

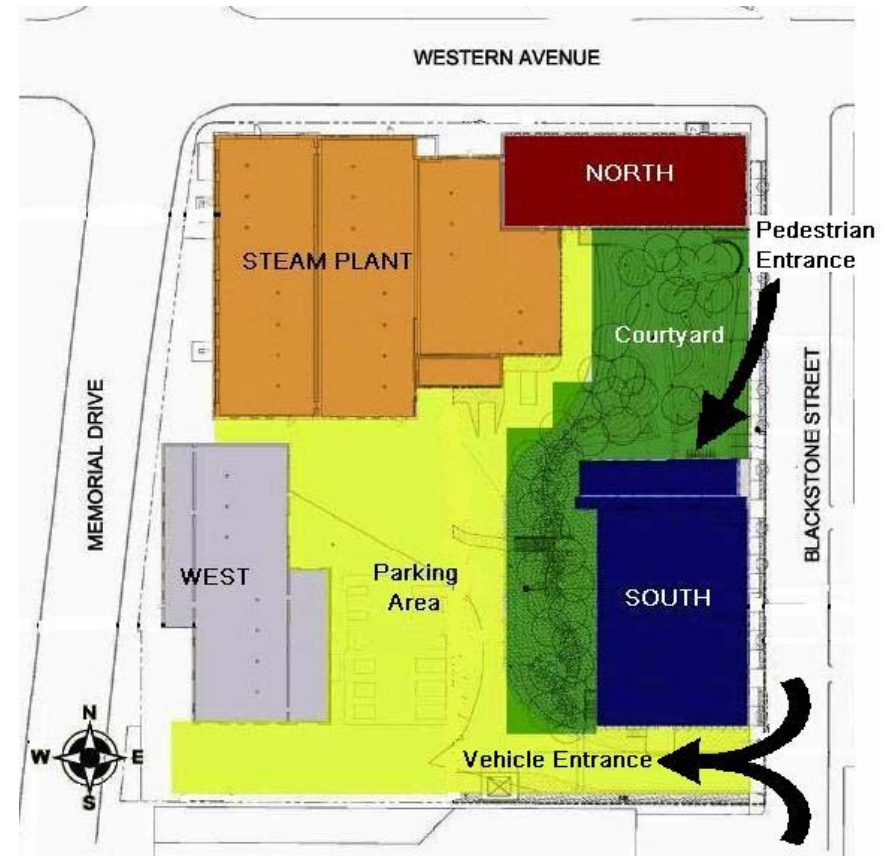
BLACKSTONE QUICK REFERENCE GUIDE



46 BLACKSTONE STREET
CAMBRIDGE, MA 02139

MAY 2006

BLACKSTONE SITE MAP





WELCOME TO BLACKSTONE


On behalf of University Operations Services, it is a great pleasure to welcome you to our new offices at Blackstone. For the first time, most of our departments will be working together at a single location instead of being separated across the campus. As we bring our groups together, it will be important for everyone to have consistent information about practices and procedures.

This guide has been prepared as a quick reference describing many of the general building procedures and features you will encounter at Blackstone. I urge you to read it carefully and keep it handy.

This booklet is organized in four convenient sections:

- Living at Blackstone
- Working at Blackstone
- Visitors to Blackstone
- Important Emergency Information

If you don't find what you need here, or if you would like more information about the reasons for various policies, please contact your Floor Coordinator or human resources representative.

UOS has made a substantial commitment to improving our environment and the major renovation work has been done under guidelines published by the United States Green Building Council, called Leadership in Energy and Environmental Design (LEED). There are many features at Blackstone that are new and a few that may be different to you. As you read through this booklet, look for the green leaf icon  for special information about these important elements.

We are committed to making our community at Blackstone a great place to work and a model for environmental sustainability at Harvard. I sincerely hope you will find this booklet to be useful and I welcome your feedback so we may continue to improve it.

With best regards,

Tom Vautin

TABLE OF CONTENTS

<u>LIVING AT BLACKSTONE</u>	4
Professional Standards and Expectations.....	4
Access to Blackstone	7
Transportation	8
Building Systems/Management	9
Maintenance and Custodial Services	11
Food & Beverage	12
 <u>WORKING AT BLACKSTONE</u>	 14
Conference Rooms.....	14
Copy Rooms/ Office Supplies	15
Mail Services	15
Storage	16
Telephones and Technology	16
 <u>VISITORS TO BLACKSTONE</u>	 18
 <u>IMPORTANT EMERGENCY INFORMATION</u>	 20
Safety and Security Guidelines	22

LIVING AT BLACKSTONE

Professional Standards and Expectations

UOS is a professional organization with high standards for customer service and quality. Our workspaces and our personal demeanor reflect those standards. We pay close attention to how we are perceived by those we serve throughout the University.

Our offices at Blackstone are highly visible to those we serve, whether at the service counters in the Parking Office, prospective employees visiting our human resources offices, in meetings with clients we host in our offices, and perhaps most importantly, our co-workers.

It is essential that we pay close attention to the quality of our building environment and our personal behavior. This all comes down to common sense and respect for others, but sometimes it helps to have a few guidelines.

Dress and Grooming

UOS requires appropriate professional dress and grooming at all times. For those working in offices, our minimum standard is business casual. Business casual is clean, crisp, neat, and should look appropriate for a chance meeting with an important guest. Keep in mind that there will be occasions where a higher standard of dress (such as a suit and tie) is required.

Note that business casual does not include cocktail party or picnic attire. It also means that informal weekend wear, such as jeans, shorts, collarless shirts and casual footwear (“flip-flops” and men’s sandals) are unacceptable.

For our field staff (trades, custodial, parking, etc.) clean and properly fitted uniforms are required at all times.

Food in Workspaces

Our buildings are equipped with kitchens and lunchrooms and staff are encouraged to take a break from their workspaces and enjoy food with colleagues. However, we recognize that some people may prefer or even need to eat their lunches or snacks while working. In such cases, please keep in mind the following guidelines as a courtesy to others:

- No food is allowed in work areas where staff are providing direct customer services, such as reception areas, the Parking Office, and similar spaces.
- Be considerate and keep food odors to a minimum when eating in areas other than the lunchrooms and outside.
- Do not dispose of any food waste or containers in office wastebaskets. Please be considerate and take such waste to the kitchen areas and place it in the containers provided.
- Do not store any food within work areas to prevent odors and the risk of infestation.

Noise

Our offices are designed with an open plan to encourage staff communication and to provide as much daylight as possible.

Please be considerate of others and keep conversations to a reasonable volume. If you find yourself in an impromptu hallway meeting, take a few steps away from where others are working or find a nearby conference room.




Please also be considerate of others in open workstations. Use radios at low volumes so they cannot be heard by others, do not use speakerphones in open areas, and please keep personal telephone conversations private. Also, keep all telephone ringers (including personal cell phones) on low volume.

In short, please be aware of your surroundings and extend the same courtesy to others as you would expect for yourself.

No Smoking at Blackstone



All buildings and outdoor areas at Blackstone are completely smoke-free to ensure air quality in buildings and safety in and around the steam plant and fuel handling areas. Smoking is also prohibited within 25 feet in every direction of all building entrances and exits, air intakes and operable windows. For those who do smoke beyond the Blackstone perimeter, please respect the neighbors and properly dispose of all smoking materials. 

Floor Coordinators


Floor Coordinators are available to help with a range of issues and questions. The names of your Floor Coordinators can be found in the current UOS directory.

Workspace Decoration

Please feel free to decorate the interior of your work space to your personal taste, keeping in mind our professional image. Your decorating choices must be reasonable and not offensive to others, and should not be used to make overt political or religious statements. The outside of your office or workstation is part of our common area and thus should not be used for personal decoration.

Please note that nothing should be stored above the top level of any workstation for safety, to avoid clutter, and to aid in the circulation of air and light for everyone.

End of Work Day

At the end of each workday remember to clean up your personal space, store and lock up any confidential or sensitive material, close any open windows, log off your computer and turn off your monitor to conserve energy. 

Access to Blackstone

Hours of Operation

The Steam Plant and the Operations Center are staffed twenty-four hours a day, seven days a week. Other departments, such as the Parking Office, have hours that may vary to meet customer requirements. For all other offices, regular business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

Building Entry

The main entrance and reception area for all visitors and customers is located on the first floor of the South building just off the courtyard. All visitors must check in with the receptionist (see 'Visiting Blackstone' for more information).

UOS staff may enter through any of the street or courtyard doors to either the North or South buildings with a valid University identification card. Please be sure to keep all exterior doors closed and locked for security purposes. These doors are also alarmed and will alert the Operations Center if not properly secured.

For safety reasons, access to the steam plant is prohibited by anyone other than authorized UOS employees, contractors, and visitors.

Parking

There is limited on-site parking at Blackstone for short-term use only (under two hours). Employees will be assigned regular, daily parking at nearby facilities including Peabody Terrace, Soldiers Field and One Western Avenue garages.



Exceptions to this may include trades and service vehicles, handicapped parking, visitors and those

working nights and/or weekends. For specific information, or to request parking, see your Transportation Coordinator or stop by the Parking Office on the first floor of the South building.

Vehicle Access and Gate Control

The main driveway is located off Blackstone Street at the south edge of the site (adjacent to the Riverside Technology Center). Parking gate controls are located at the entrance and exit area to the main driveway by the loading dock. During regular business hours gate arms automatically operate to allow vehicles in and out of the parking area.

Between 6pm and 6am and on weekends a rolling gate is extended across the roadway. In order to gain access to the parking area during these times, authorized UOS employees must swipe their University identification card in a card reader at the gate. Visitors and other vehicles requiring access must contact the Operations Center via the call box to gain entry. (See 'Visiting Blackstone' for more information.)

Transportation

Commuter Choice

For information on transit options, including bicycles, carpools, vanpools, emergency rides and zip cars, please stop by the Commuter Choice office.



Transportation – Buses



Blackstone is served by three MBTA bus routes to/from Central Square (64, 70 & 70A) and is within walking distance to the MBTA Red Line at Central Square (10 min.) and Harvard Square (15min.). For more information see www.mbta.com.

Blackstone is also served by the MASCO M2x Cambridge-Longwood Express via Putnam Street. For more information see <http://www.masco.org/transit/ptsM2.htm> or visit the Commuter Choice office.

Bicycle Rack



A bike rack is located under the awning in front of Blackstone South. Overnight storage for bicycles is available in the West building. Please keep all bikes in an orderly fashion and remove any bike that is not being used. UOS assumes no responsibility for loss or damage to your bike.


Lockers and Showers


The main locker room is located in the North building adjacent to the Steam Plant and a small locker facility with shower room is located in the basement of Blackstone South. Additionally, there is a shower in each of the restrooms on the 2nd floor of Blackstone North. Locker space is loaned to employees on a temporary basis. Please do not leave personal locks on any locker for an extended period of time.


Building Systems/Management

Efficient use of energy and comfort for staff are both very important objectives for UOS. There are significant differences in the design and operation of the heating, cooling, and lighting systems in the North and South buildings, so please see the following specific instructions pertaining to your work areas.

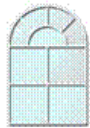
Blackstone South

The South Building has a modern, high efficiency heating and cooling system with ceiling-mounted convection units. In addition, the building receives up to 5000 cubic feet per minute of fresh, conditioned air for ventilation. 

Temperature and ventilation levels are monitored continuously by a computerized control system and sections of the building (zones) will automatically change over from heating to cooling (and vice versa) depending on the temperature in the space and outdoors. In addition, there are ceiling fans located in most of the open areas of the buildings to allow occupants to augment the circulation of air in the space. 

The lights adjust automatically to the daylight available and will turn off completely when that area is unoccupied. 

If you experience a problem with any of these systems, please contact your Floor Coordinator.



Windows

Windows at both Blackstone South and North are fully operable. There will be times during temperate outdoor conditions when areas will not be heating or cooling, and it is appropriate to use the windows if desired. During either hot or cold weather, please keep the windows closed to avoid wasting energy or overloading the mechanical systems.

Please be considerate of your colleagues when opening and closing windows and always make sure to close all windows at the end of each day.

Blackstone North

The North Building uses separate heating and cooling systems. Heat in most areas is provided by steam with individual radiator controls around the perimeter of the building. Ventilation and cooling is provided by separate zones with manually-adjusted thermostats for temperature and fan controls. A project is underway to upgrade the heating and control systems for greater comfort and energy conservation.

No Space Heaters

Portable space heaters are prohibited in all buildings at Blackstone for safety and energy conservation reasons. If your work area is uncomfortably cold, please see your Floor Coordinator for assistance so the area can be evaluated and appropriate corrective actions taken.



Maintenance and Custodial Services

Maintenance, landscape, and custodial services are provided by FMO to all Blackstone office buildings. For all repair requests or custodial issues, please contact your Floor Coordinator for assistance.

Green Cleaning Program

UOS has developed an environmentally sound Green Cleaning Program for all Blackstone office buildings. This program uses cleaning products with fewer hazardous chemicals, high-efficiency vacuum cleaners, and paper products that minimize waste.

You may notice a few things that are different with our Green Cleaning program. For instance, our paper towels are brown because they are made from unbleached recycled materials. Hard surface floors may not be as shiny (although they are just as clean) because we are using less wax and other chemicals. You may also notice that there is less fragrance and added color in the cleaning products used.

To keep our buildings clean, our custodians need your help. Please do not leave food waste, personal items and other clutter around your work area. If you experience or observe a housekeeping problem such as a spill, please contact your Floor Coordinator as soon as possible so that it may be cleaned up promptly.

Recycling

Recycling bins for paper, plastic and glass are located throughout the office areas. Please bring other recyclables (batteries, cardboard, toner cartridges, etc.) to the recycling room on the first floor of your building.




Food & Beverage

Water

Filtered water is supplied through all faucets and water fountains throughout Blackstone South. Bottled water is available in Blackstone North.

Coffee



Complimentary coffee stations are located on every floor and are equipped with coffee and supplies. In the spirit of sustainability please consider bringing your own personal, reusable mug from home to reduce waste. 

Vending Machines

Vending machines are located in the South Building lunch room and in the North Building first floor storage room.

Lunch Rooms

The main lunchroom for all staff is located on the first floor of Blackstone South overlooking the courtyard. There is also a lunch room on the second floor of the North Building.



Feel free to use these facilities and enjoy the courtyard with colleagues. As you do, please observe a few matters of courtesy:

- Keep the area tidy and clean up after yourself.
- Do not leave anything (dishes, utensils, sponges) in the sinks, on the counters, or in the dishwasher.
- Clean up any spills and splatters in the microwave.
- Label any food you place in the refrigerator with your name and please do not take anything that is not yours. Do not store food for more than a day or two.
- All refrigerators will be cleaned out on a regular, posted schedule.

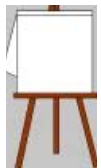
WORKING AT BLACKSTONE

With the consolidation of UOS offices at Blackstone we are able to work together more efficiently than ever before. Here are a few important things you need to know about getting things done.

Conference Rooms

	Room #	Seats	Add'l Info
Blackstone North	109	4	
	115	4	
	203	10-12	Lunchroom - Not available 11am-2pm
	228	12-20	
Blackstone South	105		Lunchroom - Not available 11am-2pm
	107	4	
	113	12-16	
	212	12-15	
	218	12-15	
	231	12-16	
	304	4-6	
	404	4-6	
	415	20	

Reservation Procedure



Conference rooms must be reserved through our meeting scheduling software. If you do not have access, please contact your Floor Coordinator.

If you cancel or change a meeting, be sure to release the space so others can use it.

Please be mindful to end meetings on time and clean up the room as a courtesy to the next user.

Copy Rooms/ Office Supplies

Copy Rooms, with fax and copy machines available for business use, are located on each floor.



General office supplies will be located in the copy rooms on each floor. Additional or specialty items can be ordered through your Floor Coordinator.

Mail Services

The official mailing address for Blackstone is:

46 Blackstone Street
Cambridge, MA 02139.



Please have all mail addressed to your name, title and department.

Internal Mail

The primary mail room for Blackstone is located on the first floor of the South Building. Mail will be sorted into the mailboxes twice each day. Occupants of both buildings can pick up their mail in the individually marked mailboxes in their building.

Postage Machine/Metering Mail

Outgoing mail may be left in the designated bins in the mail areas. Business mail needing postage will be metered by Mail Services.

External Mail

The nearest post office is located at 770 Mass Ave. Hours of operation are Monday through Friday 7:30 AM to 7:00 PM.

Express Mail

Express Mail packages are delivered daily to the loading dock and may be picked up in the mail room.

There is a scheduled daily FedEx pickup.

Other Deliveries

All delivery vehicles must check in at the main loading dock, located off the main driveway. Stockroom personnel will direct delivery vehicles to the appropriate destination. Deliveries should be scheduled between the hours of 8am and 4pm on weekdays.

Storage

File Storage

In order to minimize clutter and storage in the work areas, a central file room has been set up in the basement of the South Building. New cabinets and shelving have been installed to maximize its capacity. The space has been allocated by business unit. If you need to view, add or remove files from the central file room your Floor Coordinator can provide you access to the file room. There is a small copy machine available in the space for your convenience.



Depository

Please keep in mind that secure, off-site storage (with next-day delivery) is available at the Harvard Depository for files that are not in frequent use. This saves space and reduces clutter in the building.

Telephones and Technology

Communicating IT issues

For problems with your computer, new software requests, or other technical questions, call the DLS Helpdesk at: 617-495-8411, or email helpdesk@harvard.edu.



Telephone Requests/Repairs

If you need to request a new telephone or report a problem with your telephone, contact your Floor Coordinator.

Telephone Directories

Telephone Directories will be published and maintained by the Administrative Team and distributed quarterly. If any change is needed, please contact your Floor Coordinator. An electronic version is also available online through the UOS website.

Cell Phones and Pagers

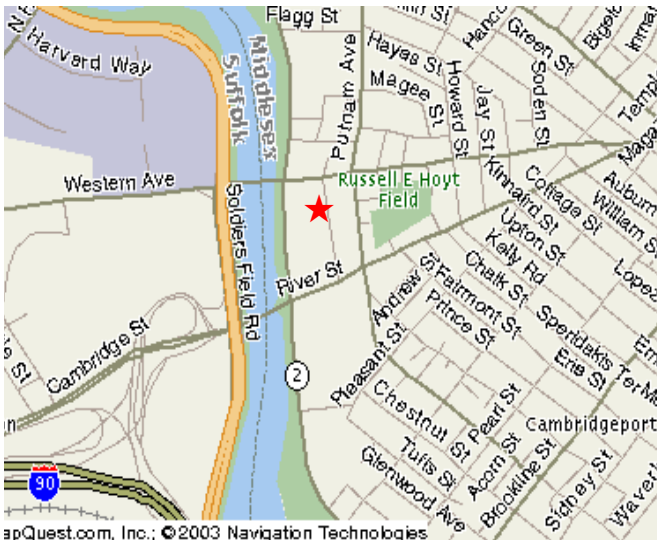
UOS has a Master Service Agreement with Verizon Wireless for cell phone service. For information on obtaining a phone or a pager, please contact the Operations Center.

VISITORS TO BLACKSTONE

Here is some important information you should provide to visitors to any of our facilities at Blackstone. As part of our security protocol, we require that all visitors to Blackstone sign in and wear a visitor badge at all times while on the premises. This is for your protection and also allows everyone in UOS to recognize and readily assist guests.

Maps/Directions to Blackstone

Blackstone is located on the block bounded by Blackstone Street, Memorial Drive and Western Avenue in Cambridge.



Check-In Requirements

All visitors (including those going to the Steam Plant) must enter the site through the courtyard from Blackstone Street or the rear parking lot and proceed directly to the main entrance at the South Building for check-in.

During regular weekday hours, all visitors must register with the reception desk at the Parking Office. They will be issued a badge to be worn at all times while on the premises, and will be directed to the proper destination.



After-hours and on weekends, the main doors are secured and visitors should be instructed to contact the Operations Center from the call box (blue light phone) outside the main entrance of the South Building. The Operations Center will contact the UOS host, who will then be responsible for greeting the guest(s) and conducting the registration process. After-hours visitors to the Steam Plant will be directed to the Plant entrance for registration and badging.

The UOS host is responsible for the safety of visitors during their stay, including assisting them with evacuation if necessary.

Visitor Parking

Limited short-term visitor parking is available in the Blackstone lot. These spaces must be reserved through the reception desk. Guests may park for up to two hours at no charge. Visitors who require longer-term parking must purchase a visitor parking pass for a nearby University parking facility.

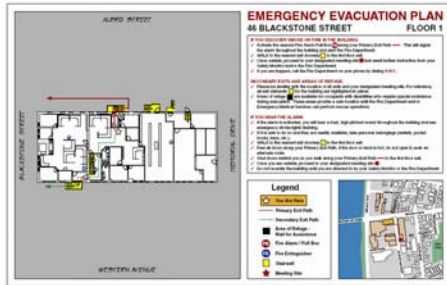


Parking for Visitors with Disabilities

Blackstone is an accessible facility with ramps from the street and parking lot leading to the main entrance of both the South and North buildings. Disabled visitors must register with the reception desk and may park in available designated parking spaces during their visit to Blackstone.

IMPORTANT EMERGENCY INFORMATION

In the event of any serious situation at Blackstone or in the immediate neighborhood, including a fire, car accident, security problem, or medical emergency, always **call 911 first** to reach the City of Cambridge Emergency Communications Center.

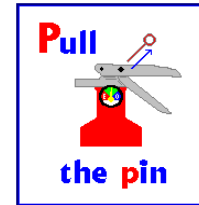


Be familiar with your primary and secondary exit route and Assembly Area. Refer to building maps posted at elevators, stairwells and exits for details.

In case of fire or a fire alarm: Do not panic or attempt to extinguish the fire yourself!

1. If you discover smoke or fire and do not hear the building fire alarm, pull the nearest fire alarm station and alert your co-workers to the situation.
2. **Immediately** evacuate the building and assist others, without putting yourself at risk.
3. Go to the primary assembly location in the Blackstone Courtyard or if the courtyard is unsafe, move to the off-site assembly area in the Riverside Press Park on Blackstone Street (see back cover).
4. Remain in the assembly area until provided with further instructions from the fire department or Emergency Coordinator.
5. **Occupants who cannot evacuate** without assistance should seek out an area of refuge. An area of refuge is a room with a door that can close, a telephone and a window.

LEARN TO P-A-S-S



While occupants are never expected to fight a fire, when used correctly fire extinguishers can provide an escape route through a small fire.

In case of a medical emergency:

- ✓ Remain calm, do not panic.
- ✓ For minor injury and basic First Aid, a First Aid kit is available in each building (see below for locations).
- ✓ **For advanced medical attention Call 9-1-1.** Provide your name, callback number, street address and floor, nature of emergency, and whether the victim is conscious or not.
- ✓ **DO NOT** move the victim unless there is danger in the immediate area.
- ✓ Keep the victim warm and remain with the victim until medical assistance arrives.
- ✓ Dispatch a co-worker to the building entrance to guide the medical team.

Automated External Defibrillators (AEDs) and First Aid Kits



AEDs are located in the Operations Center, Steam Plant Control Room and North building lobby and should only be used by trained personnel. First Aid kits are also available at these locations for minor injury. Please alert your Floor Coordinator if you use something in the First Aid kit or if you notice anything missing.



Meeting sites provide an opportunity to perform

Accident Reporting

If there is an accident that requires immediate medical attention always remember to call 911 first! For all injuries occurring in the workplace, you must notify your supervisor immediately and complete and submit the University Accident Report form within 24 hours. These forms can be found on the UOS web site or at the UOS Human Resources office on the first floor of the South building.

Safety and Security Guidelines

Fire Prevention

There is much you can do to help keep Blackstone a safe place to work. Here are a few common-sense guidelines to observe at all times:

- ✓ Keep storage areas neat and clean – don't let junk accumulate!
- ✓ Do not store flammable or combustible fluids or gases. Keep paper and cardboard away from electrical panels, telephone closets, stairwells and corridors.
- ✓ Maintain electrical equipment in good working order. Periodically check for potential hazards such as broken plugs, frayed cords and overloaded electrical outlets. Avoid using extension cords. Make sure all electrical equipment and cords are approved by the Underwriters Laboratories (UL).
- ✓ Do not block or hamper passageways or exit doors.
- ✓ Refrain from stacking items too high or close to the ceiling where they may interfere with sprinkler devices. Nothing should be hung from sprinkler heads.

Blue Light HUPD Emergency Telephones

A direct emergency phone to contact the Harvard University Police Department (HUPD) is located on the outside of the South Building in the Blackstone Courtyard. This phone has a blue light above it for easy identification.



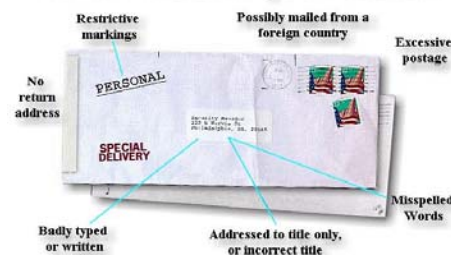
Other University emergency assistance phones are located at outdoor locations throughout the campus and in University parking garages, including Peabody Terrace and One Western Avenue. These phones should be used to report suspicious activity, crimes in progress, or any emergency situation on the campus. The HUPD dispatcher is able to identify the location of the phone being used and will dispatch emergency responders as necessary.

Suspicious Mail

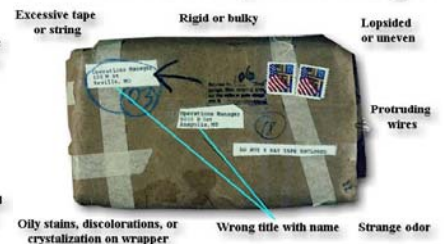
If you encounter a suspicious package do not attempt to open or smell it. Carefully set it aside, alert others and leave the area. Call the **Harvard Police at 5-1212**.

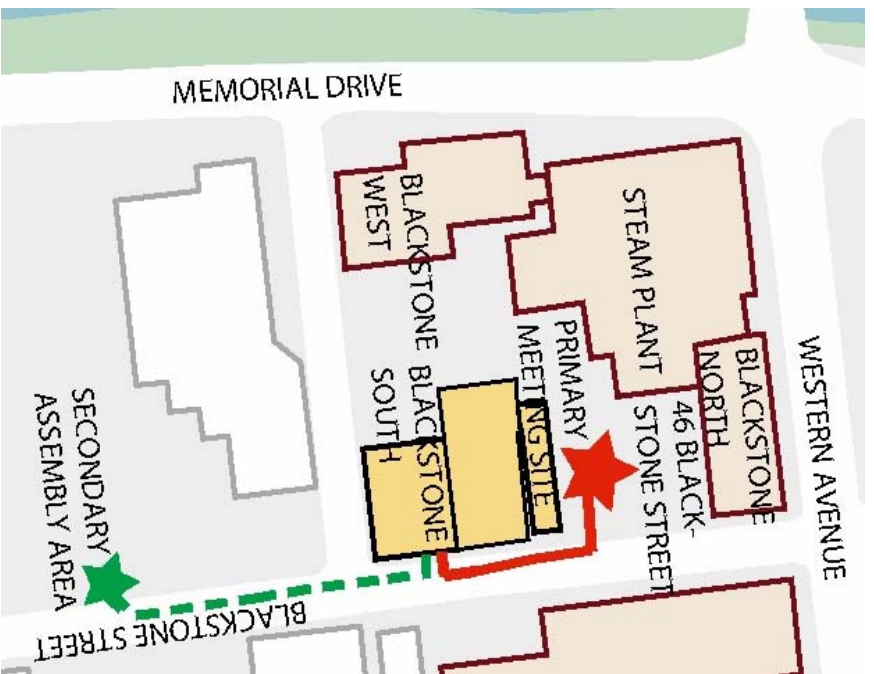
Avoid unnecessary handling to retain evidence such as fingerprints, handwriting, and postal marks. Packages and unfamiliar objects and anything attached thereto should not be moved, jarred or touched.

What makes it a Suspicious Letter?



What makes it a Suspicious Package?





In the event of any serious situation at Blackstone
or in the immediate neighborhood, including a fire, car
accident, security problem, or medical emergency, always
call 911 first
to reach the City of Cambridge Emergency
Communications Center.

Harvard University Police Department

Emergency: (617) 495-1212

Non-Emergency: (617) 495-1215

University Operations Center

(617) 495-5560

Environmental Health and Safety

(617) 495-2060