

101 Arch Street
Electronic Tenant® Portal
Updated on April 3, 2024

Amenities: Area Amenities

INTERIOR FEATURES

Lobby and common areas in 101 Arch Street incorporate materials and furnishings of uncommonly high standards. Patterns formed from polished granite and marble highlight interior surfaces.

In 2019, the property underwent a full lobby renovation including a new conference center, tenant amenity lounge and fitness center. 101 Arch Street is LEED Gold certified and has been awarded the prestigious Energy Star Rating every year since 2009.

BUILDING AREA FACTS

LOCATION

101 Arch Street is situated on a site consisting of 31,980 square feet. The site is bordered by Summer Street, Hawley Street, Arch Street and Snow Place Alley in the heart of the re-emerging Downtown Crossing area.

SIZE

The 21-story office tower and 1873 Harvard Building combined contain approximately 405,000 rentable square feet of space.

DESCRIPTION

101 Arch Street is comprised of two buildings, the Tower, built in 1988 and the original brick and beam building, the Harvard Building, which dates back to 1873. The Tower structure combines the original historic 1873 façade of the old Kennedy's Department Store building with a granite-clad modern structure adorned by a copper roof and two illuminated clocks in gabled ends. Additionally, the tower offers floor-to-ceiling windows and highly efficient floor plans designed to accommodate both private office and open layouts. The building's concourse level provides direct access to the MBTA's Orange, Red and Green subway lines. A full service restaurant, Petit Robert Central Bistro is located on the second floor and casual dining options including Chacarero, and Archie's Deli are situated on the first floor. A 52-space basement garage provides monthly and transient parking as well as racks for 30+ bicycles.

AREA AMENITIES

Amenities abound in and around the re-emerging Downtown Crossing neighborhood including major department stores, hotels, restaurants, health clubs as well as apartment and condominium buildings. Other area amenities include public parking facilities containing approximately 4,000 spaces within two (2) blocks and four of the New England's largest banks. Post Office Square, South Station and the State House are just five minutes away by foot.

Amenities: Conference Center

Located on the second floor, 101 Arch Street's Conference Center provides a spacious executive boardroom meeting space for all of its tenants. The Conference Center is equipped with a modified kitchen, including microwave, refrigerator, and a counter top which connects into the main room. The Center is furnished with a large rectangular table which seats 14 comfortably. Additional bench seating is available along the window line. Technology includes wireless internet access, a large display with HDMI and VGA cables, and web and audio conferencing.

The Conference Room Center can be reserved on the Yardi Commercial Café Work Order System.

The Management Office reserves the right to refuse Conference Center access to any tenant or individual who misuses or mistreats use of the space.

Amenities: Fitness Center

Located on the concourse level, the Fitness Center is available for tenant use with card access Monday – Friday, 5:00 a.m. – 11:00 p.m. and Saturday, 9:00 a.m. – 1:00 p.m. The Fitness Center is equipped with cardio equipment, free weights, as well as, men’s and women’s locker rooms with shower facilities.

[Fitness Center Form](#)

Amenities: Parking

101 Arch Street's 52-space parking garage is operated by VPNE Parking Solutions and is open for business Monday - Friday from 7:00 am - 7:00 pm. Limited monthly unreserved spaces are available for rent. Transient parking is available for hourly and full day use. Spaces currently rent at \$500/month for tenants and \$520 for non-building tenants with 24/7 access. Transient parking rates are currently \$10.00 for each 1/2 hour up to a \$41.00 maximum charge, Monday - Friday.

An overhead-rolling door secures the parking area during off-hours when the garage is not staffed. Monthly parkers gain access during this time by using a remote control "clicker" which will raise the door. The door will automatically close once you have entered the garage. After leaving your car, proceed to the passenger elevator. Once inside the elevator, users will need to place their building access card in front of the card reader to enable the elevator to travel to any floor. After 6:00 p.m. on weekdays, the elevator will also be restricted traveling from anywhere in the building down to the parking garage so parkers will need place their access card in front of the reader order to enable to elevator to travel down to the garage. To exit the garage after hours, users must use the remote control "clicker" to open the overhead door.

Please call Garage Manager, Mr. Gideon Bihon at 617-439-4845 with any questions.

Amenities: Retail Services

The Property's restaurant, café and retailers are located on the 1st and 2nd floors.

Restaurant, Café and Retail Tenants:

Name	Phone Number	Website
Chacarero	(617) 542-0392	www.chacarero.com
Archie's New York Deli	(617) 330-5145	

Amenities: The Study

Located on the second floor, The Study, is a tenant amenity center equipped with casual seating and tables for tenants to enjoy during building hours via card access. Technology includes a large Media Wall, two additional displays with cable tuners and a Sonos Connect streaming player.

Emergencies: Bomb Threat

Telephone Threat

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

Exact location of the device.

Time set for explosion;

Description of the device;

Reason the caller has placed the bomb;

Background sounds or noises;

Exact words and accents used by the caller.

Keep this information as confidential as possible.

Notify the Boston Police Department. Call 911 immediately.

Notify the Management Office at 617-204-1030

Building Management will work with Security and the Boston Police Department to carry out building evacuations unless Shelter in Place is warranted.

In the event that we evacuate the building, move away from the building to allow for the clear passage of emergency personnel. Do not re-enter the building until the Management Office or the Police or Fire Department has given clearance.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs are usually a large size manila envelope ¼" to ½" thick and are fairly rigid. They have been mailed from cities or small towns in the United States, as well as from foreign countries.

They are usually mailed to a person by title, such as Chairman, President, Manager, Security Officer, etc.

If a letter is suspected to be a letter bomb:

Clear everyone out of the area for at least 25 feet around it.

Notify the police at 911 and Building Security at 617-303-0090.

DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.

DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF

Emergencies: 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. We will keep you informed via the public address system.

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.

Emergencies: Elevator Malfunction

Each elevator is equipped with an automated telephone which is linked to Security and answered 24 x 7. Each cab is also equipped with an intercom for direct communication with Security.

In the event an elevator stops with passengers inside press the emergency call button which will dispatch to Security who will in turn contact Schindler Elevator for immediate dispatch of a mechanic to restore service. While help is on the way, remain calm.

Please report any unusual elevator operations to the Management Office.

Emergencies: Emergency Contacts

All Emergencies	911
Management Office	617-204-1030
Security/After Hours Emergencies	617-303-0090
Fire Department	911
Police Department	911

Important notes

If you call 9-1-1 for a medical emergency, please notify the Management Office with your name, callback number, and location so Security can hold an elevator if necessary and guide first responders to the correct place as soon as possible.

Emergencies: Evacuation

Emergency Stairwell Exits

There are four (4) emergency exit stairwells in 101 Arch Street. Two are located at the north and south sides of the Tower core and two are located in the Harvard Building.

Stairwell A exits to the ground floor lobby near the Summer Street entry

Stairwell B exits to Snow Place Alley at the corner of Hawley Street

Stairwell C exits to Snow Place Alley at Arch Street

Stairwell D exits to the ground floor lobby near the Arch Street entry

Emergencies: Fire and Life Safety

Emergency Fire Protection Equipment

The Property is fully sprinklered with the full breadth of fire alarm and detection system equipment and an emergency control station which is monitored 24 hours a day. The fire alarm system is equipped with a public annunciator panel which enables building and first responders to communicate directly with tenants.

The station monitors all equipment including smoke detectors, manual pull stations, water flow switches, etc.

Any fire alarm device, once engaged, will trigger pre-signal warnings throughout the building including a series of elongated tones and flashing strobe lights. The intent is to provide a warning to all occupants and prepare for a possible evacuation based upon further instructions. A pre-recorded message will broadcast throughout the building three times. Typically, the floor in alarm and the floors directly above and below will be the only ones required to evacuate. After the pre-signal, alarms will continue to sound only on the floors needing to evacuate. However, strobe lights will continue to flash throughout the property for the duration of the alarm until the Boston Fire Department determines the building is safe. During this time, elevators will automatically recall to the second floor lobby and service will not be restored until the Boston Fire Department authorizes a return to normal operations.

Emergencies: Flooding

In the event of a flood which causes damage to tenant property or affects the normal building operations, designated tenant representatives will be contacted by members of the Management Office, including before, during and after business hours.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergencies: Homeland Security

Each tenant should have an emergency action plan in place to help their employees prepare for and react quickly to an emergency situation. Click on the links below to access a variety of resources that will aid these preparations.

[Click here to download Building Evacuation Procedures](#)

[Click here to download Building Evacuation Guide](#)

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.

Emergencies: Medical Emergency

In the event that an accident or illness of an employee or visitor takes place in your office area:

Call Emergency at 911.

Give Emergency Dispatcher the following information:

Your name

Building name and address

Floor number and location of emergency on floor

Any details of accident or illness

Call the Management Office at 617-204-1030. Inform them you have called 911 and briefly describe the nature of the emergency.

Do not move injured/ill person. Try to make them as comfortable as possible.

Remain with the injured/ill person until help arrives.

The emergency unit will be with you shortly and will administer necessary medical assistance.

Determine, if possible:

Name, address and age of injured/ill person

Nature of problem

Allergies and if currently on any medication

Local doctor

The Management Office team will secure an elevator for direct and immediate access by emergency first responders to the injured person.

Emergencies: Power Failure

The building is equipped with an emergency generator which provides power for select building functions in the event of power failure including:

Emergency lights on each floor and in each stairwell throughout the building including all exit signs.

Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.

Returning all elevators down 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.)

In the event of a power failure, the building will be unsafe to occupy and closed for normal operations.

Emergencies: Severe Weather

When severe weather conditions occur, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by the Management Office, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be kept in mind:

Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).

Do not panic.

If evacuated, lock all desk drawers and take all items of value with you.

If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.

Use the stairwells rather than the elevators.

If evacuated, do not return to your office until advised by your employer or the Management Office that it is safe to do so.

Emergencies: Tenant Floor Warden Responsibilities

It is essential that all tenants have their own procedures ready to implement during emergency situations. Please review the attached links as well as the Emergency Procedures sections of this enclosed manual as part of your plan development.

[Click here to download Building Evacuation Procedures](#)

[Click here to download Building Evacuation Guide](#)

Each administrator or office manager should appoint a Tenant Floor Warden and an alternate Tenant Floor Warden for every occupied space. The Warden is responsible for organizing and implementing each suite's evacuation plan.

Tenant Floor Warden Responsibilities:

Take charge and confirm that the suite's evacuation plan is carried out properly.

Provides evacuation procedures of all employees.

Ensures stairwells are safe to access.

Directs staff to the appropriate stairwell(s).

Instructs employees to evacuate down through the stairwells in single file, staying to the right side, without drinks or large carryalls.

Reminds employees not to text, check emails or make conversation during evacuation.

Directs PNAs and their buddy to travel to the freight elevator lobby and await emergency responders to remove them from the building.

Acts as a liaison between office suite and Management Office during emergencies.

Designates gathering spot location for all employees to meet during an evacuation and provides location information to the Management Office. Takes a head count of employees at the gathering location and informs Management if any employees are missing.

Know all disabled personnel in suite and provide ongoing updated Persons Needing Assistance ("PNA") to the Management Office. Assigns a "buddy" to assist a PNA during an evacuation. Building security maintains a list of all disabled employees in the fire command room located on the ground floor for the use of the Boston Fire Department during a building evacuation.

Knowledgeable of emergency exits, stairwells and evacuation routes.

Knowledgeable of fire equipment location in each suite (manual pull stations, fire extinguishers).

Designates and trains an Alternate Warden(s) to aid and assist in all emergency evacuation procedures, planning and implementation.

Contacts the Management Office or the Police if there is an emergency in a suite.

Emergencies: Toxic Hazards

If there is a toxic spill or exposure, immediately move to an area where you are not exposed and call 911 and Security at 617-303-0090. Provide your building address, floor and phone

number, and also what type of spill. Take action as directed by first responders. Please let the Management Office know of such incidents so that they may inform and assist the proper authorities.

Introduction: Welcome

Welcome to 101 Arch Street! As a tenant or visitor, you may have questions about the building and its operation. In anticipation of these questions, we have developed this handbook for your reference. Included within are sections covering general building information, moving policies, fire and emergency procedures, security, area amenities, and building rules and regulations. Should you have any questions or if we can assist you in any way, please call the Management Office at (617) 204-1030.

Introduction: About 101 Arch Street

101 Arch Street is located in Boston's historic Downtown Crossing, neighboring the City's financial and re-emerging retail districts. The property contains over 400,000 square feet of Class-A office and retail space and is bounded by Arch Street, Snow Place Alley, Hawley Street and Summer Street. With a convenient location and exceptional services and amenities, 101 Arch Street continues to be selected as the business address of choice by some of Boston's most successful companies.

Downtown Boston boasts an abundance of historic sites and attractions amid the natural scenic beauty of the Boston Common and the Public Garden, the Charles River and Boston Harbor. New England's colonial roots surround present-day Boston providing both an educational and pleasurable experience for all. For more detailed information on Downtown Boston Business Improvement District and the City of Boston, please visit www.bostonbid.org or visit www.bostonusa.com.

Introduction: About SYNERGY

Boston Real Estate Investor and Management Company
Providing Real Property Services

Synergy provides asset management, property management, leasing and construction services to the properties in its portfolio and on a third party basis.

Seamless Integration of Capabilities

The close coordination between the investment, asset management and property management within Synergy is the key to our ability to deliver exceptional services to its tenants and exceptional value to its clients and partners. With extensive internal resources and a commitment to excellence, Synergy has displayed success capitalizing on investment opportunities due to its ability to address operating issues and improve the asset.

More than Leasing - Value-Added Services

Synergy operates on the principle that its tenants are not only leasing space in Synergy buildings, but are also seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product is only the first step. Synergy operates and maintains its buildings to the highest industry standard.

Best Environments, Highest Quality Service

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

Proven Success

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

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) and a [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. ([Specific contact information provided in the Property Management Section](#))

Introduction: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

Submit and track Certificates of Insurance. Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.

Customize notification options - receive information via email and/or text!

View and manage your contact information.

Sign up for notifications containing critical property information such as updated policies, security procedures, building closings, etc.!

Receive alerts pertaining to the latest news about the surrounding area like weather and traffic conditions!

Stay current and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!

Learn more and take better advantage of the available amenities and affinity programs at your property!

[SIGN UP SIGN IN](#)

Need Access?

Click on the "[Request Account](#)" link on the login page of the Tenant Center.

Enter your contact information and click "Submit". Your account request will then be sent to Management for review.

Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

Download the App!

[Help Center](#)

*Requires being logged into the Tenant Center.

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Neighborhood: Directions

DIRECTIONS TO 101 ARCH STREET FROM ALL POINTS FROM THE AIRPORT

Merge onto I-90 W / MASS PIKE / TED WILLIAMS TUNNEL

Take exit 25 to SOUTH BOSTON

Turn LEFT onto CONGRESS STREET

Turn SLIGHT RIGHT onto ATLANTIC AVENUE

Turn LEFT onto PEARL STREET

Turn LEFT onto FRANKLIN STREET

Turn LEFT onto HAWLEY STREET

The 101 Arch Street parking garage is located on your left immediately after Snow Place Alley. To continue to the main entrance of the building, take a left onto Summer Street. 33 Summer Street is side of Building and 101 Arch Street is around the corner on the left from Summer Street. (Arch Street is a one way street. Summer Street becomes a one way before Otis Street.)

FROM THE NORTH:

Follow 93 South to exit 22-South Station

Take right onto Summer Street

Refer to page 1 of directions

FROM THE SOUTH:

Take 93 North to Exit 22 – South Station

At bottom of ramp go straight across Kneeland Street

Go straight through set of lights

Refer to page 1 if directions

FROM THE MASS PIKE:

Heading East on Route 90 (Mass Pike) – follow signs for South Station/Retail District

Follow signs to Chinatown/Kneeland Street

Take 93 North to exit 22-South Station

Take a left onto Summer Street

Refer to page 1 of directions

FROM STORROW DRIVE

Heading East on Storrow Drive – Follow to end of Storrow Drive

Follow signs on 93 south

Refer “from the North” directions

FROM THE SUBWAY

Take Orange or Red Line to Downtown Crossing

From Airport: Take Blue Line to State Street Station connect to Orange Line to Downtown

Crossing.

101 ARCH STREET IS DIRECTLY ACROSS FROM ST. ANTHONY'S SHRINE

Neighborhood: Downtown Boston Improvement District

Downtown Boston Business Improvement District

The Downtown Boston BID is a private nonprofit working to make downtown a thriving and vibrant destination.

Visit www.bostonbid.org | Call Customer Service 617-261-0066 |

Email help@bostonbid.org

Selected services:

Downtown Shopping Guides - Hundreds of shops, restaurants, attractions

Ambassador Services - An escort to your destination, directions, recommendations

Events Calendar - Free and special events Downtown

News of Downtown promotions and deals

Sign up for BID E-News info@bostonbid.org

Like us on Facebook facebook.com/discoverdowntownboston

Follow us on Twitter twitter.com/#!/BIDBoston

Operations: Property Management

The 101 Arch Street Property Management Office is located on the second floor and open from 9:00 a.m. to 5:00 p.m., Monday through Friday. Please feel free to call or visit with any questions regarding the operation of 101 Arch Street. If you need to reach the Management Office after our office hours please call 617-204-1030. To reach Security directly, please call 617-303-0090. Calls coming in after or before normal business hours and on holidays will be handled by Security.

Property Personnel List

Title	Name	Phone Number	E-Mail
Senior Property Manager	Julie Bedrosian	617-204-1030	jbedrosian@synergyboston.com
Chief Engineer	Eric Miranda	617-204-1030	
Engineer Supervisor	Abdul Sofi		
Engineer	Stanley Saintil		
Director of Security	Jim Capone	617-204-1030	jcapone@apollosecurity.com
Garage Attendant (Standard Parking)	Gideon Bihon	617-439-4845	

Security: During normal business hours, all general security calls should be made to the Management Office at 617-204-1030. However, to reach the second floor security regarding a building visitor please call 617-204-1007.

Operations: Building Hours

101 Arch Street will be open for normal business operations (exclusive of holidays) from 8:00 a.m. to 6:00 p.m., Monday through Friday and 9:00 a.m. to 1:00 p.m. on Saturday. Access to the building after hours and/or on holidays must be made using the security access systems as described in the [Security section](#) of this handbook.

Operations: Holidays

The Building will observe the following holidays:

New Year's Day

Martin Luther King Jr.

Day President's Day

Patriot's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

Christmas Day

Please notify the Management Office if your office will be open on these days and/or if you will require HVAC or cleaning services.

Operations: Rental Payments

Under the terms of each lease agreement, rental payments are due on or before the first of each month without offset or notice. Invoices for recurring expenses may be provided but are not required. Please contact the Management Office with any questions.

Operations: Leasing

Synergy and CBRE handles the leasing of 101 Arch Street. Please contact the brokerage team directly for leasing information. Contact information is provided below:

Name	Phone Number	E-Mail
Jim Grady	617-517-2885	jgrady@synergyboston.com
Jonathan Freni	617-912-7044	jonathan.freni@cbre.com
Timothy M. Lyne	617-912-7020	tim.lyne@cbre.com

To view our current space availability, please visit:

[101 Arch Street Leasing Availability](#)

To view VTS for this property, please click on the VTS logo below:

Policies: Construction Rules & Regulations

[Click here to view the Construction Rules and Regulations](#)

Policies: General Rules and Regulations

1. Sidewalks, doorways, vestibules, halls, stairways, and similar areas shall not be obstructed nor shall refuse, furniture, umbrellas, boxes or other items be placed therein by Tenant or its offices, agents, servants or employees, or used for any purpose other than ingress and egress to and from the premises, or for going from one part of the building to another part of the building.
2. Plumbing, fixtures, and appliances shall be used only for the purpose for which constructed, no other unsuitable material shall be placed herein.
3. No signs, directories, posters, advertisements, or notices shall be painted on or affixed to any of the windows or doors, or in corridors or other parts of the Building except in such color, size and style, in such places, as shall be first approved in writing by Landlord at its discretion. Landlord will prepare building standard suite identification signs at Landlord's expense; however, tenant may install its own sign identification within the premises, subject to Landlord's approval thereof. Landlord shall have the right to remove all unapproved signs without notice to the Tenant, at the expense of the Tenant. It is also further understood that furnishings in tenant's space that are viewed from the common areas shall be subject to Landlord approval.
4. Tenant shall not do, or permit anything to be done in or about the building, or bring or keep anything therein that will in any way increase the rate of fire or other insurance on the building, or on property kept therein or otherwise increase the possibility of fire or other casualty.
5. Landlord shall have the right to prescribe the weight and position of heavy equipment or objects, which may overstress any portion of the floors of the premises. All damage done to the building by the improper placing of such heavy items will be repaired at the sole expense of the tenant.
6. Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Tenants of bulky material, merchandise or materials which requires use of elevators or stairways or movement through the building entrances or lobby shall be restricted to such hours as Landlord shall designate. All such movement shall be under the supervision of Landlord by pre-arrangement before performance. Such pre-arrangement initiated by a tenant shall include determination by Landlord, and subject to this decision and control, as to the time, method and routing of the movement and as to limitations for safety or other concerns which may prohibit any Tenant shall cooperate with Landlord's employees in keeping premises neat and clean.
7. Tenant shall not cause or permit any improper noises in the building or allow any unpleasant odors to emanate from the premises, or otherwise interfere, injure or annoy in any way other tenants, or persons having business with them.
8. No animals shall be brought into or kept in or about the building.

9. Except as provided in the Tenant's lease, no machinery of any kind other than that which is subject to normal business practices, such as typewriters, calculators, any business computers, shall be operated on the premises without the prior written consent of the Landlord. Nor shall tenant keep in the Building any inflammable or explosive fluid or substances, or any illuminating materials. No space heaters or fans shall be operated in the building.
10. No bicycles, motorcycles or similar vehicles will be allowed in the Building.
11. Tenant shall notify the building Management when safes or other heavy equipment are to be taken in or out of the Building, and such moving shall only be done after written permission is obtained from the Landlord on such conditions as Landlord shall require. Additional costs related to the installation of such equipment, such as for elevator use or window removal, will be borne by Tenant.
12. Corridor doors, when not in use, shall be kept closed. Stairwell doors shall remain closed at all times. Tenant shall lock all office doors leading to corridors and turn out lights at the close of the working day.
13. All deliveries must be made via the service entrance and service elevators during normal working hours. Landlord's written approval must be obtained for any delivery after normal working hours. Passenger elevators are to be used only for the movement of persons.
14. No nails, hooks, or screws shall be driven into or inserted in any part of the Building except as approved by the building Management, permitted by Tenant's lease, or as reasonably necessary to permit Tenant to hang pictures and other wall decorations within premises.
15. Landlord has the right to evacuate the building in the event of an emergency or catastrophe.
16. No food and/or beverages shall be distributed from the premises without the prior written approval of the building Management, except in connection with the operation of vending machines installed for the exclusive use of Tenant's employees or the operation of Tenant's lunch room for Tenant's employees permitted under the lease.
17. No additional locks shall be placed upon any door without the prior written consent of landlord. Landlord shall furnish all necessary keys, and the same shall be surrendered upon termination of Tenant's lease, and Tenant shall then give Landlord an explanation of the combination of all locks on the doors or vaults. Tenant shall initially be given two (2) such keys to the premises by Landlord. No duplicates of such keys shall be made by Tenant or its employees. Additional keys shall be obtained only from Landlord, at a fee to be determined by Landlord.
18. Tenant will not relocate furnishings or cabinets adjacent to mechanical or electrical access panels or over air conditioning outlets so as to prevent operating personnel from servicing such units as routine or emergency access may require. Cost of moving such furnishings for Landlord access will be at Tenant's expense

account. The lighting and air conditioning equipment of the Building will remain the exclusive charge of the building designated personnel.

19. Tenant shall comply with reasonable parking rules and regulations as may be posted and distributed from time-to-time.
20. No portion of the building shall be used for the purpose of sleeping or lodging rooms.
21. Prior written approval, which shall be at Landlord's sole discretion, must be obtained for installation of window shades, blinds, drapes or any other window treatment of any kind whatsoever. Landlord will control all internal lighting that may be visible from the exterior of the building and shall have the right to change any unapproved lighting, without notice to Tenant, at Tenant's expense.
22. Landlord shall not be responsible for lost or stolen personal property, money or jewelry from Tenant's space or public areas regardless of whether such loss occurs when area is locked against entry or not.
23. Tenant will comply with all requirements for the security of the premises, including the use of property removal passes for removal of office equipment/packages and use of security control cards for after hour entry.
24. All requests for overtime air conditioning and/or heat must be submitted in writing to the Management Office. A charge of \$80.00 per hour will be assessed for each request.
25. All requests for keys, locks or graphics must be submitted in writing to the Management Office.
26. It is strongly recommended by the Boston Fire Department that an A, B, C Multipurpose Fire Extinguisher be kept in each Tenant's area in an accessible location.
27. Landlord reserves the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgment shall, from time-to-time, be needed for the safety, protection, care and cleanliness of the building. The operation thereof, the preservation of good order therein and the protection and comfort of the Tenant's and their agents, employees and invitees, which rules and regulations, when made and written notice thereof is given to a Tenant, shall be binding upon it in like manner as is originally herein prescribed.
28. Smoking is not permitted in the building's common areas including building entrances, vestibules, corridors, restrooms and stairwells. Additionally, smoking is not allowed in front of the entrance to the building.
29. Footwear must be worn at all times throughout the building. No bare feet will be allowed in building common and/or tenant areas.

Policies: Insurance

Each Tenant is required by their lease to maintain their own property and liability insurance. Please ensure that a copy of your Certificate of Insurance (COI) is forwarded to the Management Office annually. Said certificate shall name Arch Owner LLC and Synergy Financial LLC as additional insureds.

[Click here to view Insurance Requirements](#)

Policies: Moving Policy

The following rules pertain to moving furniture, equipment and supplies in and out of 101 Arch Street.

ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING RULES WILL NOT BE ALLOWED TO ENTER THE PREMISES OR WILL BE REQUIRED TO DISCONTINUE THE MOVE AND REMOVE THEMSELVES FROM THE BUILDING.

1. Clean masonite sections should be used as runners on all finished areas where heavy furniture or equipment is being moved with wheel or skid type dollies. The masonite must be at least one-fourth inch thick, 4'x 8' wide sheet in elevators, lobbies and corridors, and 32" wide sheets through doors in Tenant space. All sections of masonite must be taped to prohibit sliding.
2. The mover must provide and install protective coverings on all walls, door, facings, elevator cabs and other areas along the route to be followed during the move. These areas will be inspected for damage after the move.
3. Any damage to the building or fixtures caused by the move will be repaired or paid for by the moving company.
4. Only the service elevator will be used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators has been granted by the Landlord.
5. Move-ins, large quantities of furniture, equipment or supplies must be accomplished after 6:00 p.m. on weekdays or on weekends or holidays, with the approval of the landlord.
6. The moving company must make arrangements with the Management Office for use of the elevator for each move. A firm arrival time will be established. The cost of additional security, an elevator operator and/or elevator mechanic will be borne by the tenant.
7. The moving company will be required to remove all boxes, trash, etc. when leaving the building. Any materials left behind will be disposed of and charges for this disposal will be sent to the moving company.
8. In order to preserve harmony among building trades, ALL MOVERS MUST BE UNION.
9. The moving company must carry insurance including, but not to be less than, the following:
 - Workman's Compensation in statutory limit for the State of Massachusetts, with employees liability limit of \$100,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form and certificate evidencing same shall be furnished to the Landlord before moving any items into the building. In addition, the moving company must agree to protect,

indemnify and save Landlord harmless from and against all claims, demands and causes of action of every kind of character arising in favor of moving company's employees, Landlord's employees or other third parties on account of injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employee's representatives or subcontractors.

10. The moving company shall be responsible for all damages and losses sustained by them from their tools and equipment utilized in the performance of all work thereunder. Comprehensive General Liability Insurance shall include coverage for hazards of premises, operations, elevators, products and completed operations and including personal injury coverage, part and contractual liability coverage designating the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$100,000 per person bodily injury and personal injury: \$1,000,000 per occurrence, \$300,000 damage to rated premises, \$1,000,000 personal injury, \$2,000,000 general aggregate, \$2,000,000 products, \$ 1,000,000 comprehensive vehicle liability and \$5,000,000 umbrella liability. Property damage insurance shall be broad form, including completed operations. The limits set forth above are minimum – if greater limits are carried they will apply to movements. Each company moving supplies, furniture and/or equipment through this building shall secure and present to the Management Office a Certificate of Insurance reflecting these coverage's twenty-four (24) hours before the move takes place. Arch Owner LLC and Synergy Financial LLC must be named as additional insureds on all policies.

List of Union Movers

ABC Movers 617-625-6683 33 Inner Belt Road Somerville, MA 02143	Spry Moving 781-933-8250 54 Holton Street Woburn, MA 01801
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Walsh Movers 617-269-5900
250 Elm Street
Dedham, MA 02026

Policies: Smoking

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

Policies: Tenant Alterations

Alterations and Remodeling

Building management must approve all construction or repair work, as well as the contractors performing such work, in writing. Please review your lease for the specific requirements.

Additional Space

Should your office space requirements increase necessitating expansion, please contact the General Manager as far in advance of your need as possible.

Security: After Hours Access

AFTER HOUR AND WEEKEND ACCESS

Perimeter lobby doors are locked during non-business hours: from 6:00 pm - 8:00 am, Monday through Friday and from 1:00 pm Saturday until 7:00 am Monday morning with the exception of the entry doors servicing Petit Robert Bistro and MBTA access on Summer Street which remain open until 10:00 pm, Monday - Wednesday and until midnight Thursday and Friday. Access during non-business hours is available using the building access cards and/or via the Security's intercom system located at the Summer and Arch Street entry points.

Entrance into the building during non-business hours is gained by placing a building access card in front of the proximity reader located at each entrance. Visitors can use the intercom, also located at each entry point, to reach connect to Security, who can provide access. Visitors must be pre-registered with Security by a tenant and show identification upon arrival.

All elevators, with the exception of the MBTA unit, are locked off during non-business hours but can be overridden either by access card or Security. A card reader is provided inside the garage/Harvard Building elevator and two card readers are embedded below the call buttons on the left side of the elevator lobby. Please place the access card in front of the proximity card reader(s) in order to be able to call or engage the elevator to bring you to the floor enabled by the card. For example, a 9th floor user will only be able to travel to the 9th floor. Users must place their card in front of the proximity reader and simultaneously press the elevator "UP" button. When leaving your floor, press the hall "DOWN" button to summon a car. Once inside the car, press the lobby level button, which will be the only enabled floor during non-business hours.

Security: Building Access

SECURITY CARDS

Each tenant representative must authorize individuals to receive building and suite access and all employees must have their photo taken in order to receive their building access card. The Director of Security, based in the Management Office, takes employee photos, assigns and programs all access cards. It is the responsibility of each tenant to notify the Management Office, via email or the work order system, of loss, termination, or reassignment of cards to ensure the proper control. Please return cards of personnel no longer in employ. Lost cards will be billed to tenants at \$20.00 each. Also, any additional cards requested after initial move in will be billed to tenants at \$20.00 apiece.

SUITE ENTRY DOORS

Control and programming of suite entry card readers are the responsibility of the tenant. Please contact the Management Office with any questions or for additional information. If a hard key is required for suite access, it must be integrated within the property's master key system for emergency access. The Management Office can provide suite keys as required at the rate of \$10 apiece.

Security: Freight Elevator and Tenant Delivery

101 Arch Street is equipped with a freight elevator connects to Snow Place Alley, via a loading dock, and serves floors B2 through 21. All delivery vehicles are limited to 20 minutes at the loading dock unless otherwise approved in advance by the Management Office. No passenger cars are allowed to park in the loading dock area. Scheduling for after hours use of the freight elevator must be handled through the Management Office. All deliveries, except hand carried packages, must be transported on the freight elevator. No mail carts or two and four-wheeled dollies are allowed in the passenger elevators. Scheduling for use of the freight elevator is also required for move-ins and move-outs. [Please refer to Moving Policy for further details.](#)

Security: General Office Security

INTERNAL SECURITY

Security at 101 Arch Street is of paramount importance. Our security team is on-site 24 x7 and our access control and CCTV systems, is operational and in effect at all times. Access to the Tower is available only through the turnstiles which require either placing a building access card in front of the proximity reader or via Security. Access to Harvard Building floors 3 - 5 is only available by placing an access security card in front of the proximity card reader located inside the elevator.

The property is equipped with a number of closed circuit cameras and motion detectors which monitor in and around various entry and exterior points.

Effective building security also requires tenant and employee involvement as well. Please note the following recommendations for the safety of all building personnel.

Do not unlock your entry doors until someone is in attendance who can observe anyone entering the office. Conversely, all doors should be locked in the evening when reception is no longer covered.

Lock up valuables when not in use. If suit jackets are removed, remember to transfer wallets to trouser pockets.

Keep only small amounts of petty cash on hand and store in a locked box in a locked file or desk drawer.

Record serial numbers of all equipment.

Call the Management Office and the Security Desk immediately to notify them of the presence of solicitors in the Building.

If a theft does occur, report it immediately to the City of Boston Police and the Building Security.

VISITOR ACCESS

Security screens all visitors for authorization to enter. Tenants should pre-approve visitor entry via the Property's Angus Work Order system to in order to expedite building access.

Security's screening process includes the following:

Review of the visitor's picture ID

Review of the visitor authorization by tenant using the Angus Work Order System

A call to the person authorizing access to confirm visitor is allowed to enter.

If Security is unable to reach the authorizing person, Security will escort visitors to the office suite.

If Security is unable to obtain approval for access, the visitor will be escorted out of the office suite.

Security: Keys

SUITE ENTRY DOORS

Access Cards

Many building offices are equipped with a card reader which is compatible with the building's system, eliminating the need to carry hard keys or a second access card. Control and programming of suite entry card readers are the responsibility of the tenant. Please contact the Management Office with any questions or for additional information.

Hard Keys

For those tenants using hard keys for suite entry, please contact the Management Office at least 48 hours in advance of move in and specify the number of hard keys required for company personnel. If rekeying of the entry door(s) is required, please provide a week's notice so that a locksmith can be engaged to provide this service. Keys will be provided to the tenant representative at the rate of \$10 per key. The cost of rekeying will be the responsibility of the tenant. Because all keys, including internal office cores, must need be on the building master key system for emergency and cleaning purposes, all work must be completed through the Management Office.

Security: Loading Dock Access

All deliveries must be made using the loading dock located on Snow Place Alley. Routine deliveries can be made between 8:00 a.m. and 6:00 p.m. Monday - Friday, except on Building Holidays. Large deliveries (large in size or quantity) must be made prior to 8:00 a.m. after 6:00 p.m., Monday through Friday or during weekends, with prior notice to and approval by the Management Office.

Security: Lost and Found

Items that are found on the premises may be returned to the Management office or Building Security. Please contact the Management Office regarding any lost items.

Security: Solicitation

Solicitors are prohibited from the property. Please inform the Management Office of any violators so that they can be removed directly.

Services: Building Signage and Directory

Graphics and Signage

All tenant entry and floor directory signage is provided through the Management Office. Under no circumstances shall signs in any form be placed on the exterior of the building, doors, or windows without written prior approval from Management. Refer to your lease for specific signage requirements.

Services: Cleaning

Janitorial Service

Office, restrooms and corridors are cleaned five nights each week. This includes all normal cleaning such as dusting, emptying wastebaskets and vacuuming, etc. Please contact the Management Office with any special requests. Day porter services are available during regular and non-business hours for an additional fee.

Cleaning inspections by members of the management team and the cleaning contractor are provided on a weekly basis. Please contact the Management Office with any issues or concerns.

Waste Disposal

101 Arch Street employs single stream recycling as part of its waste removal services. All refuse, with the exception of food contaminated waste, should be disposed of in the blue bins provided by the landlord.

Office refuse is removed from wastebaskets nightly when the offices and kitchens are cleaned. Extra trash or boxes that are not in regular wastebaskets should be marked "TRASH" or "BASURA" and boxes not for trash should be marked "DO NOT REMOVE", so that our cleaning staff will be certain as to the disposal, or not, of the material.

[Click here to view the Recycling Guide](#)

Services: Forms

For your convenience, several downloadable and printable PDF forms are accessible via links below. It is imperative that the Management Office has on file prior to occupancy and updated versions of Tenant Emergency Contacts, Persons Needing Assistance, Instant Contact information and General Contact Information documents. Hard copies of all forms are available from the Property Management Office as well.

[Fire Alarm and Sprinkler Shutdown Request Form](#)

[Tenant and/or Contractor Entrance Authorization Request Form](#)

[Insurance Requirements](#)

[Tenant Emergency Contact Information](#)

[Persons Needing Assistance Form](#)

[Contact Information Form](#)

Services: HVAC

Central chilled water system, central-cooling towers (roof), individual fan rooms on each floor with VAV boxes and electric perimeter heat allows individual temperature control and maximum flexibility. Several years ago, the building HVAC controls were replaced with DDC equipment to improve the delivery of services. The HVAC system is operational to maintain comfort heat and cooling, Monday – Friday, 8:00 a.m. - 6:00 p.m. HVAC services are also available free of charge, 9:00 - 1:00 pm on Saturdays on a request only basis. Please provide the Management Office with a minimum of 48 hours notice of Saturday heating or cooling requirements. After-hours HVAC service is available at the rate of for an extra charge of \$80/hour.

Window Blinds

Building standard blinds have been provided for use to block out the sun, minimize the heat load during the summer months and provide more efficient and uniform air conditioning.

Services: Mail Service

Mail Service

Mail distribution facilities for [USPS](#), [FedEx](#) and [UPS](#) are located on the second floor office lobby to the right of the Harvard Building/garage elevator. All outgoing mail must be placed in the depositories provided in the Mailroom. Mail service is provided Monday through Friday and overnight delivery pick up times are posted in individual depositories. The USPS area branch servicing the property can be reached at 617-654-5304.

The Property's individual tenant mailboxes are keyed to a base building system so all keys are provided through the Management Office. The first keys are provided to the tenant representative at no charge and subsequent are available for \$10 apiece.

Services: WiredScore Fact Sheet

[WiredScore](#) Fact Sheet

Services: Work Orders

Maintenance requests should be submitted online via Yardi Commercial Café, our electronic work order system.

All tenants are provided access to the property's work order system in order to register visitors, request building services, special cleaning, replace light bulbs, address hot/cold calls and the like. At occupancy, a member of the Management Team will meet with the designated tenant representative(s) to introduce them to the system. Upon request, Management can set up multiple authorized system users. The Yardi Commercial Café system enables the tenant to segregate those who can approve work orders and register visitors.

The work order system dispatches requests to individual management team members to expedite completion. Once the work order is complete, a confirming email is automatically sent to the initiator.

All work outside of the Landlord's requirements will be invoiced at cost plus 15%. Labor rates for the engineering and cleaning team adjust every January and also include a 15% mark up.

Sustainability: Green Cleaning

101 Arch has a comprehensive Green Cleaning program that aims to reduce the environmental impact of cleaning activities and preserve clean and healthy indoor air in every Synergy building. It addresses everything from cleaning supplies and equipment purchasing to chemical safety.

Sustainability: Indoor Air Quality

101 Arch has a comprehensive Indoor Air Quality (IAQ) Inspection Program which aims to maintain clean and healthy indoor air in the building. It requires periodic IAQ audits, including inspection of equipment, measurement of air and drinking water contaminants, and assessment of occupant comfort.

If you have an indoor air quality complaint, please contact your Office Manager (tenant representative). The Office Manager should submit an online work order and an on-site staff member will be dispatched to follow up on the matter. Property Management will ensure that appropriate action is taken to mitigate the issue. Resolution is reported to the Office Manager.

No-Smoking Policy

This policy aims to maintain clean and healthy indoor air in every Synergy building, preventing or minimizing exposure of building occupants, systems, and indoor surfaces to environmental tobacco smoke (ETS). It prohibits smoking within 25 feet of building entries, outdoor air intakes, and operable windows and addresses signage and designated smoking areas. [View it here.](#)

Sustainability: Energy Usage

[Energy](#) Usage

Sustainability: Cool In The Shade

Cool in the Shade is a program we will be running this summer which continues through the month of September. Tenants are asked to close all blinds in their offices, but particularly the south and west sides, at the end of the day on Friday of each week.

The Cool in the Shade Program is a new part of our "Working Green" initiatives. This weekly program helps reduce the heat load inside tenant spaces during the weekends when the air is off and conserves energy during start-up on Mondays. Even though the night housekeeping staff will help with lowering blinds that remain open on the south and west sides of the building, we ask that tenants help out by lowering their blinds prior to leaving the office on Friday.

[Click here to receive reminders!](#)