one of the largest expenses tenants incur.
- It is estimated that 50-55,000 species of life are going extinct every year due to a lack of resources left available to them resulting from humans’ use of resources.
- **Every** living system on the planet is in decline – none are stable.
- The reduction of emissions is not only crucial for the health of the planet but also for a company’s bottom line.

### What are We Doing?

- Shorenstein signed up in 2008 to take the Building Owners and Managers Association (BOMA) 7 Point Challenge, which primarily involves a reduction in greenhouse gas emissions of 30% by the year 2012. See the following link for more information on the [BOMA 7 Point Challenge](#).
- Shorenstein has signed on to be an Energy Star Partner. See what’s involved. [Click here for more information on Energy Star.](#)
- Shorenstein has mandated that every building in its portfolio put energy consumption data in the Energy Star website and work to achieve an Energy Star certificate as soon as practically feasible. [Click here to see the Energy Star score link](#) for the most recent Energy Star score for your building. Please note that buildings must achieve a minimum rating of 75 to receive an Energy Star certification.
- Shorenstein implemented green cleaning and supply purchase across its portfolio in 2007 and 2008. See what’s involved in green cleaning by [clicking here](#).
- Shorenstein continues to roll out initiatives to further promote “Green Real Estate Environments Now”. [Click on the link here to see a full list of Green Building Initiatives implemented at this building.](#)

### How Can You Help?

Shorenstein will send you a Green Tip of the Month each month to all of its tenants. A cumulative list of Green Tips will be housed on this site. To access, click on [Green Tip of the Month](#). We will also post other best practices and links to resource sites under [Green Suggestions & Resources for Tenants](#).

We hope you find this site a useful resource and that you will join us in our green practices so that together we can make a measurable difference in the world!



## **Green: Green Tip of the Month**

[Please click here for all green tips.](#)



## Green: Green Suggestions and Resources For Tenants

[Ways to Celebrate Earth Day in Massachusetts](#)

[2011 Green Trivia Contest Questions and Answers](#)

[Register your Pledge](#)

[Facts – Energy Star Qualified CFL's](#)

[Energy Star](#)

[Rideshare and Green Commuting](#)

Building management has selected MassRIDES as the central resource to help commuters at 399 Boylston St gain rewards for efforts that benefit the environment. You can receive rewards when you walk, bike, telecommute, carpool, vanpool, take a subway, train, bus, ferry or even work a compressed week. It's free and easy to do!

**MassRIDES is an online trip-sharing resource that does two things:**

1. It matches travelers with each other in order to share rides and cut down on carbon emissions.
2. It logs your "green" journeys and enables you to earn rewards from affiliates of MassRIDES.

To get started visit: [www.commute.com](http://www.commute.com) and take a look around.

Users register with their work email address. After confirmation, enter your travel requirements and begin finding your trip matches. Search for others who commute to 399 Boylston Street or its environs. Or log your green trips. As your trips accumulate, so will your rewards! Have fun commuting more greenly!

Should you have any questions or comments please feel free to contact Denise Ward of Building Management at [dward@shorenstein.com](mailto:dward@shorenstein.com)

[The Green Streets Initiative - Enter raffles, win prizes and earn discounts for alternatives to driving.](#)

[Watch the WGBH video to learn what the Green Streets Initiative is all about.](#)

[Green Recycle Facts](#)

[America's Least Wasteful Cities](#)

[ENERGY STAR – Bring Your Green to Work](#)

[New Report: A Rising Tide of Ocean Debris and What We Can Do About It](#)

**"We are all connected to the ocean. The disheartening amount of trash afloat in the sea, littering beaches, and piling up on the sea floor affects the health of Earth's life support system, the ocean, and all the living things in it. Marine debris is more than a blemish on Nature, it is a potential threat to our food supply, to tourism and economic activity, to marine wildlife and ecosystems, and to our personal health. It even relates to the impacts of climate change. But there's good news: Marine debris is a problem we can readily solve."**



## **Green: Green Building Initiatives**

[Please click here to view the property scorecard for 399 Boylston Street](#)

## **Introduction: Welcome**

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of 399 Boylston Street and to facilitate your company's 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 Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, 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 Building Management Office will promptly notify you of any such changes. Please feel free to contact the Building Management Office with any questions you may have. We are here to serve you.

**Welcome to 399 Boylston Street a premier Shorenstein property.**



## Introduction: About Shorenstein

### **National Real Estate Investor**

[Shorenstein](#) is one of the country's oldest and most respected real estate organizations active nationally in the ownership and operation of high-quality office properties. Due to its success over many years and multiple real estate cycles, Shorenstein has established its reputation as a creative and knowledgeable investor. The company is privately owned and is headquartered in San Francisco.

### **Providing Real Property Services**

Shorenstein provides asset management, leasing, property management and construction services to the properties in its portfolio through its wholly-owned property services affiliate, Shorenstein Realty Services.

### **Seamless Integration of Capabilities**

The close coordination between the investment, asset management and operating professionals within Shorenstein is the key to Shorenstein's ability to deliver exceptional services to its tenants and exceptional value to its clients and partners. With extensive internal resources and a commitment to excellence, Shorenstein has an unsurpassed ability to address operating issues and to capitalize on investment opportunities.

### **More than Leasing - Value-Added Services**

[Shorenstein](#) operates on the principle that its tenants are not only leasing space in Shorenstein buildings, but are also seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product that is maintained and operated to the highest industry standard is only the beginning. Shorenstein strives to remain abreast of its tenants' businesses in order to meet their current needs, anticipate their future requirements and be in a position to work cooperatively with them to respond to unanticipated developments.

### **Best Environments, Highest Quality Service**

The experienced asset management, leasing, property management and construction professionals who work for Shorenstein think and act as first-tier service providers. All of Shorenstein's employees understand that it is their job to ensure that all Shorenstein properties offer the highest quality business environments and occupancy services in their respective marketplaces.

### **Proven Success**

Shorenstein believes that the consistently high occupancy levels in the Shorenstein portfolio is the strongest testament to the validity of the Shorenstein operating philosophy and the best evidence of the successful implementation of that philosophy.



## Introduction: About 399 Boylston Street

### Building Description

<b>Number of Stories:</b>	13 plus basement
<b>Square Footage:</b>	228,626
<b>Type of HVAC:</b>	2 Mammoth RTU's (one East & one West unit supplying all floors except 12 & 13) 2 Trane RTU's (one East & one West unit supplying 12th & 13th floors) VAV Boxes Electric reheats through perimeter of spaces with some electric baseboard heat
<b>Type of spaces utilized:</b>	Commercial office space Retail space on ground level
<b>Energy source:</b>	All electric (no gas into the building)
<b>Building Hours</b>	Monday to Friday 8:00am – 6:00pm
<b>On-site Security Guard</b>	24 hours, 7 days
<b>Property Management Office</b>	Monday to Friday 8:00 am to 5:00 pm
<b>Maintenance Technician</b>	Monday to Friday 7:00am to 3:30pm
<b>Day Porter</b>	Monday to Friday 7:00am to 3:30pm



## Introduction: 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 [Forms section](#) 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**

The following regulations are applicable to any additions. Alterations or improvements being undertaken by or for Tenant in the Premises:

### **General**

1. All Alterations to be made by Tenant in, to or about the Premises shall be made in accordance with the requirements of this Exhibit and by contractors, subcontractors and/or mechanics approved by Landlord, such approval not be unreasonably withheld or delayed.
2. Tenant shall, prior to the commencement of any work, submit for Landlord's written approval, complete plans for the Alterations. Drawings are to be complete with full details and specifications for all of the Alterations.
3. Alterations must comply with the Building Code applicable to the Property and the requirements, rules and regulations of any governmental agencies having jurisdiction over the Property.
4. No work shall be permitted to commence without the Landlord being furnished with a valid permit and all other necessary approvals from agencies having jurisdiction.
5. All demolition, removals or other categories of work that may inconvenience other tenants or disturb Building operations, must be scheduled and performed before or after normal Business Hours and Tenant shall provide the Building manager with at least 24 hours notice prior to proceeding with such work.
6. All inquiries, submissions, approvals and all other matters regarding Alterations to the Premises shall be processed through the Building manager.

### **Prior to Commencement of Work**

1. Tenant shall submit to the Building manager a request to perform the work. The request shall include the following enclosures:
  - i. A list of Tenant's contractors and/or subcontractors for Landlord's approval.
  - ii. Where plans are required by law, four complete sets of plans and specifications property stamped by a registered architect or professional engineer.
  - iii. A property executed building permit application form, if a building permit is required by law.
  - iv. Four executed copies of the Insurance Requirements agreement in the form attached to the Lease as Exhibit F from Tenant's contractor and if requested by Landlord from the contractor's subcontractors.  
Contractor's and subcontractor's insurance certificates including an indemnity in accordance with the Insurance Requirements agreement.
2. Landlord will return the following to Tenant:
  - i. Two sets of plans approved or a disapproval with specific comments as to the reasons therefore (such approval or comments shall not constitute a waiver of approval of governmental agencies) along with Landlord's response to Tenant's request for identification of Alterations that will be required to be removed at the expiration of the Term, as more fully provided in Section 5.2 of the Lease.
  - ii. Two fully executed copies of the Insurance Requirements agreement.
3. If required by law, Tenant shall obtain a building permit from the Building Department and necessary permits from other governmental agencies. Tenant shall be responsible for keeping current all permits. Tenant shall submit copies of all approved plans and permits to Landlord and shall post the original permit on the Premises prior to the commencement of any work. All work, if performed by a contractor or subcontractor, shall be subject to reasonable supervision and inspection by Landlord's Construction Representative. Such supervision and inspection shall be at Tenant's sole expense and Tenant shall pay Landlord's reasonable charges for such supervision and inspection.

### **Requirements and Procedures**

1. All structural and floor loading requirements shall be subject to the prior approval of Landlord's structural engineer.
2. All mechanical (HVAC, plumbing and sprinkler) and electrical requirements shall be subject to the approval of Landlord's mechanical and electrical engineers and all mechanical and electrical work shall be performed by contractors approved by Landlord, which approval shall not be unreasonably withheld or delayed. When necessary, Landlord will require engineering and shop drawings, which drawings must be approved by Landlord before work is started, not to be unreasonably withheld or delayed. Drawings are to be prepared by Tenant and all approvals shall be obtained by Tenant.
3. Elevator Service for construction work shall be without charge to Tenant. Prior arrangements for elevator use shall be made with Building manager by Tenant. No material or equipment shall be

carried under or on top of elevators. If an operating engineer is required by any union regulations, such engineer shall be paid for by Tenant.

4. If shutdown of risers and mains for electrical, HVAC, sprinkler and plumbing work is required, such work shall be supervised by Landlord's Construction Representative. No work will be performed in Building mechanical equipment rooms without Landlord's approval and under Landlord's supervision.

#### **Requirements and Procedures (continued)**

5. Tenant's contractor shall:
  - i. have a superintendent or foreman on the Premises at all times;
  - ii. police the job at all times, continually keeping the Premises orderly;
  - iii. maintain cleanliness and protection of all areas, including elevators and lobbies;
  - iv. protect the front and top of all peripheral HVAC units and thoroughly clean them at the completion of work;
  - v. block off supply and return grills, diffusers and ducts to keep dust from entering into the Building air conditioning system; and
  - vi. avoid the disturbance of other tenants.
6. If Tenant's contractor is negligent in any of its responsibilities, Tenant shall be charged for corrective work.
7. All equipment and installations must be equal to the standards generally in effect with respect to the remainder of the Building. Any deviation from such standards will be permitted only if indicated or specified on the plans and specifications and approved by Landlord.
8. A properly executed air balancing report signed by a professional engineer shall be submitted to landlord upon the completion of all HVAC work.
9. Upon completion of the Alterations, Tenant shall submit to Landlord a permanent certificate of occupancy and final approval by the other governmental agencies having jurisdiction, where required.
10. Where appropriate, Tenant shall submit to Landlord a final "as-built" set of drawings showing all items of the Alterations in full detail.
11. Additional and differing provisions in the Lease, if any, will be applicable and will take precedence.

Whenever Tenant shall be required by the terms of the Lease to submit plans to Landlord in connection with any improvement or Alteration to the Premises, such plans shall include at least the following:

1. Floor plan indication location of partitions and doors (details required of partition and door types)
2. Location of standard electrical convenience outlets and telephone outlets.
3. Location and details of special electrical outlets: e.g.: photocopiers, etc.
4. Reflected ceiling plan showing layout of standard ceiling and lighting fixtures.
5. Locations and details of special ceiling conditions, lighting fixtures, speakers, etc.
6. Location and specifications of floor covering, paint, or paneling with paint colors referenced to standard color system.
7. Finish schedule plan indicating wall covering, paint, or paneling with paint colors referenced to standard color system.
8. Details and specifications of special millwork, glass partitions, rolling doors and grilles, blackboards, shelves, etc.
9. Hardware schedule indicating door number keyed to plan, size, hardware required including butts, latches or locksets, closures, stops and any special items such as thresholds, soundproofing, etc. Keying schedule is required.

(continued)

10. Verified dimensions of all built-in equipment (file cabinets, lockers, plan files, etc)
11. Location and weights of storage files.
12. Location of any special soundproofing requirements.
13. Location and details of special floor areas exceeding 50 pounds of live load per square foot.
14. All structural, mechanical, plumbing and electrical drawings, to be prepared by the base building consulting engineers, necessary to complete the Premises in accordance with Tenant's plans.
15. All drawings to be uniform size (30" x 46") and shall incorporate the standard project electrical and plumbing symbols and be at a scale of 1/8" = 1' or larger.
16. All drawings shall be stamped by an architect (or, where applicable, an engineer) licensed in the jurisdiction in which the Property is located and without limiting the foregoing, shall be sufficient in all respects for submission to applicable governmental authorities in connection with a building permit application.
17. Landlord's approval of the plans, drawings, specifications or other submissions in respect of any work, addition, Alteration or improvement to be undertaken by or on behalf of Tenant shall create no

liability or responsibility on the part of Landlord for their completeness, design sufficiency or compliance with requirements of any applicable laws, rules or regulations of any governmental or quasi-governmental agency, board or authority.



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

### **The following regulations are generally applicable:**

1. The public sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or halls shall not be obstructed or encumbered by Tenant (except as necessary for deliveries) or used for any purpose other than ingress and egress to and from the Premises.
2. No awnings, curtains, blinds, shades, screens or other projections shall be attached to or hung in, or used in connection with, any exterior window of the Premises or any outside wall of the Building. Such awnings, curtains, blinds, shades, screens or other projections must be of a quality, type, design and color, and attached in the manner, approved by Landlord.
3. No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors or vestibules.
4. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or like substances shall be deposited therein. All damages resulting from any misuse of the fixtures by Tenant shall be borne by the Tenant.
5. Tenant shall not use the Premises or any part thereof, or permit the Premises or any part thereof to be used, for manufacturing. Tenant shall not use the Premises or any part thereof or permit the Premises or any part thereof to be used as a public employment bureau or for the sale of property of any kind at auction, except in connection with Tenant's business.
6. Tenant must upon the termination of its tenancy, restore to the landlord all locks, cylinders and keys to offices and toilet rooms of the Premises.

### **The following regulations are generally applicable (continued):**

7. The Landlord reserves the right to exclude from the Building between the hours of 6:00pm and 8:00pm and at all hours on Sunday and holidays all persons connected with or calling upon the Tenant who do not present a pass to the Building signed by the Tenant. Tenant shall be responsible for all persons for whom it issues any such pass and shall be liable to the Landlord for all wrongful acts of such persons.
8. The requirements of Tenant will be attended to only upon application at the Building Superintendent's Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from the office of the Landlord.
9. There shall not be used in any space, or in the public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
10. No bicycles, vehicles or animals of any kind shall be brought into or kept in or about the Premises, except guide dogs where necessary.
11. No Tenant shall make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with occupants of this or neighboring building or premises or those having business with them whether by use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No Tenant shall throw anything out of the doors, windows or skylights or down the passageways.
12. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.

### **The following regulations are generally applicable (continued):**

13. No smoking shall be permitted in the Premises or the Building. Smoking shall only be permitted in smoking areas outside of the Building which have been designated by the Landlord.
14. Tenants shall reasonably cooperate with Landlord in obtaining maximum effectiveness of the cooling system by closing draperies when the sun's rays fall directly on the windows of the Premises.
15. Landlord shall have the right, exercisable without notice and without liability to any tenant, to change the name and street address of the Building. Landlord shall promptly notify Tenant after any such changes have been made.
16. Any person desiring to use the health and fitness facility shall first execute and deliver to the Landlord a liability waiver form prepared by the Landlord.





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

### **Tenant Moves**

All tenant moves in or out of 399 Boylston Street must be made on the weekends or on weekdays before 8:00am and after 6:00 PM.

Moves need to be scheduled at least one week in advance and a certificate of insurance for the mover must be provided to the Management Office.

### **Cleaning**

You will be responsible for any cleaning that is required in the common areas as a result of the move. A bill will be forwarded to you for a cost of returning the common areas to pre-move conditions.

The tenant is also be responsible for any cleaning in tenant areas beyond the standard nightly cleaning services. Request for these additional cleaning services should be submitted to the Property Management Office on a building work order. This includes cleaning requests immediately after your initial move into the building.

### **Damage**

The tenant is responsible for repairs in the common building areas as a result of damage incurred during the move. A bill will be forwarded to you for the cost of returning the common areas to pre-move conditions.

### **Insurance**

The Property Management Office and building owner require a certificate of insurance from your moving company evidencing certain coverage.



## **Policies and Procedures: Smoking**

399 Boylston Street maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.



## **Policies and Procedures: Bicycle Policy at 399 Boylston Street**

[Click here to download a copy of 399 Boylston's Bicycle Policy.](#)



## The Neighborhood: Important Contacts

### General:

Boston Post Office	(617) 654-5083
Time	(617) 637-1234
Weather	(617) 936-1234
Boston City Hall	(617) 635-4000

### Hospitals:

Beth Israel	(617) 735-2000
Brigham and Women's	(617) 732-5500
Cambridge Hospital	(617) 498-1000
Massachusetts General	(617) 726-2000
Mount Auburn	(617) 492-3500