

**COMMUNITY SERVICE BUILDING  
TENANT HANDBOOK**

# **DIRECTIONS TO COMMUNITY SERVICE BUILDING AND PARKING GARAGE**

## **From The North:**

I-95 South to the Delaware Avenue (Route 52) Exit. Make a left at the first traffic light onto Delaware Avenue. Go on Delaware Avenue to Y in the road.

### **To CSB Office Building,**

At the Y, take the road on the right (Delaware Ave.), go three blocks, Delaware avenue will turn into 10<sup>th</sup> street, CSB office building will be on your right at Orange Street

### **To CSB Parking Garage,**

At Y, take the road on the left (11<sup>th</sup> Street), go three blocks to Orange Street, make left, entrance to parking garage will be on your left as soon as you turn the corner. Pull in, go to top of ramp, take ticket, park in any open parking space.

## **From The South:**

I-95 North to the Delaware Avenue (Route 52) Exit. You will exit onto Adams Street. Go straight on Adam Street to 4<sup>th</sup> traffic light (Delaware Avenue). Make a right onto Delaware Avenue. Go on Delaware Avenue to Y in the road.

### **To CSB Office Building,**

At the Y, take the road on the right (Delaware Ave.), go three blocks, Delaware avenue will turn into 10<sup>th</sup> street, CSB office building will be on your right at 10<sup>th</sup> and Orange Street.

### **To CSB Parking Garage.**

At the Y, take the road on the left (11<sup>th</sup> Street), go three blocks to Orange Street, make left, entrance to parking garage will be on your left as soon as you turn the corner. Pull in, go to top of ramp, take ticket, park in any open parking space.

**Walking from CSB parking garage to CSB office building:** Exit parking garage using stairs or elevator to Orange Street, walk one block south to 10<sup>th</sup> street, CSB office building is located at 100 West 10<sup>th</sup> Street.

**COMMUNITY SERVICE BUILDING MANAGEMENT**

—	Jerry A. Bilton, CFM	777-3266
—	Charles E. Hall	888-2047
	fax	777-0919
Ground Floor Security Desk		777-0922
Conference Room Scheduling		
	Phone	888-2047
	Fax	777-0919
Facilities Assistance Center Team (FACT (All facilities related maintenance services requested 7:00 a.m. – 4:30 p.m., Mon.-Fri.		999-2000
Emergency Telephone Number (Fire, Medical, 911 type situations ONLY)		774-2456
Dart Rider Information		800 652 3278
After Hours Maintenance/Security (4:30 p.m. to 7:00 a.m.)		774-2200
Parking Garage		
—	Tim Meyer	652-1410
Downtown Visions (Escort Service)		425-4200
Copy Center (Dupont Dynamic)		774-8965

Insert tenant list

## **EMERGENCY PROCEDURES**

This emergency procedure provides basic information for all building occupants and will ensure the most rapid response for the emergency.

For any FIRE, MEDICAL, OR SECURITY EMERGENCY, call 774-2456.

Security will make the 911 call, if required, and dispatch security officers to the scene simultaneously. This will provide the most timely response for the emergency crews.

### **Reporting Fire or Explosion**

Dial 774-2456 IMMEDIATELY.

In the event of an odor, smoke or fire, dial 774-2456 and give the following information:

- Your name, location, phone number
- The exact location of the emergency
- Report any injuries
- Do you see smoke or fire?

After reporting the above information, evacuate the immediate area. Close, but do not lock doors to the affected area. Stay near, but a safe distance from affected area in order to direct emergency crew.

- Use fire extinguishers only if trained in operation. Do not attempt to use fire extinguishers alone. Use the buddy system.
- Listen and obey emergency crew and public address system announcements.
- If smoke or fire is present, the public address system will call for evacuation from the building immediately.
- If NO smoke or fire is present but there is an alarm or odor, a maintenance team will be immediately dispatched to investigate.

### **Fire Pull Boxes**

When possible, fire pull boxes may be used in addition to or in lieu of calling 774-2456. In the Community Service Building, there are fire alarm pull boxes near each stairwell.

### **Elevator Recall**

The elevators are equipped with a fire alarm return circuit that is operated by smoke detectors located in all lobbies above the street level. If a detector senses smoke in an area, all elevators are dispatched, non-stop, to the street level where the doors will open and remain open. The car will remain there and will not accept calls from other floors. Passengers should exit the car and report to the assembly area at Rodney Square. If the emergency is on the street level floor, then the elevators will be dispatched to the 1<sup>st</sup> floor or lower level.

## EMERGENCY EVACUATION PROCEDURES

If an emergency occurs which requires evacuation of personnel, it will be announced over the public address system. Notice to resume normal activities will be communicated when emergency conditions no longer exist. When a public address announcement is made, follow instructions below:

- Listen and obey
- Please leave your work place now
- Take your personal items with you
- Close, but do not lock the door behind you
- Evacuate the building through the nearest available stairway
- Do not use elevators
- Walk, do not run
- Evacuate to your assigned assembly point. The assembly point for the Community Service Building occupants will be Rodney Square.
- Each tenant is responsible to sweep his or her areas to ensure no one is left behind. Stairchairs for those requiring special assistance during a building evacuation will be available at several pre-determined locations.
- At anytime you see or hear a fire alarm anywhere in the building, evacuate the building immediately. Unless otherwise announced immediately in advance, all fire alarms require a full evacuation of the building.
- Fire drills are announced in advance and also require a full evacuation, unless otherwise notified.
- Do not call security for further information. You may lose precious evacuation time.
- Tenants who have people who require special assistance should contact Building Management to ensure that procedures are in place to safely evacuate.
- It is the responsibility of each tenant to review Emergency Evacuation Procedures with all personnel two times each year. If you have any questions or concerns regarding Emergency Evacuation Procedures or are requesting training for your business unit, please contact Building Management on 777-3266 or 888-2047.
- To comply with applicable life safety codes, fire evacuation drills will be conducted once each year.

## **MEDICAL EMERGENCIES**

Dial 774-2456

Give your name, location and phone number to ensure timely and effective response. Be prepared to answer the following questions:

- Is the person breathing?
- Is the person conscious?
- Is there apparent serious illness or injury?

After reporting, stand by to help direct the responding emergency crew.

## **SECURITY EMERGENCY**

Bomb Threat - Suspicious Person - Suspicious Package, etc.

Give your name, location and phone number. Be prepared to give specific information as requested. Follow advice of security personnel.

## Insert Holiday Schedule

## **SECURITY POLICY**

Building Security is provided, through arrangements with DuPont Security, 24-hours a day, 7 days a week, 365 days per year.

- The ground floor security desk is staffed  
Monday through Friday, 7:00 a.m. to 11:00 p.m.  
Saturday 8:30 a.m. to 4:30 p.m.
- Security patrols will be conducted by DuPont Security. If they note any abnormal condition in your space, they will leave a note for you and Building Management.
- If you are working alone after hours, and wish to have Security check on you periodically, contact Security on 774-2200.
- To ensure the building and its occupants are adequately protected, all occupants are required to display a badge and guests are required to sign in at the front desk.
- Soliciting will not be permitted in the building, unless by appointment made in advance.

## **BADGE AND ACCESS CARD PROCESSING**

- 1.** Complete the OFFICE AND PARKING GARAGE I.D. / ACCESS REQUEST FORM on page 4.3A.
- 2.** Bring the completed form to the building management office with director's signature and required payment.
- 3.** Once approved, Your pictures can be taken anytime between 8:30 am to 11:30 am Monday through Friday.
- 4.** Report to the DuPont Security office in the DuPont Building across the street from CSB. Immediately inside the main door and to the left.
- 5.** Bring with you a copy of your approved application (which they will keep) to have your picture taken.
- 6.** If you are to receive an access card, report back to CSB management office.
- 7.** The access card is for the proximity readers located outside the handicap front door of the office building if the doors are locked, and for the parking garage if you have authorized access.
- 8.** Any questions please call Jerry Bilton at 777-3266. Thank you.

Insert ID / access form 4.3a

## MOVING FURNITURE AND OFFICE ITEMS

The moving guidelines have been developed to ensure a safe and efficient move for all. Following these guidelines will expedite your move and protect the people handling the move, building occupants, and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. If you have any further questions, please call Building Management on 777-3266 or 888-2047.

### Moves

All moving arrangements must be cleared through Building Management to ensure proper coordination. You are totally responsible for your move and are required to have a representative present throughout.

All larger moves, (1/2 floor or more), may only occur on weekends or weekdays after 6:00 p.m.

All moves must be made through the freight elevators, unless Building Management authorizes the use of other elevators. The Building provides pads to protect the freight elevators; if other elevators are approved for use, the moving contractor shall be responsible for supplying pads to protect the elevator cabs.

All moves shall be made through the Shipley Street entrances unless alternate plans are approved by Building Management. If other areas of access are approved, the mover must protect floors and walls with acceptable material to avoid damage to the Building.

The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.

You will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage make sure your contractor:

- Pads or otherwise protects all entrances, doorways, and walls affected by the move
- Protects all floor surfaces traversed during the move.

Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move, which affect building operation. They are also responsible for removing all trash and bulky packing cartons.

## **COMMERCIAL DELIVERY SERVICES**

Small UPS, Fed Ex, packages and envelopes can be delivered via the main entrance. Those making the delivery must check-in through the security desk prior to proceeding to the individual suite.

All other deliveries should be made through Shipley Street overhead door or Shipley Street side entrance. For the safety and convenience of building tenants, deliveries should be made from 8:30 a.m. to 11:30 a.m. and 1:00 p.m. to 4:30 p.m.

Entrance to the Shipley Street doors can be obtained through the security officer located at the main entrance. Intercom and video at the Shipley doorway are available to communicate with the front security desk.

In the case of all deliveries, care should be exercised while moving material in the building. This will ensure building maintenance costs are kept to a minimum and personal safety for building occupants is provided. Trash must be removed.

Provisions for special deliveries, large deliveries, and moves in/out need to be coordinated with Building Management, Suite 201, phone 777-3266 or 888-2047.

### **Delivery by Personal Vehicle**

The Community Service Building Management Team has made arrangements with the City of Wilmington Traffic Enforcement Unit, to allow tenant staff and volunteers to make deliveries in the loading zone located in front of our building using a noncommercial vehicle.

Please follow these guidelines when making a delivery:

- Park in the loading zone
- Pick up two signs from the security reception desk
- Place a sign on the driver side and passenger side doors
- Make delivery within 15 minutes or less
- Return signs to security reception desk
- Remove vehicle

When using the loading zone, the traffic enforcement office will be looking for the signs on the side of the vehicle and the length of time your vehicle is parked in the loading zone.

This arrangement with the city for you to use the loading zone is for your convenience, CSB will not be held responsible or intervene in any traffic enforcement issues between you and the city as a result of using the loading zone. Non-commercial vehicles in the loading zone without the CSB signs will be ticketed.

## **FREIGHT ELEVATORS**

One freight elevator (#5) and one passenger/freight elevator (#4), that provide service from the lower level to the 11<sup>th</sup> floor are available for the transportation of material and carts within the building.

Transportation of material and carts is not permitted on passenger elevators.

## **COFFEE SHOP/CATERING**

The Scotts coffee shop is located on the ground floor for the convenience of all building occupants and is also open for the general public.

Hours are:

Monday through Friday 7:00 am to 2:30pm

Phone number: 777-4779

## **VENDING OPERATION**

The building vending area is located in the lower level. Access is via stairways and passenger elevator number four. Also, soda machines can be found in the break rooms located on the 1<sup>st</sup>, 3<sup>rd</sup>, 8<sup>th</sup>, and 11<sup>th</sup> floors.

Any vending issues should be directed to:

Building Management, Suite 201, 777-3266 / 888-2047

## **CABLE TV SERVICE**

Comcast Cable television service is available in the building. Service can be obtained by calling Comcast Cable at 302- 652-1454 or fax (302) 656-7461. Hook-up and mounting rates can be obtained from Suburban Cable.

## **STORAGE AREAS**

Limited storage space is available in the lower level.

Only items meeting the following criteria will be allowed to be placed in storage:

- Non-combustibles
- Non-corrosive
- Items not sensitive to temperature or humidity

Order, arrangement and housekeeping of storage areas are the responsibility of the individual tenant. Building Management will have access to all storage areas to insure fire codes, safety standards and cleanliness standards are in compliance.

Obtain a storage area by contacting Building Management in suite 201 (Tel. 777-3266 or 888-2047).

## **MAIL**

Mail pick-up and delivery boxes are located on the ground floor.

- Each suite is assigned one incoming mailbox. Keys for mailboxes can be obtained by contacting Building Management in suite 201 (Tel. 777-3266 or 888-2047).
- Four outgoing mailboxes have also been provided. There are two mail pick-ups per day, Monday through Friday at 3:00 p.m.

## **SMOKING POLICY**

To provide a healthy work environment for all and to minimize maintenance cleaning costs, the Community Service Building is a totally non-smoking building. This includes private offices, conference rooms, lounge areas, rest rooms, and all public areas.

The area outside the Shipley Street entrance has been designated as a smoking areas and is protected with overhangs to protect from the elements

- Shipley Street near the entrance

## **PUBLIC DISPLAYS AND USE OF COMMON SPACE**

Public displays, posters, etc. must be coordinated through Building Management  
Posters, notices, etc. are not to be attached to walls, elevators, or doors in public areas.

Use of common space (elevator lobbies, rest rooms, corridors, etc.) must be coordinated through Building Management to ensure building maintenance policies and code requirements are met.

**HEATING/COOLING (HVAC) STANDARD**

To maintain reasonable working conditions and most efficiently operate the building, the following temperature guidelines have been established.

- Winter, normal operating hours (7:00 a.m. to 10:00 p.m.) 72° to 74°
- Winter (nights & weekends) 60° to 65°
- Summer, normal operating hours (7:00 a.m. to 10:00 p.m.) 73° to 75°
- Summer (nights & weekends) 80° to 85°

To most effectively manage cost, building HVAC systems will not normally run during off-hours

Off-hours HVAC can be arranged for special meetings and business needs if needed. Arrangements should be made in advance by contacting the Community Service Building management office during normal business hours, or by calling Security on 774-2200 during off-hours.

## **SPACE HEATERS**

Space Heaters to provide comfort outside the standards are not permitted unless approved by Building Management and inspected by maintenance for adequate safety features.

## **REFRIGERATOR STANDARDS**

To ensure that all office appliances are installed with proper safety/health features and that precautions for the protection of personnel and property are taken, the following standards must be followed:

### **Refrigerators**

- Energy saver model
- Up-front controls
- Positive seal magnetic doors
- Frost-free operation
- UL approved
- Ice makers not allowed
- Residential glass
- No used refrigerators (for pest control)
- Housekeeping schedule developed and maintained
- Easily accessible for visual inspection
- Installation inspected by maintenance

## **MICROWAVE/COFFEE MAKER STANDARDS**

To ensure that all office appliances are installed with proper safety/health features and that precautions for the protection of personnel and property are taken, the following standards must be followed:

### **Microwaves**

- UL Listed
- Exterior door handle
- Cooking power 650 to 1,000 watts
- Power requirements - 120V, 60hz, 15-20 amps
- Input watts - 1,500 watts
- Commercial grade only (domestic ovens not permitted)
- See through door
- Automatic timer with start button and reset
- Housekeeping schedule developed and maintained
- Easily accessible for visual inspection
- Installation inspected by maintenance

### **Coffee Makers**

- Automatic cut-off or timer required\*\*
- UL approved
- 120V single phase, 60hz, 15amp
- 20 amp dedicated wall receptacle required
- No switch on main heating element
- Individual switching for each warmer
- Commercial grade only - NO personal coffee pots
- No water connections
- Located in areas easily accessible for visual inspection
- Housekeeping schedule developed and maintained
- Installation inspected by maintenance

\*\*Vendors for Coffee Pot Timers are:

V.W.R. Scientific  
Phone (800)879-7795  
Part # 62344-723

McMaster-Carr  
Phone (908)329-3200  
Part # 7001k22

## CSB COPY CENTER

DuPont Reprographics' copy center service is available for all tenants located in the Community Services Building. Services are available at the DuPont Dynamic copy center located at 11<sup>th</sup> and Orange street in the Nemours Building.

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### Messenger service – for printing work only

WOB (foot messenger)	774-8965
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- **Copies – black & white** (paper & transparencies)
- **Color Copies** (paper & transparencies)
- **Color Copies from slides**
- **Finishing** (Hand collating, inserting, punching, cutting, etc.)
- **Manuals with Tabs and/or Tape Binding**
- **On-demand electronic printing** – black & white, color (paper & transparencies) See section on how to send files to Tatnall server
- **Graphic Color or Black & White Posters** — Up to 34” wide
- **Engineering Drawing Reproduction**
- **CAD plotting** – (black & white and color)
- **Large Document Reproduction** – enlargement, reductions and size for size
- **Meeting Chart Reductions**
- **Mailing List Services**
- **Graphic Design Illustration & Typesetting**  
Create displays, drawings, newsletters, flow charts, text & graphic overheads, organization charts, cover pages, Corporate Identity, Company oval, buck slips, print merge documents, forms, etc.
- **FAX service**
- **Laminating** — Up to 34” wide (All laminating prices include trimming.)
  - Laminate & Mount on Foam Core
  - Mount on Foam Core (No Laminate)

**PARKING FACILITY OPERATION**

The CSB parking facility will provide parking for nonprofit tenant staff, volunteers and visitors. Parking will also be available to the public for monthly and hourly parking.

Your CSB ID/access badge will be for both the CSB office building and parking facility. Check with your agency director to verify whether you have authorized allocated parking access or non-allocated parking access.

**HOURS OF OPERATION:**

Monday through Wednesday	7:00 A.M. to 11:00 P.M.
Thursday and Friday	7:00 A.M. to 1:00 A.M.
Saturday	5:00 P.M. to 1:00 A.M.

**24 HOURS ACCESS:** If you have an authorized access card, you can access the parking facility 24 hours a day by using your ID/access badge to open the after hours gate.

**STAIRS AND ELEVATORS:** Stairs are located at both ends of the parking facility along Orange and Tatnall Streets, and elevators are located along Orange Street.

**ENTERING THE PARKING FACILITY:** Turn left into the garage from Orange Street, stay to the right of the entrance area and proceed to the top of the ramp to the gate, hold up your ID/access badge to the card reader. When the gate opens, proceed to any open parking space. Please use caution when driving and walking in the parking garage, traffic moves in both directions on all levels.

**EMERGENCY CALL STATION:** Emergency Call Stations (Red Boxes On The Walls) are located in the garage on the wall next to the doors leading into the Orange Street stairs and next to the doors leading to the elevator lobbies, and in the first floor elevator lobby area. Emergency Call Boxes are also located on the wall next to the entrance to the Tatnell Street stairs on all levels. For assistance press button. You will be connected to DUPONT security.

If you have any questions regarding the parking facility operation, you can contact Standard Parking Manager, Tim Meyer at 652-1410 or stop in the parking facility office located along Orange Street by the vehicle entrance.

## **PARKING FACILITY ACCESS**

THERE ARE FIVE (5) TYPES OF PARKING ACCESS AVAILABLE.

ALLOCATED: Agencies are allocated a certain number of parking spaces based on the square footage of their suite. Each agency will assign one person for each allocated space. When the parking garage is "FULL", spaces are held for allocated parking and allocated cardholders can enter the garage.

LIMITED ACCESS: The access card can be used to enter and exit the garage during limited hours. The limited access card cannot be used between the hours of 7am and 3pm Monday through Friday. The card will work after 3pm Monday through Friday and all day Saturday and Sunday. Users in this category should not enter the garage when "FULL". If the full sign is not out, free parking is available by pull and validating a ticket.

VALIDATED PARKING: All other agency staff, volunteers, and guests can have their parking ticket validated by rubber stamp by each agency. Users in this category should not enter the garage when "FULL".

HOURLY PARKING: Spaces for hourly parking will be made available to the public on a limited basis at the current market rates. Users in this category should not enter the garage when "FULL".

MONTHLY PARKING: A limited number of spaces are sold to the public on a monthly basis at market rates. When the parking garage is "FULL", spaces are held for monthly parking and cardholders can enter the garage.

If you have any questions regarding the parking facility operation, you can contact Standard Parking Manager, Tim Meyer at 652-1410 or stop in the parking facility office located along Orange Street by the vehicle entrance.

## PARKING GARAGE - OFF DUTY OPERATION

When the parking attendant is OFF DUTY, the parking garage is accessible ONLY by using your authorized ID/access badge.

TO ENTER AFTER HOURS WITH YOUR VEHICLE: To enter the parking garage with your vehicle, pull up to the after hours gate card reader, hold up your ID/access badge to the card reader and gate will open. Proceed in and park in any open space.

TO RETRIEVE YOUR VEHICLE AFTER HOURS: To retrieve your vehicle, you will need to hold up your ID/access badge to the card reader to the card reader located by the elevator lobby entrance door to the parking garage, and the door will unlock.

TO EXIT THE GARAGE: To exit the parking garage with your vehicle, drive down to the exit gate, hold up your ID/access badge to the card reader and the exit gates will open.

If you have any questions regarding the parking facility operation, you can contact Standard Parking Manager, Tim Meyer at 652-1410 or stop in the parking facility office located along Orange Street by the vehicle entrance.

## **MAINTENANCE, SERVICE, OPERATIONS REQUESTS**

Maintenance requests or service requests of any kind should be made through FACT (Facilities Assistance Center Team) from 6:30 a.m. to 5:00 p.m., Monday through Friday by calling 992-2000.

Off-hours building maintenance and security request can be made by calling security control center (NG-1) on 774-2200.

Routine building requests will normally be completed within two weeks of receiving the request. Any maintenance request involving the safety, health of occupants, or integrity of the building will be addressed the same day of the request. Building Maintenance includes, but are not limited to, the following items:

- Exterior door repair
- Broken windows
- Overflowing sinks, toilets, etc.
- Hot/cold complaints
- Broken or stained ceiling tiles
- Burned out lights

## **ANTENNAS AND SATELLITE DISHES**

To insure building integrity or applicable building and safety codes are not compromised, the installation of any antennas, satellite dishes or any other device attached or placed on the building must be approved in advance by Building Management.

## **TENANT ALTERATIONS/MODIFICATIONS POLICY**

To maintain building integrity, comply with applicable codes and laws and ensure building operating systems are not impacted, it is essential that all alterations or modifications to tenant space are approved by Building Management prior to any work being performed. Some items that are particularly sensitive to Building Management are:

- Marking, painting, drilling or in any way altering the building shell and core
- Tie into building electrical or piping systems.
- Altering HVAC diffusers
- Treatment of building ceiling tiles, light fixtures, etc.
- Adding heat-producing equipment that might exceed building system capabilities.
- Placement of heavy objects that could exceed acceptable floor loads.

**CONFERENCE ROOM REQUEST/EVENT NOTIFICATION**

Conference rooms are allocated on a first served basis. To reserve a conference room, please complete the new Conference Room Request Form and Special Event Notification Form (see attached) and fax to 777-0919 or deliver to the CSB office, suite 201. We will confirm your conference room request if available, or let you know the availability of remaining available conference rooms. The conference room reservation and special event notification book is kept in the CSB office. You are invited to stop in at any time to review the availability of conference rooms or call Jerry Bilton at 777-3266, or Charlie Hall at 888-2047.

Only CBS tenants can reserve conference rooms and they are responsible for their guests, arrangement of conference room furniture, cleaning up and returning the conference room to a suitable condition.

It would be helpful for Tenants holding special events to notify the CSB office. This notification will assist CSB in providing better service to you by allowing for advance notification to our security guard, and for CSB to make any necessary adjustments to scheduled work to be performed in the building so that we do not conflict with your event.

If you need any assistance, please stop in or call.

<u>Conference Room</u>	<u>Capacity</u>
Suite 6 (Gr. Fl.)	25
Suite 9 (Gr. Fl.)	22
Suite 104 (1 <sup>st</sup> Fl.)	12
Suite 105 (1 <sup>st</sup> Fl.)	50
Suite 109 (1 <sup>st</sup> Fl.)	25
Lower Level	15

Insert conference room form 4.24a

## **EXPRESS SIGN-IN PROCEDURE**

The current CSB security procedures require that all people entering the building show a CSB identification badge or sign-in with the security guard at the lobby desk. To bypass the individual sign-in requirements for guests scheduled to attend a function in the CSB building, please provide a guest list in advance to the security desk. Please immediately forward a list of your Board of Directors, any standing committees or groups meeting regularly in the building.

Guests must still check-in with the security guard who will refer to the guest list as opposed to requiring guests to formally sign-in. I believe with our collaborative effort, this new procedure will improve efficiency and provide better customer service for our guests.

When submitting your guest list, please provide your agency name, agency contact person, and date, time and location of meeting.

## **INCLEMENT WEATHER**

The Community Service Building will be open during inclement weather conditions and will hold regular scheduled building hours except when the Governor declares a State of Emergency.

## **HOLIDAY DECORATION**

During the holiday seasons, we at CSB wish you a happy and safe holiday. Please be advised of the following to insure the safety of all:

1. Live or cut trees are a potential fire hazard and are not permitted in the building, but artificial trees are fine.
2. Use only UL listed lights and inspect wiring to insure it is in good condition.
3. Do not hang any electrical lights or any heavy objects from the ceiling.
4. Turn off all decoration lights when you leave your space for the night.
5. No nails or other type of hangers are permitted unless approved by Building Management

If you are planning any holiday celebration in your suite, please let us know so we can assist.

## **HAND CART**

Handcarts are available for you to use. To sign out a handcart, see the guard at the front desk.

## **REFRIGERATORS**

Refrigerators are available for your use. The refrigerators are located on the second, fourth, and tenth floor break rooms.

## **AFTER-HOURS POLICY**

After-hours is defined as the time in the Community Service Building when there is no security officer on duty at the reception desk.

Building access is limited at that time to Community Service Building authorized access cardholders only.

The exception is for meetings approved at least one week in advance by building management. No open, public meetings are permitted. Attendees are permitted building access only if pre-registered and a list is presented in advanced for security check-in purposes. Also, extended security hours must be paid for by the agency requesting after-hour meetings. Will have to call for current rate. The number of chargeable hours may be substantially exceed the length of the meeting, depending on what time the meeting is scheduled and logistics of scheduling of service.

After-hours, the building heating and air conditioning system are not operated at normal occupancy levels. Also, most of the hallway lighting is turned off. Only emergency lighting remains on.

The End