

**Riverfront Office Park
Electronic Tenant® Portal**

Created on March 23, 2023

Amenities: Bicycle Room

For your convenience, bicycle racks are located on the North (Broad Canal) side of One Main Street, as well as 101 Main Street in the bicycle room on the ground level. The bicycle room entrance is located on the North (Broad Canal) side of the building at 101 Main Street. The bicycle room is card access only. It is intended to be used by employees during the workweek and not as a storage room.

Bicycles may not be stored or left anywhere on the premises, and are not permitted in any interior areas of the building (corridors, lobby, etc.). It is recommended that bicycles be locked at all times. Bikers must supply their own lock. The building is not responsible for any stolen or damaged property and for security reasons it is best not to leave bicycles outside in front of the building. Note that the City of Cambridge may confiscate bicycles chained to city fencing or around the trees. Please make room for others and be considerate.

Amenities: Tatté Bakery & Café

Tatté Bakery & Café

617-577-1111

Email: contact@tattebakery.com

Website: <https://tattebakery.com/boston/> ([opens in new window](#)) - Click on Cambridge - Main Street location.

Hours of Operation

Monday - Friday: 7 am - 3 pm

Saturday and Sunday closed

Tatté's cookies, cakes, tarts, and pastries owe their unique look and exceptional flavor to carefully sourced raw ingredients, Tzurit's culinary artistry, and a passionate team of people who love testing, tasting, and talking about baked goods. Tzurit and her staff have a singular vision to enrich people's lives with their exceptional baking, crafting bold combinations of flavors and textures that are at once vibrant and comforting, daring and familiar. Extreme attention to detail is evident in each Tatté offering. If it's not one-of-a-kind and delicious, it's not Tatté.

Amenities: Conference Center

The East Arcade Conference Center is located at One Main Street. Currently, the Conference Center is available, on a first come first serve basis, for meetings and other events at no charge for Tenants. This room accommodates up to 150 persons and is equipped with 50 chairs and 10 tables, which can be arranged for different meeting styles upon request.

In the Conference Center, a small kitchenette, equipped with a sink and a refrigerator, is available. Private restrooms are located inside of the Conference room. An electronic projector screen, built-in white board, high-speed wireless internet access and cable access are also available for your convenience. Note: Cleaning and any repairs due to damage attributed to the use of the space will be billed to the Tenant/group using the space.

To schedule the Conference Center and to arrange additional services such as rental of AV equipment and additional furniture, tenants should go through their tenant contact. Please allow one (1) week's notice.

Amenities: Parking

General

The garage is operated for tenants with parking privileges and their guests only. Access and egress is monitored by the property's card access system, and there is no transient parking for the public. The security desk is staffed 24/7

Garage Rules and Regulations

1. The parking areas shall be used solely for the parking of vehicles no larger than full-size passenger automobiles. The parking of trucks, trailer buses, recreational vehicles, campers and boats are specifically prohibited. Motorcycles are permitted in designated areas. Please contact the Property Management Office.
2. No vehicle of any type shall remain in the parking areas overnight without an extended parking pass. In the event a vehicle is disabled, Tenant shall notify the Property Management Office and shall remove the vehicle within 24 hours. Landlord reserves the right to remove any vehicle posing a potential risk to the building.
3. All vehicles shall be parked within the designated parking spaces in conformation will all signs and other markings. Any persons parking in two spaces will be ticketed and towed. Any persons parking in a reserved or handicap parking space will be ticketed and towed immediately. Please be aware of all parking signage.
4. The maintenance, repairing, washing, waxing or cleaning of vehicles in the parking areas is specifically prohibited.
5. The Landlord shall not be responsible for any damage to vehicles, injury to persons or loss of property. All risks are assumed by the party using the parking area.
6. Vehicles parked in violation of these parking area rules and regulations may be towed at the vehicle owner's sole risk and expense. Tenant shall be responsible for insuring that all of its employees, agents and invitees comply with these parking area rules and regulations.
7. The Property Management reserves the right to modify these parking area rules and regulations and /or adopt such other responsible rules and regulations as may deem necessary for the proper operation of the parking areas.
8. Speed limit is 5 miles per hour.
9. All directional arrows and signs must be observed.
10. Hybrid parking spaces are located on level 2 near the elevator for each building. These spaces are reserved for Hybrid vehicles only.
11. Two electric parking stations are available within the parking garage. These are located within the 2nd level parking which is on the Main Street side of the parking garage.

Overnight/Extended Parking Policy

- Any persons parking in the garage overnight must have a garage access card. To request overnight parking, users should fill out an [Overnight/Extended Parking Request](#) and submit it via email to their tenant contact.
- Extended parking passes are not to exceed three (3) business days.
- All requests for extended parking passes should contain the following information:
 - Employee's name, company, and contact number
 - Color, make, model and year of the vehicle
 - State and license plate number
 - Space number or approximate location (if known)
 - Parking Access Card Number. **Please do not telephone with this information.**
- The Riverfront Office Park garage is not a storage facility. Any vehicles parked for more than three (3) business days, or without an Overnight/Extended Parking Request, are subject to being towed without notice. Any and all costs incurred with the towing or storage of these vehicles will be the sole responsibility of the vehicle's owner.

Parking Card Access

- Each Tenant shall be allocated a number of parking garage privileges to be assigned to Building issued photo ID access cards, as determined per their specific lease agreement.

- Each Tenant must submit to the Property Management office a list of all employees and those with sublease parking privileges. The Lease-holding Tenant must communicate any change requests, i.e. access privileges, deactivation, reissue a card, or replace a building ID, and/or parking access card directly to the Property Management Office.
- Cards must be used when entering and exiting the garage. A card cannot be passed to someone else to allow for an additional car to park in the garage. Any person without an access card will be denied entrance to the garage, unless prior arrangement has been made through the Property Management Office.
- Tenants are asked to notify the Property Management Office immediately of all changes in employment status affecting parking privileges of their employees. Former employees' parking access cards should be de-activated, and may be re-activated at no charge upon their return to the Tenant.

Visitor Parking

- Visitors are defined as anyone entering the garage without an assigned access card that is visiting your company. This includes all vendors, training candidates, interviewees, meeting members, clients, and customers, or those individuals without a parking card.
- There is no public parking at Riverfront Office Park. Each Tenant has the option to reserve a set number of spaces to be left with the Property Management Office for their visitors' use (reducing the number of spaces available to employees). There will be ABSOLUTELY NO EXCEPTIONS TO THIS POLICY.
- Visitor Parking access to the Riverfront Office Park Garage is accommodated in one of two ways:

1. Reserved Visitor Parking

Tenants may designate a set number of spaces to be held at the Property Management Office. The number of spaces will determine the number of visitors allowed to park in the garage at any given time. Visitors must identify themselves as a visitor of your company and will be allowed to park in the garage on a first come, first serve basis, or according to any Tenant-provided list. Any visitor registration and or visitor parking request should be provided no later than 4:00 P.M. of the previous business day.

Should the number of visitors exceed the number of spaces available, they will not be allowed in the garage, and will be directed to find alternative daily/hourly parking. Reserved Visitor Parking is not accommodated on weekends or holidays, unless arrangements have been made in advance through the Property Management Office.

This policy applies to all Tenants.

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Amenities: CAC Express

This 4,000+ square foot facility, located at 101 Main Street, is a health club for members only. Please contact CAC at 617-491-8989 for more information and to schedule a tour. The facility includes:

- Free weights
- Treadmills
- Cross-trainers
- Recumbent bikes
- Stairmasters
- Concept II Rower
- Circuit strength training
- Locker Rooms

Rates

Monthly Individual rate: \$44.00
Enrollment Fee \$99

Visit www.cambridgeathletic.com for more information.

Operator:

Cambridge Athletic Club (CAC) 617-491-8989

Hours of Operation

24/7, everyday

Please inquire about guest privileges at the health club by contacting CAC.

Access

Entry to the club is by card access only. All access issues should be directed to CAC.

Emergency Procedures: Bomb Threat

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message.
2. Obtain as much information from the caller as possible:
 - Location of the bomb.
 - Time of detonation.
 - Outside appearance or description of bomb.
 - Reason for planting the bomb.
3. Tell the caller that the building is occupied and it might cause the death of innocent people.
4. Listen for background noises that might help in determining where the call was made.
5. At the conclusion of the call, immediately report the call to the Property Management Office providing as much of the following:
 - Your name, location and phone number.
 - Name of the initial recipient.
 - Name of anyone listening in to the threat.
 - Name of any employee threatened by the caller.
 - Normal work location of any threatened employee.
 - TIME the bomb is supposed to explode.
 - Exact LOCATION where the bomb is supposed to be.
 - OUTSIDE APPEARANCE OR DESCRIPTION of the bomb.
 - REASON given for the bomb.
 - Your name.
 - Time.

An example of a bomb threat information sheet is included. After normal business hours, please contact the Security staff at One or 101 Main Street. Provide all information indicated above to the Security staff. [Click here to download a bomb threat information sheet.](#)

6. Notify your supervisor about the threatening call.

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 and the police will be notified.

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 to the scene.

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 Property Management that the elevator is malfunctioning. The cab number will be identified, and the specific floor on which it is stuck. Security will establish two-way communication with elevator occupants until assistance arrives.

In the event of a power outage, elevators will continue to operate using the 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 power has been restored.

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

Emergency Procedures: Emergency Contacts

In the event of an emergency...

Riverfront Office Park's fire and life safety systems are wired directly to the Cambridge Fire Department, which will respond automatically to any building life safety alarm. In addition, all base building systems can be controlled manually. The Cambridge City Fire Department is familiar with the building, and will respond within minutes to all alarms.

Emergency Information

Property Management Office	617.497.7711
Security	617.497.7713
Fire Department	911
Police Department	911
Ambulance	911
Boston Poison Center	617.232.2120

Emergency Procedures: Evacuation

When evacuation is necessary and the order for building evacuation has been given by the Property Manager or Fire Department, the following steps should be taken:

1. Tenants should immediately initiate an orderly evacuation upon leaving, gather vital belongings, close doors (but do not lock!) behind you, and proceed to the nearest stairwell, remembering at all times to keep to the right (single file) in the stairwells. Talking should be kept to a minimum so people can hear instructions as necessary.
2. Do not prop open stairwell doors.
3. The Floor Warden should direct the evacuation effort on their respective floor.
4. The Floor Warden should inform all personnel in their area as to when and where to evacuate, and remind staff of their designated meeting area.
5. The Floor Warden should follow behind to make sure all personnel have evacuated their work area.
6. **IMPORTANT** - Identify and give priority to the movement and evacuation of ill and mobility challenged personnel. The Floor Warden and Deputy should be aware of injured or physically challenged personnel that occupy or visit their area. If these individuals can evacuate via the stairwells with assistance, then the floor warden should coordinate the effort to assist them. If stairwell evacuation of these persons is not appropriate, then they should be brought to the service freight elevator lobby. NOTIFY PROPERTY MANAGEMENT (617.497.7711) that such persons are in need of assistance in evacuating the building. Property Management will inform the Fire Chief, who will provide further instruction and evacuation planning for these persons.
7. The Floor Warden's primary responsibility is to evacuate the personnel on their floor. Individual injuries or illnesses of floor personnel that require administration of first aid or CPR should be reported as soon as possible to the management office and / or the trained first aid personnel of the response team (EMTs, Fire Department, etc...).

Emergency Procedures: Fire and Life Safety

Fire Prevention

To ensure a safe environment, the following guidelines must be observed at all times:

1. Do not store excess combustibles (paper, cardboard, etc.) in any office space.
2. Do not block fire hoses, extinguishers, alarm devices, elevators or doorways.
3. Do not prop open doors leading to stairwells.
4. Use only UL approved electrical devices. Inspect them frequently. Portable floor heaters are not allowed.
5. If conditions exist that pose potential fire or life-safety risks, contact the Property Management Office immediately at 617.497.7711.

Fire Emergency

In the event of a fire-related emergency, control and direction will come from the Cambridge Fire Department. The Cambridge Fire Department responds to all alarms and the Chief, upon his arrival, has control of all building and life safety systems and will give instructions and direction from the Fire Command Center. Evacuation orders are the responsibility of the Fire Chief. However, in the event that the situation or common sense dictates evacuation before the Chief has arrived, or before he has been able to assess the circumstances, the Property Manager, Floor Warden or Tenant supervisor may initiate an orderly evacuation. Evacuation must be via building stairwells to the exterior of the building. Property Management must be notified if evacuation is initiated.

Fires During Business Hours:

1. Pull the Fire Alarm Box (pull station). These pull stations are located by each stairwell and will begin the evacuation process.
2. Call the Property Management Office immediately, relaying the following information:
 - Exact location of the fire.
 - What is burning - electrical equipment or wiring, liquids, paper, furnishings,
 - The severity of the fire.
 - Your name, phone number, location.
 - Known injuries.
 - Assistance needed with physically impaired people.
3. Do not attempt to control the fire if it poses a threat to your safety. If the fire is small enough to be controlled by fire extinguishers, use the hand-held fire extinguishers that are located on each floor.

To operate the fire extinguisher:

- Pull it from the wall and remove the locking pin.
- Point the fire hose extinguisher at the base of the fire and spray in a sweeping motion.

Fires During-Non Business Hours:

1. Follow the instructions listed for "Business Hours" emergencies, AND:
2. Notify other employees located on the floor of the situation.
3. Notify security at 617.497.7713.
4. Notify Security and response team of any other persons who may be working late.

Emergency Procedures: Floor Warden Manual

Tenant Floor Wardens on each floor have been trained in emergency response procedures and should be wearing yellow Floor Warden vests for quick identification during an emergency or evacuation. In any emergency situation, notify your Floor Warden immediately and follow their direction*. While there is little risk in the spread of fire, it is essential that all employees are able to respond appropriately. Below is information on appropriate response to emergency situations. We ask that you familiarize yourself with these procedures and encourage your participation in semi-annual evacuation drills. You will be notified with the dates of these events.

[Click here to download a comprehensive Floor Warden Manual.](#)

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 Property 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 commence. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Homeland Security

RREEF 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.

Emergency Procedures: Medical Emergency

1. For all medical emergencies, call 911.
2. Call the Property Management Office at 617-497-7711.

Medical and First Aid Reports

Report immediately any accidents (slip, falls, etc.) to the Property Management Office or Security. Provide a clear, concise description of the location of the incident and what has occurred.

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 <http://www.flu.gov/professional/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
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.
- 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 as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—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.

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Emergency Procedures: Power Failure

All Riverfront buildings and common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency fire and life 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 Property Management Office unless you need to notify us of the location of a disabled employee.

Emergency Procedures: Severe Weather

When a hurricane warning and/or evacuation order has been given by the National Weather Service and Civil Defense Authorities, Property Management will notify all Tenants, and initiate an orderly evacuation and closing of the property.

Notification to the Tenant will be by telephone and e-mail, and may include the posting of notices in public areas, lobbies and elevators. All valuable documents and furnishings should be properly secured, as appropriate to the type of situation, (i.e. hurricane: move items away from exposed windows).

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.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Riverfront Office Park 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 Property Management Office is available to help in any way possible. Your first call for any problem or question should always be directed to the Property 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 Property Management Office will promptly notify you of any such changes. Please feel free to contact the Property Management Office with any questions you may have. We are here to serve you.

Welcome to Riverfront Office Park a premier CBRE / New England managed asset.

Introduction: About Riverfront Office Park

Riverfront Office Park is owned by [RREEF](#) America REIT II Corp. PPP. CBRE | New England is the property management company for the One Main Street and 101 Main Street (Riverfront Office Park) properties. The Property Management Office is located on the ground floor of One Main Street, Cambridge, Massachusetts.

Address

RREEF America REIT II Corp. PPP
c/o CB Richard Ellis - N.E. Partners, LP
One Main Street
Cambridge, MA 02142

Riverfront Office Park, one of Cambridge's waterfront properties, consists of two interconnected towers totaling 663,721 square feet in the heart of Kendall Square: One Main Street, a 14-story office tower connected by a parking garage to 101 Main Street, an 18-story office tower.

Prominently situated on the edge of the Charles River and in Kendall Square, Riverfront Office Park has a long established reputation as the foremost business center in Cambridge. Riverfront Office Park offers spectacular views of the Charles River and the Boston Skyline, generous window lines, efficient floor plates, plentiful parking, wood-paneled lobbies, 24/7 security, an award-winning Energy Management System, on-site management and numerous on-site amenities including covered parking, Tatté Bakery, fitness center and conference center.

[Click here to download a General Building Information Form](#)

Riverfront Office Park is located just moments from Storrow Drive, Memorial Drive, the Mass Pike, I-93 and the Southeast Expressway. Downtown Boston is located just across the historic Longfellow ("Salt-and-Pepper") Bridge, while Logan International is only 10 minutes away. Both the MBTA Red Line (Kendall Square Station) and the Green Line (Lechmere Station) are within a few minutes walking distance.

For more information, call David Townsend, (617) 388-8363 or Nora Smith, (781) 389-1106.

[Click here to download a General Building Information Form](#)

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 [Service and Maintenance Request System](#) 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.

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

Neighborhood: Driving Directions

Riverfront Office Park is located in the Kendall Square area of East Cambridge. The property enjoys outstanding views of Kendall Square, the Charles River, and the Boston Skyline, and is within walking distance of public transit, the MIT campus, three hotels and the Cambridge Side Galleria Mall.

Transportation Directions

RIVERFRONT OFFICE PARK
One & 101 Main Street
Cambridge, MA 02142
(617) 497-7711

Riverfront Office Park is located at the foot of the historic Longfellow Bridge across from the Charles River.

From Downtown Boston:

Proceed to Cambridge Street, passing Mass General Hospital on the right. At first set of lights remain straight and proceed over the Longfellow Bridge. Riverfront Office Park is the first set of red brick buildings on the right as you come over the bridge.

From the Southeast Expressway:

Take the Storrow Drive/Cambridge exit. Follow Storrow Drive to the first exit, Kendall Square exit (on left). At the end of the exit bear right off ramp and proceed over the Longfellow Bridge. Riverfront Office Park is the first set of red brick buildings on the right as you come over the bridge.

From the West (Mass Turnpike):

Take the Cambridge/Allston exit. At the first set of lights take a right onto Storrow Drive heading towards Boston. Follow Storrow Drive to the Kendall Square exit staying in the far left lane at light. AT rotary bear sharp left proceeding to next traffic light. Take another sharp left following sign "Longfellow Bridge to Cambridge" and proceed straight over the Longfellow Bridge. Riverfront Office Park is the first set of red brick buildings on the right over the bridge.

From Memorial Drive West:

Bear right approaching Kendall Square. Take a left at Kendall Square sign. Take left onto Third Street. Take a left at second driveway on left.

From Subway:

Red line to the Kendall/MIT stop. Follow Main Street exit out of station. Once on Main Street walk towards Boston and the Longfellow Bridge. Cross Broadway at the globe fountain where Main Street meets Broadway. Walk down Main towards the river. Riverfront Office Park is the last set of buildings on left before crossing the Longfellow Bridge.

Operations: Accounting

Remittance address for rent payments

One Main Street:
RREEF AMERICA REIT II CORP, PPP.
Riverfront Office Park- One Main- PCJ15001
PO Box 209234
Austin, TX 78720-9234

101 Main Street:
RREEF AMERICA REIT II CORP, PPP.
Riverfront Office Park- 101 Main- PCJ15002
PO Box 209234
Austin, TX 78720-9234

Operations: Building Management

The Property Management Office is dedicated to servicing the needs of each Tenant and encourages comments, questions, and concerns. The Property Management Office is open 8:00 A.M. to 5:00 P.M., Monday through Friday, holidays excluded. After business hours, Security may be reached at the number below. In the event of an emergency after hours, a member of the Management or Engineering staff can be reached through on-site security.

Property Management Office: 617-497-7711
Security (24 hours) : 617-497-7713

Office Hours

8:00 A.M. to 5:00 P.M., Monday through Friday.

The following personnel are available to address your needs:

Joe DiFraia General Manager 617-497-7711 joe.difraia@cbre.com	Michelle Edwards Real Estate Services Administrator 617-497-7711 michelle.edwards@cbre.com
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Owen O'Leary
Assistant Real Estate
Manager
617-497-7711
owen.oleary@cbre.com

E-Mail

For your convenience Property Management at Riverfront Office Park can be reached via e-mail (see above email addresses). While e-mail correspondence is encouraged, tenants are asked not to e-mail any critical service requests, such as any heat or air conditioning problems, or any issues needing immediate attention.

Operations: Holidays

The office is closed on weekends and the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- July 4th
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving (Thursday and Friday)
- Christmas Day

Operations: Leasing

The leasing company for Riverfront Office Park is Newmark Grubb Knight Frank, located at 225 Franklin Street, Boston MA 02110. Listed below is the contact information for the authorized representatives.

David Townsend

NEWMARK

(617) 388-8363

david.townsend@nmrk.com

Nora Smith

NEWMARK

(781) 389-1106

nora.smith@nmrk.com

[Click here to view a Leasing Flyer](#)

Operations: Leasing Center

add text

Operations: Tenant Contacts

Each Tenant is asked to appoint one contact in the company to collect requests from employees and direct them to the Property Management Office. This contact may also serve as a tenant representative, acting as a liaison to the Property Management Office to receive notices, updates, general building information, as well as an emergency contact. By utilizing one point of contact, duplicate requests are eliminated, enabling the Property Management Office to respond efficiently.

[Please click here for the Tenant Contact Update Form](#)

Policies & Procedures: Building Rules and Regulations

1. The sidewalks, doorways, halls, stairways, vestibules and other similar areas shall not be obstructed or used for any purpose other than ingress to and egress from Tenants' respective leased premises and for going from one part of the Building to another part.
2. Plumbing fixtures shall be used only for their designated purpose and no substances of any kind shall be deposited therein which they are not designed to handle. Damage to any such fixture resulting from misuse by any Tenant or its employees or invitees shall be repaired at the expense of such Tenant.
3. Signs, advertisements, graphics, or notices visible in or from public corridors shall be subject to Landlord's written approval. Nails, screws, and other attachments to the Building require prior written consent from Landlord. Upon the removal of sign, notice or graphic from a building door or public corridor the Tenant is responsible for returning the surface to its original condition.
4. Landlord will provide and maintain an alphabetical directory board for all office tenants of the Building in accordance with each Tenant's lease on the first floor (main lobby) of the Building. The size, design and location are to be determined by Landlord. No other directory shall be allowed.
5. All contractors and technicians rendering any installation service to tenants shall be subject to Landlord's approval, submission of proof of insurance requirements, and supervision prior to performing services. This applies to all work performed in the Building, including, (but not limited to) installation of telephone and data wiring, related equipment and electrical devices, windows, ceilings, and any other physical portion of the Building.
6. Movement within, to, or from the Building of furniture, office equipment, or other bulky material that requires the use of elevators, stairways, or Building entrance and lobby shall be restricted to hours established by Landlord. All such movements shall be restricted to the Building's freight elevator. Prior arrangements with Landlord should be made regarding the time, method, and routing of movement, and tenants shall assume all risks of damages to articles moved and injury to persons or public resulting from such moves. Landlord shall not be liable for any acts or damages resulting from any such activity.
7. Any damage to the Building caused by furniture and equipment owned or used by a Tenant shall be repaired at such Tenant's expense.
8. Landlord shall have the power to reasonably prescribe the weight and position of safes and other heavy equipment or materials, which shall in all cases; to distribute weight, stand on supporting devices approved by Landlord. In addition, Tenants shall obtain written approval of Landlord prior to installation or subsequent relocation of any safes or heavy equipment. Tenants shall be responsible for all costs associated with said installation or relocation, including, but not limited engineering analysis and structural changes.
9. All routine deliveries to the premises shall be made between the hours of 6:00 A.M. and 6:00 P.M. weekdays (other than Massachusetts holidays) unless other arrangements are approved in advance by the Landlord, and only shall be made through the freight elevators. Passenger elevators are to be used only for the movement of persons, unless the Landlord approves an exception. Courier use of passenger elevators shall be limited to Business Hours during Business Days unless otherwise approved by Landlord. Delivery Hours are subject to change by Landlord. Tenants will adhere to any peak delivery restrictions implemented by the City of Cambridge. Delivery personnel/companies who do not adhere to building rules can be barred from the property by the Property Manager.
10. All corridors, stairwell and common area doors shall be kept closed, and not propped open.
11. Tenants shall cooperate with Landlord in maintaining their leased premises. Unless otherwise approved by Landlord office, Tenants shall not employ any person for the purpose of cleaning the leased premises other than the Building's cleaning and maintenance personnel.
12. Deliveries of water, soft drinks, newspapers, or other such items to any Tenant's leased premises shall be made only by suppliers approved by the Landlord and shall be restricted to hours established by Landlord. Delivery personnel shall use the freight elevators, if Landlord so directs.
13. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds, fish or animals of any kind shall be brought into or kept in, on or about any Tenant's leased premises.
14. Restaurants excluded, no cooking shall be done in any Tenant's leased premises except in connection with convenience lunch room or beverages service for employees and guests (on a non-commercial basis). All permitted cooking shall be done in a manner which complies with all of the provisions of the Tenant's lease and which does not produce fumes or odors. All cooking facilities shall be subject to approval of Landlord and must be approved by all applicable state and municipal authorities.
15. Food, soft drink, or other vending machines shall not be placed within any Tenant's leased premises without Landlord's prior written consent.
16. No Tenant shall use or keep on its leased premises any kerosene, gasoline, or inflammable or combustible fluid or material other than limited quantities reasonable necessary for the operations and maintenance of office equipment. No Tenant shall use or keep any noxious gas or substances in it

leased premises, or permit its leased premises to be used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors or vibrations, or interfere in any way with other tenants or those having businesses therein.

17. Tenants shall comply with all requirements necessary for the security of their leased premises and the Building, including the use of service passes issued by Landlord for after hours movement of office equipment/packages and signing security register in Building lobby after hours.
18. Landlord will furnish each new Tenant with a reasonable number of initial keys for entrance doors into its leased premises, and may charge for additional keys thereafter. All such keys shall remain the property of Landlord. No additional locks will be allowed on any door of any leased premises without Landlord's prior written consent and Tenant shall not make any duplicate keys, except those provided by Landlord. Upon termination of this Lease, each Tenant shall surrender to Landlord all keys to its leased premises, and give to Landlord the combination of all locks for safes and vault doors, if any, in the leased premises.
19. Canvassing, peddling, soliciting, and distribution of handbills in the Building are prohibited and each Tenant will cooperate to prevent these activities.
20. Tenants shall not make or permit any improper noises in the Building or otherwise interfere in any way with other Tenants or persons having business with them.
21. Landlord will not be responsible for lost or stolen personal property, money or jewelry from any Tenant's leased premises or public areas, regardless of whether such loss occurs when such area is locked against entry or not.
22. Building emergency stairs shall only be used for emergency purposes, unless otherwise approved in writing by the Landlord.
23. Tenant will work with Landlord in informing and enforcing building rules with Tenant's delivery personnel, agents or invitees.
24. The building common areas including the garage and exterior are non-smoking areas. Tenants who permit smoking within their leased premises shall control the smoke and odor so it is not offensive or does not interfere with other Tenants in the building.
25. All Tenants will cooperate with Landlord and abide with local code in the testing and servicing of the Building life safety system.

Landlord reserves the right to modify or rescind any of these rules and regulations and to make future rules and regulations required for the safety, protection, and maintenance of the Building, the operations and preservation of good order thereof, and the protection and comfort of the Tenants and their employees and their visitors. Such rules and regulations, when made and written notice given to a Tenant shall be binding upon such Tenant as if originally herein prescribed.

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Policies & Procedures: Insurance Requirements

Insurance Requirements – One Main Street

Type of Insurance	Minimum Limits of Liability (\$)
Workman's Compensation:	Statutory
Commercial General Liability:	\$1,000,000 per occurrence \$2,000,000 general aggregate
Automobile Liability:	\$1,000,000 per occurrence
Excess Liability Insurance:	\$5,000,000 per occurrence

Additional Insured:

1. RREEF America REIT II Corp. PPP
2. RREEF Management L.L.C.
3. RREEF America L.L.C.
4. CBRE, Inc.

Certificate Holder:

RREEF America REIT II Corp. PPP
c/o CBRE
One Main Street, 1st Floor
Cambridge, MA 02142

Insurance Requirements – 101 Main Street

Type of Insurance	Minimum Limits of Liability (\$)
Workman's Compensation:	Statutory
Commercial General Liability:	\$1,000,000 per occurrence \$2,000,000 general aggregate
Automobile Liability:	\$1,000,000 per occurrence
Excess Liability Insurance:	\$5,000,000 per occurrence

Additional Insured:

1. RREEF America REIT II Corp. PPP
2. RREEF Management L.L.C.
3. RREEF America L.L.C.
4. CBRE, Inc.

Certificate Holder:

RREEF America REIT II Corp. PPP
c/o CBRE, INC
101 Main Street
Cambridge, MA 02142

[Click here to view Insurance Requirements](#)

Policies & Procedures: Moving Procedures

The tenant is responsible for all office equipment leaving the building, including computers and boxes; Landlord does not accept liability for items leaving the building. Guidelines listed below must be followed.

MOVING REQUIREMENTS AND PROCEDURES:

1. The Property Management Office must be notified, with 24 hours advance notice, of any and all movement of personal and/or Tenant-owned property into and out of the One and 101 Main Street, Cambridge properties.
2. All furniture, supplies, fixtures and other personal property shall be moved before 8:00 A.M. or after 6:00 P.M. Monday through Friday or between 8:00 A.M. to 5:00 P.M. on Saturday and Sunday, unless approved in writing by the Management Office.
3. The building Loading Dock and freight elevators are the only areas to be used for access to the Tenant floor during moves. In order to reserve these areas for Tenant moves, scheduling must be coordinated through the Property Management Office.
4. Tenant's moving company must be approved by the Property Manager. Ideally, prior to the move, a meeting should be held between the Tenant's moving company foreman and the management staff to review schedules and guidelines.
5. The freight elevator and common areas leading to and from the elevator shall be protected by pads or cardboard on the walls and by masonite on the floor. The masonite sheets shall be butted together and taped down so as to prevent trip hazards.
6. Movement of materials on top of the elevators will not be allowed.
7. All dollies and handcarts must be equipped with rubber wheels.
8. The mover's foreman or field superintendent must be on site at all times during the move.
9. A representative from the Tenant must be present at all times during the move.
10. At the completion of the move, all temporary protection shall be removed from the public areas and the public areas shall be cleaned of all debris.
11. Tenant's moving company is responsible for the breakdown and removal of all boxes upon completion of the move and shall remove all associated trash from common areas. Disposal of associated trash in the building's dumpster will not be permitted unless prior arrangement has been made with the Property Management Office.
12. Tenant may request post move cleaning from the Property Management Office. Such service shall be at Tenant's expense.
13. Any damage to the Building and/or property shall be the responsibility of the Tenant. Repairs shall be made by the Property Management Office and billed back to the Tenant.
14. Tenant's moving company shall purchase and maintain such insurance as will protect the moving company from claims set forth below which may arise out of or result from the moving company's operations under the contract, whether such operations be by the moving company or by any subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable.

Policies & Procedures: Smoking Policy

In accordance with the City of Cambridge Ordinance #1046, smoking is prohibited in all common areas of the building, including stairwells, lobbies, bathrooms, common corridors, loading docks and parking garage areas. In order to maintain an environment that is as safe and healthy as possible for all building occupants, smoking in these areas will not be permitted. Smoking urns are provided along the exterior of the building to accommodate smokers. Note: Per the City of Cambridge, any person who knowingly violates any provision of the smoking ordinance, or who smokes in an area marked as non-smoking, may face fines of not less than \$25.00 and not more than \$100.00.

[Click here to view the One Main Street Smoking Area Plan](#)

[Click here to view the 101 Main Street Smoking Area Plan](#)

Policies & Procedures: Tenant Alterations

The property is staffed to accommodate the operational requirements of a first class commercial office building and to maintain a standard level of Tenant services beyond the basic building services that are provided as part of the Tenant's lease agreement.

Tenants have the option of contracting additional services to outside companies that have been approved in advance by the management office and that have submitted a Certificate of Insurance listing RREEF America REIT II Corp. PPP, RREEF Management L.L.C., RREEF America L.L.C., CB Richard Ellis, Inc and CB Richard Ellis - N.E. Partners, LP as additionally insured. However, all construction, alterations or modifications are subject to approval and coordination by the Property Management Office. All work that involves base-building systems (i.e. sprinklers, life safety equipment, electrical and plumbing lines, HVAC, etc...) must be coordinated through the Property Management Office.

Security: Deliveries/Vendor/Contractor Access

In order for personnel to be granted access to the building freight elevators during Business Hours, the following prerequisites must be met:

1. Tenant will provide the Property Management Office with prior notification (messengers and food deliveries excluded). A COI and [vendor access request](#) must be submitted.
2. All such personnel will follow Visitor Access Procedures.
3. All such personnel will be required to use the freight elevator and check out a specially programmed access card from Building Security to access specific floors.
4. Vendor/Contractor ID's will be held at the security desk until the access card is returned to Security.
5. Loading Dock deliveries are restricted to 30 minutes for unloading, unless prior notice and approval has been granted by the Property Management Office.

Security: General Office Security

The following are suggestions to help deter theft within your office space:

1. Lock all entrance/exit doors when leaving at night.
2. Handbags, coats, and other articles of value should not be left unguarded, especially in reception areas, even for a few minutes. Portable articles, when left on desks or in open drawers, are easy targets for theft. While no measures are completely failsafe, locking desks and filing cabinets, as well as keeping all cash boxes unlabeled, out of sight, in secure, locked areas is highly recommended.
3. Keys, office access cards and garage access cards should be collected as soon as possible from employees leaving the service of your company.
4. Take extra care in securing areas with portable electronic devices. Laptops, PDA's, cell phones and music devices are attractive targets for theft. Locking mechanisms and alarms can be obtained from your computer supplier.
5. Notify the Property Management Office or Security immediately of any strangers loitering in the building, as well as any loss of property.
6. No petitioning or soliciting of any kind is permitted in the building. Please contact the Property Management Office if any solicitations occur.

Security: Incident and Loss Reports

Riverfront Office Park security staff should be notified immediately of incidents that occur on the premises that may require documentation, investigation or follow up. Examples include threats, accidents, suspicious persons, thefts, and vandalism, etc. Security staff will seek to collect information from the complainant or person reporting the incident directly to be documented on an incident report.

Security: Key and Lock Policy

Contact the Management Office with any questions regarding keys.

Security: Loading Dock and Freight Elevator Access

1. No vendor or contractor will be allowed access from the loading dock into the building without first signing-in at the security and following Visitor Access Procedures.
2. Operation of the freight elevators will only be available to those individuals with freight access card privilege, and only to specific floors where Tenant or Tenant's equipment resides. Vendors and contractors will be required to checkout a specially programmed access card from the security desk before accessing tenant floor(s).
3. No Tenant access through the loading dock will be permitted from the building to access parking areas (One Main Street), bicycle storage area (101 Main Street) or for smoking convenience. Access to the loading dock area is only allowed for those employees with specific job responsibilities relating to loading dock and freight elevator access.

Security: Lost and Found

Lost and Found articles should be reported and/or returned to the security desk in your building. These items will be kept in the Property Management Office for up to thirty (30) days. The Management Office is not responsible for any lost or stolen articles.

Security: Property Removal

Property Removal Passes are required for electronic devices or office materials being removed from the building. The tenant will provide, in advance, a list of the individual(s) authorized to sign Property Removal Passes. Prior to removing any items, a pass must be filled out, signed, and issued to the party removing the material. The pass must be presented to the security officer when the material is removed from the building. Security will make every effort to check for a Property Removal Pass; however, it is the Tenant's responsibility to control the use of the passes. The Landlord does not accept liability for equipment leaving the building.

A Property Removal Authorization Form has been provided below. Please list the appropriate persons for authorization and return the form to the Property Management Office. Please keep this information current and update as needed.

Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 617-497-7711 and we will send appropriate personnel to escort them off of the premises.

Security: Building Access

General Information

Entrances to the property, loading docks, and tenant amenity areas (bike room, health club, parking garage) are controlled by a card access system. During normal Building Hours (Monday through Friday 8:00 A.M. – 6:00 P.M. and Saturday 8:00 A.M. – 12:00 P.M.), the lobby to each property remains open. After business hours, access to the lobby and tenant floors will be restricted to card access only.

A security officer is stationed at the lobby on the ground floor of both 101 Main Street and One Main Street twenty-four (24) hours a day, seven (7) days a week. The security desk can be reached at 617-497-7713. Please contact the security officer in the event of an emergency or to report any problems after normal business hours.

Security staff will not unlock any doors for visitors or employees without prior written notification from the Tenant.

Security: Tenant Access Procedures

During Business Hours

Business Hours (Mon. - Fri. 8AM until 6PM and Sat. 8AM until 12PM); all perimeter doors except main lobby doors remain locked:

1. The Tenant must present a Riverfront Office Park ID at the lobby security desk card reader for access verification. Note: The proximity card readers have a "read" range of approximately two (2) inches.
2. If the card reader at the lobby security desk denies access, the Tenant will be treated as a visitor to the building and required to sign-in and show photo identification.
3. Use of the access card will not be necessary to exit the building.

After Business Hours

After Business Hours (Mon.- Fri. 6:01PM until 7:59AM and Sat. 12:01PM until 7:59AM Mon.) all perimeter doors locked:

1. The Tenant must present a Riverfront Office Park ID at the reader located outside the lobby entrance and inside the elevators for access into the building and to a specific tenant floor.
2. The proximity card readers for the two lobby elevators are located inside cabs #6 and #5 (first two passenger elevators on the right) on the door panels. Place the building access card in front of the reader and press the floor you desire to access.
3. Use of the access card will not be necessary to exit the building.
4. Tenants who have misplaced/lost their access cards must have their employment verified through the card access system. Upon verification of access privileges, Security will grant access. However, upon the third event of non-card use, a request for a replacement card will be made by Security to the Tenant Contact.

Access Card Replacement, Changes

Changes to Cards: Notification should be made immediately to the management office of any changes in employment, parking, or other access privileges for any employee so the access system can be updated. Current records and timely notice of any changes are vital to the security of the entire property, and will result in less inconvenience to you and your staff. Should any omissions or errors be found, please return the card to the management office with a revised card template form noting all changes. Corrections will be made as soon as possible.

New/Replacement Cards, Photos: For new employees, or replacement cards, photos will be taken either on Mondays from 2:00 P.M. – 3:00 P.M. or 10:00 A.M. – 11:00 A.M. each Wednesday, or by appointment, in the Management Office. Times and dates are subject to change, but will be posted on the calendar of events for the property each month.

All questions, concerns, or difficulties with cards should be communicated directly to the Management Office.

Security: Visitor Access Procedures

Building egress

No access card use is required for tenant building egress. Only visitors will be required to sign-out. Visitors that have checked out a freight elevator access card will be required to return it to Security before leaving the building.

Before being allowed access to the building, visitors must be approved by the Tenant via memo, e-mail or telephone, and meet one of the following requirements:

1. Sign the Visitor Log and show Security staff a photo ID (i.e., driver's license).
2. Sign the Visitor Log, and, for someone without a photo ID, the Tenant will be required to come to the lobby to meet the individual.
3. After the visitor meets one of the above, Security staff will issue a Visitor Pass (to be returned upon the visitor's departure)
4. **Note:** These controls are intended primarily for Tenants and visitors going up to the office floors. Retail access is the responsibility of the Retail Tenant.

Services: Building Signage

Building Directory Signage:

Tenant shall be allowed one (1) entry on the ground floor digital directory. The Property Management Office shall coordinate the programming of Tenant's name and floor location. Any additional entries or changes in name (including omissions) required by the Tenant shall be at the sole cost of the Tenant.

Floor Signage:

Due to the limited space, only the Tenant under Lease shall be provided with a strip on the template elevator lobby sign on each floor. The initial cost of the signage shall be provided by the Landlord. Any changes to the original order shall be at the Tenant's expense.

Tenant Signage:

All Tenant signage on multi-tenant floors and common areas must meet with the following guidelines:

1. Tenant signage should not be illuminated in any way.
2. Tenant signage shall not exceed 24" (W) x 12" (L).
3. All signage shall either be located to the left of Tenant's entry door or affixed to the Tenant's entry door.
4. All Tenant signage is subject to prior written approval by the Landlord. Any signage without Landlord approval is subject to removal at sole cost of the Tenant.
5. All Tenant signage shall be designed, fabricated, installed, and maintained by the Tenant at Tenant's sole cost and expense.
6. No signage is to be taped, stapled, tacked, or adhered to walls without approval from the Property Management Office.
7. No notices, or signs, should be posted without approval from the Property Management Office.
8. All Tenant signage shall be professionally installed.

Services: Cleaning

Nightly cleaning service is provided Monday through Friday from 6:00 P. M. – 9:30 P. M, state holidays excluded, in agreement with the terms outlined in each Tenant's lease agreement.

Building Standard Office Cleaning Service

General Daily Service

- Empty trash cans and recycling bins.
- Dust horizontal Surfaces (desks, chairs, files, picture frames, etc...).
- Damp wash and wipe dry all non-wood desktops, counter space.
- Clean and sanitize drinking fountains.
- Spot clean all windows and partition glass, lobby doors.
- Dust mop and spot clean all tiled areas.
- Vacuum all carpeted areas.

Daily Restroom Service

- Remove all trash and clean receptacles.
- Clean and sanitize lavatories.
- Clean mirrors.
- Spot clean wall tile and partitions.
- Replenish supplies.
- Sweep, mop and disinfect floors.

Weekly Office Service

- Dust handrails and ledges.
- Sweep stairwells.
- Spot clean carpeted areas

Monthly Office Cleaning Service

- Wash and buff (as needed) high traffic areas of tile floors.

Semi-Annual Office Cleaning Service

- Clean interior and exterior building windows
- Clean all fluorescent light fixture lenses.
- Wash all restroom walls and partitions.

Additional Cleaning Requests

Additional cleaning, above the standard provided cleaning services, may be performed at an additional cost, and can be scheduled through the Property Management Office at 617.497.7711 and appropriate arrangements will be made.

Services: Common Ancillary Services

Below is a list of common ancillary services for which the Property Management Office can provide a quote:

- Carpet shampooing
- Kitchen appliance cleaning
- Interior "sidelight glass" cleaning
- Furniture polishing
- Upholstery & fabric cleaning
- Tile/marble/wood floor maintenance
- Computer room cleaning
- Supply of specialty mats
- Service personnel
- Furniture moving

Ancillary services performed by building engineering staff are invoiced at \$75.00 per hour. The following is a sample listing of ancillary services routinely performed by the property's on site staff:

- Drain unclogging
- Sink repairs
- Preventative maintenance on Tenant HVAC equipment
- Hanging pictures, whiteboards
- Shelving installation
- Drywall repair
- Light painting

If a licensed plumber or service technician is required, the building staff is able to help coordinate a service visit, upon request. Following is a list of examples:

- Architectural Services (including space planning)
- Plumbing Services
- Office space renovations
- Routine carpet maintenance programs

Lighting

Lights, ballasts and fixtures will be changed in Tenant areas upon request. The responsibility of the charge for these services is specified in each Tenant's Lease agreement. Please contact the Property Management Office at 617.497.7711 for your Tenant Lease specifications.

Services: Elevators

Passenger Elevators

Six passenger elevators in each building provide service to all Tenant floors. (Deliveries are NOT allowed in the passenger elevators, unless arrangements have been made through the Property Management Office). Two cars in each lobby are equipped with card readers for after-business hour use.

Freight Elevator

The freight elevator is operated by card access only. All deliveries must sign-in with Security, show proper photo ID, and obtain an access card for the floor of delivery. Tenant employee use of the freight must be authorized by the Tenant Contact, or other authorized Tenant representative, and access privileges will be programmed to the employee's Riverfront Office Park photo ID.

Garage Elevator

The garage elevator allows passenger access to all parking levels. It should not be used as a freight elevator and Security strictly enforces this policy. All deliveries should be handled through the loading dock area using the freight elevator.

Scheduling Use

The Property Management Office should be notified of any large moves or deliveries, and work should be completed before 8:00 A.M., or after 6:00 P.M., Monday through Friday, or any time during the weekends. The Property Management Office should be notified of any planned moves or deliveries in order to schedule the freight elevator, as well as to notify Security and other building tenants, if necessary. Advance notice is always suggested and can reduce the chance of delays.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various 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.

[Floor Warden Manual](#)

[Insurance Requirements](#)

[Sample Vendor COI](#)

[Overnight/Extended Parking Request](#)

[Parking Application](#)

[Tenant Contact Update Form](#)

[Vendor Access Request](#)

Services: HVAC

The lighting and HVAC systems are computer-controlled systems designed to provide maximum comfort levels for all building occupants. Occupants have control over the wall thermostats and can adjust the temperature within the set range from 69 to 76 Fahrenheit. If any problems with climate control should arise please submit a service request using the online work order system.

Normal Business Hours HVAC:

8:00 A.M. to 6:00 P.M. Mon. – Fri., holidays excluded.

After-hours HVAC requests can be arranged by submitting an Overtime HVAC service request via the online work order system at least 24 hours in advance, Monday through Friday. The cost for Overtime HVAC will depend upon the number of hours and the number of HVAC units required for operation, with a minimum cost of \$30.00. The Property Management Office will be able to assist in providing an estimate.

Note Regarding Tenant HVAC systems:

Please be aware that engineering staff is not responsible for tenant owned equipment; however staff can provide preventative maintenance on specialty tenant HVAC systems. Please contact the Property Management Office for more information.

Services: Loading Dock

A loading dock is available at each building for deliveries. Access is restricted to authorized staff and pre-approved tenant employee use only. (See "[Security](#)" section of this handbook for more information). Upon arrival, Vendors must contact Security via the intercom, and identify themselves and the nature of their visit. Upon approval, Security will release the automatic doors for vendor/delivery access. Please inform your vendors and employees of this policy.

Restrictions

Please be aware that at One Main Street there is a maximum truck height for dock entry of 13'3". Access into the building is monitored by Security, and there is a 30-minute limit on deliveries. All expected deliveries estimated to take more than 30 minutes must be scheduled through the Property Management Office.

Unauthorized Disposals

In compliance with the City of Cambridge code governing trash disposal, as well as in our continued efforts to increase recycling, there will be no unauthorized disposal of material in the building trash containers, recycling bins or compactors. All trash removal/disposal is to be performed by building staff. This is strictly enforced. Improper disposal of materials increases costs to the building and to tenants. (See "[Trash/Recycling](#)" section of this handbook for more details, or call the Property Management Office at 617-497-7711).

Services: Mail Services & Deliveries

Standard mail delivery is handled daily through the central [U.S. Postal Service](#) mailroom located on the ground floor of One Main Street and 101 Main Street. A United States Postal employee sorts the mail into each tenant's locked mailbox. Keys to these mailboxes will be distributed by the Property Management Office.

Packages for pick-up may not be left at the front desk of the building. The building will not be responsible for any package left unattended. Security cannot, under any circumstances, sign for packages or deliveries.

Guidelines in Regards to U.S. Mail

Please note that the Property Management Office does not have access to the [U.S. Postal Service](#) mailroom areas.

The following guidelines apply:

1. Excess Tenant mail that will not fit into the Tenant's mail slot will be separated into a U.S. mail container for pick-up. We encourage Tenants not leave mail in these containers overnight. The building is not responsible for lost or undelivered mail.
2. Mail delivery and pick-up is made daily from the mailroom between 4:00 P.M. and 5:00 P.M. There is no U.S. postal service on weekends or federal holidays.
3. United Parcel Service and FedEx drop boxes are located near the mail area of each building. Please contact the Property Management Office for exact locations.
4. If you wish to pick up your mail at the post office, arrangements can be made at the Cambridge Post Office in Central Square. Their telephone number is (617) 876-0620. Please note that mail addressed to a specific person will be undeliverable without a company name present.

The building addresses are:

- One Main Street
Cambridge, MA 02142-1519
- 101 Main Street
Cambridge, MA 02142-1519

Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

- Simply click on the link below,
- Enter your username and password
- Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

- Step One- Confirm or complete all contact information.
- Step Two- Choose the nature or type of request being submitted.
- Step Three- If applicable, provide details of the contractor to be used.
- Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

[Click here to log into the Electronic Tenant Service Request System](#)

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

[Click here to log into the Electronic Tenant Service Request System](#)

Services: Miscellaneous Services

The Property Management Office strives to provide tenants with products and services that are of the highest standard as appropriate for the particular need. If there are specific services that your company would like assistance with or any events that require attention, please do not hesitate to utilize the Management staff as a resource for information.

Additional AV equipment, office supplies, special events, interior landscaping, and furniture/workstation moves are some examples of the services that can be arranged through the Property Management Office.

Services: Trash/Recycling

The cleaning staff will remove normal office trash and paper each cleaning night. "Trash" stickers are provided by the Property Management Office to help cleaning staff identify items in need of disposal. Cleaning staff is instructed to only discard items inside trash and recycling bins, and items identified by these stickers.

Massachusetts Waste Ban

Excessive trash, disposal of computer equipment, discarded furniture, and otherwise non-regular disposal, must be arranged through the Property Management Office to ensure proper, legal disposal. Massachusetts Waste Bans prohibit large amounts of recyclable materials disposed of in the regular trash, and the property could incur heavy fines for non-compliance. Tenant cooperation is appreciated, and adherence to these guidelines will reduce costs for the Tenant, and the property.

A successful recycling program is based on a proactive partnership between Tenants and the Management team. The Property Management Office is committed to helping improve the environment by identifying new recycling opportunities and expanding the building's recycling efforts. The reduction of the building waste stream through recycling is not only environmentally responsible, but also provides an opportunity to significantly reduce the building's operating expenses, a savings shared by all Tenants.

Single Stream Recycling/Blue Recycle Bins

Riverfront Office Park provides blue recycling bins for each Tenant. These bins will be emptied on a nightly basis by our cleaning staff. Requests for collection of large amounts of cardboard, plastics, etc. can be arranged through the Property Management Office. Note that electronic items such as computer monitors, copiers, light bulbs, batteries and toner cartridges should not be disposed of in the trash or recycle bins. Please contact the Property Management Office for recycling/disposal of these items. Glass/plastic bottles and aluminum cans will be recycled and should be rinsed and placed in the blue recycling bins in kitchen areas.

Recyclable Products for Unacceptable in Blue

Blue Bin:

- White or colored paper (any color ink)
- Magazines, Glossy Slick Papers
- Newspaper, Phone Books
- Non-window Envelopes
- Folders or Report Covers
- Window envelopes
- Rinsed glass, plastic aluminum

Bins:

- Carbon Paper and Self-carbon
- Forms, Photographic and Blueprint Papers
- Waxed Paper
- Food Wrappings, Tissues, Napkins, and Paper Towels

[Single Stream Recycling FAQ Sheet](#)