DIVISION OF CAPITAL ASSET MANAGEMENT & MAINTENANCE

Springfield Data Center Occupant Handbook

Welcome to the Springfield Data Center (SDC). The information provided in this Handbook will inform occupants of important building procedures, services, and policies and provide an orientation to the Springfield Data Center and community.

The Division of Capitol Asset Management and Maintenance (DCAMM) oversees the SDC's facilities maintenance services including

- Cleaning
- Mechanical maintenance
- Grounds
- Pest control
- Emergency response and life safety systems
- Security

If you have any questions, please contact SDC Facility Maintenance Office located in Room 127.

NOTE: Normal business hours are 8:00am to 5:00pm, Monday through Friday. During off-hours, between 5:00pm and 8:00am, the data center will be staffed with security personnel and maintenance staff.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these changes.

MAY 2016

Contents

Building Operations and Contacts Page 3
Building Information Page 4
Directions to the Springfield Data Center Page 5
Building Hours of Operations
Conference Room Schedule Page 6
Facility Maintenance Office Page 7
Contractor Work Permit Page 8
Emergencies Page 9
Emergency Procedures Plan Pages 10-23
Fire System Information Page 24
Photo Identification and Access Cards Page 25
Incident Report Pages 26-29
Key Management Page 30
Law Enforcement Access Page 31
Loading Dock/Contractor Access Page 32
Modification of Office Space Page 33
Parking Policies and Procedures Page 34-35
Pest Control Page 36
Posting Notices and Posters Page 37
Prohibited and Dangerous Items Pages 38-39
Recycling Page 40
Security Page 41
Services Page 42
Smoking Policy Page 43
Work Order Request Page 44

Building Operations and Contacts

The Office of Facilities Management, Room 127 of the SDC is open during regular business hours to respond to grounds, maintenance, mechanical, cleaning, pest control, and life safety systems. The Office of Facilities Management may be contacted 24/7 at **(413) 346-9100** regarding concerns within the building. Additionally, after hours inquires can also be made to the McCormack Building Control Center 24/7 line at **(617) 727-1000.**

CONTACT	LOCATION	PHONE/FAX	E-MAIL
DCAMM Facilities Management Office	Room 127	(413) 346-9100	
Richard Goulet, Director of Operations and Maintenance	Room 1500 McCormack Building, Boston, MA	phone: (617) 727-4050 x 31293 fax: (617) 727-8092	richard.goulet@state.ma.us
Kelly Flaherty, Facility Manager	Room 127	(413) 346-9120	Kelly.flaherty@massmail.state.ma.us
Ed Kennedy, Director of Life Safety and Security	Room 107 McCormack Building Boston, MA	phone: (617) 727-4100 x 31237 fax: (617) 727-2576	ed.kennedy@state.ma.us
24/7 Control Center	Room 109 McCormack Building Boston, MA	(617) 727-1000	ControlCenter@MassMail.State.MA.US
ISA Security	Main Lobby Room 102	(413) 346-9100	SDC.Security1@massmail.state.ma.us

Building Information

Directions to the Springfield Data Center

Springfield Data Center
53 Elliot Street
Springfield, MA 01105

Driving from the South

- Take I-91 N toward Springfield
- At exit 6, take ramp right for E Columbus Ave toward Springfield Center
- Turn right onto State Street St 0.6 mi
- Turn left onto Elliot Street 0.5 mi
- Arrive at 53 Elliot Street. SDC is located on the right side of Street

Driving from the North

- Take I-91 S toward Holyoke/Springfield
- At exit 7, take ramp on right for Hall of Fame Ave toward Downtown Springfield
- Keep straight onto W Columbus Ave 0.3 mi
- Turn left onto State Street 0.2 mi
- Turn left onto Elliot Street 0.5 mi
- Arrive at 53 Elliot Street. SDC is located on the right side of Street

Driving from the West (Pittsfield)

- Take I-90 E towards Boston/Springfield
- At exit 7, take ramp on right to Hall of Fame toward Downtown Springfield 7.4 mi
- Keep straight onto W Columbus Ave 0.3 mi
- Turn left onto State Street 0.2 mi
- Turn left onto Elliot Street 0.5 mi
- Arrive at 53 Elliot Street. SDC is located on the right side of Street

Driving from East (Boston)

- Take I 90 West
- At exit 6, take ramp right for I-291 toward Hartford Ct./Springfield
- Turn left onto I-291 W 0.5 mi
- At exit 2B, take ramp left for Dwight St toward W. Springfield/Dwight St. 4.5 mi
- Turn left onto Dwight Street 0.4 mi
- Turn left onto Hillman St 0.5 mi
- Road name changes to Pearl St. 317 ft.
- Turn right onto Spring St. and then immediately turn right onto Salem St. 0.2 mi
- Turn left onto Elliot Street 0.1 mi
- Arrive at 53 Elliot Street. SDC is located on the right side of Street

Springfield Data Center Conference Room Schedule

Reservations are accepted on a “first come, first serve” basis determined by the time of receipt. DCAMM reserves the right to move an agency’s meeting from one conference room to another. If an agency is moved, every effort will be made to provide early notification. Cancellations may be phoned in but must be followed up in writing.

Contact the SDC Facility Maintenance Office at (413) 346-9100 to schedule a conference room.

Springfield Data Center Facility Maintenance **Office**

Located in Room 127, the Springfield Data Center Facility Maintenance Office is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Graffiti	Phones: Pay/Courtesy
Air Conditioning	Hampers	Plumbing
Air Quality	Heating	Recycling
Blinds	Keys	Restrooms
Cafeteria	Leaks	Safety
Ceiling Tiles	Lighting Codes	Signs
Conference Rooms	Lights	Smoking Complaints
Electrical	Lock Outs	Spills
Elevators	Locksmith Office	Temperature
Engineering	Cleaning Office	Trash
Falls	Moves	Vacuuming
Fans	PA Systems	Ventilation
Fumes	Pests	

Contact Information for Customer Service:

Business Hours:	Monday - Friday 8am – 5pm (413) 346-9113
After Hours:	7 Days a Week 5pm – 8am (413) 346-9100

Springfield Data Center Contractor Work Permit

The Contractor Work Permit must be signed by the Facility Manager before an agency may have materials delivered or work begun by an outside contractor.

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project.

Please use web-based form below:

http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/springfield-data-center/springfield-data-center-contractor-work-permit.html

Springfield Data Center Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	**PHONE #**
Emergency	9-911 (dial this number from within Springfield Data Center)
Control Center (24 hour)	617-727-1000
Massachusetts State Police	413-736-8390
ISA Security	413-346-9100
DCAMM Life Safety Director	617-991-6865

EMERGENCY SITUATIONS
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards

Emergency Response Plan

DIVISION OF CAPITAL ASSET MANAGEMENT & MAINTENANCE

Office of Facilities Management

SPRINGFIELD DATA CENTER (SDC)

EMERGENCY PROCEDURES:

Occupant Section

ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the Springfield Data Center (SDC). It contains comprehensive occupant information relative to the various elements of the plan, the organization of emergency response teams, specific response procedures and action items, and facility emergency information. This Occupant Section of the Emergency Response Plan is available online at Mass.Gov on the Division of Capital Asset Management and Maintenance web page.

I. EMERGENCY PLAN

A. PURPOSE

The purpose of this emergency plan is to:

- Ensure the immediate notification and activation of all emergency personnel
- Provide a clear course of action to be followed during any emergency situation
- Ensure the immediate relocation of affected building occupants as quickly and safely as possible
- Familiarize all occupants with the specific emergency procedures and appropriate response

B. GENERAL

The activation of a sprinkler head, Vortex Fire Suppression System, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Springfield Fire Department, and signals the occupants to evacuate.

An effective emergency response requires teamwork. This plan will clarify the roles of building occupants, Emergency Team Leaders, DCAMM personnel, the Massachusetts State Police, and first responders in the event of an emergency.

Although building evacuation may occur as a result of any major emergency, the most common reason is fire alarm activation. Once an evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the **Springfield Fire Department** gives permission to do so.

Please remember when calling 911 for the reporting of emergencies, you first must dial "9" so 9-911.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the fastest and most appropriate response by emergency personnel. Since there are several reporting options available to occupants, it is important to know the benefits and the limitations of one option over another.

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely**. *This is the fastest and most direct method* to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency requiring immediate evacuation. Pull stations are located at key points throughout the SDC building. Become familiar with their locations.

OR

2. **Call 9-911**. Give the operator the following information: address, floor, tenant,
   And the location of fire or smoke if known.

AND

2a. **Immediately call SDC Security at 413-346-9100**, inform them that a 911call has been placed, and supply them with the same information given to the 911 operators.

OR

3. **Call DCAMM Control Center at 617-727-1000**. Give the Control Center the following information: floor, room number (if available), tenant, and fire or smoke location if known.

4. After the alarm system has been activated, locate the Emergency Team Leader and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

In the event of any other type of emergency (i.e. medical, bomb threat, etc.), alert the proper authorities, notify your Emergency Team Leader, and await further instructions.

Control Center (24hour)	**617-727-1000**
SDC Security	**413-346-9100**
Massachusetts State Police	**413-736-8390**
Springfield EMS	**9-911**
Springfield Fire Department	**9-911**
Springfield Police Department	**9-911**

For posting in tenant areas:

EMERGENCY NUMBERS

9-911

413-346-9100 SDC Security

617-910-8906 SDC Facility Manager

413-736-8390 State Police Springfield

617-727-1000 Control Center

IN CASE OF FIRE:

- **GO TO THE NEAREST PULL STATION**
- **PULL THE LEVER DOWN COMPLETELY**
- **BEGIN THE EVACUATION**

IN CASE OF OTHER EMERGENCY SITUATIONS:

- **CALL 9-911**
- **CALL THE CONTROL CENTER AT: 617-727-1000**
- **OR CALL THE STATE POLICE AT: 413-736-8390**
- **AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY**
- **FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE MEDICAL OR EMERGENCY CONDITION**

MEDICAL EMERGENCY NOTE:

If a medical emergency call has been placed to **9-911** you **MUST also notify Building Security at 413-346-9100** and advise them of the nature and location of the emergency **AND** that **Emergency Medical Services** have been summoned via a call to **9-911**.

III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

The following pages establish procedures to follow for various emergency situations. Please become familiar with them.

While evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of a building to evacuate are highly dependent upon the nature and circumstances of a specific emergency.

For example, the activation of the fire alarm system at the **SDC** will require the evacuation of the entire building. Most other emergencies may **not** require **immediate** evacuation. Some emergencies may require the occupants to leave the immediate area but not evacuate the building.

The Emergency Response Plan has been developed and organized according to the Incident Command System (ICS). Knowledge of the Emergency Procedures is your most important tool.

Some things to remember:

- When the alarm system is activated all doors are available to be used as an emergency exit. Be familiar with at least two emergency exits in your location
- Do not use the elevators for emergency evacuations
- Follow the instructions of the Emergency Team Leaders and Emergency Response Personnel
- **The overriding concern is for Life Safety. Use common sense**

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

1. **Report the fire.** Locate the nearest fire pull station and pull the lever down completely.
2. **Evacuate the building** via the nearest exits. Using the stairwells. Do not use the elevators. Leave the building, go outside.
3. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure that all emergency response agencies and building occupants are immediately notified of an emergency. Become familiar with their locations.

Other methods of reporting a Fire include:

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

Call Building Security at **413-346-9100** Give the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call the State Police at Springfield (**413-736-8390)** Give the MSP the following information: floor, room number (if available) tenant, and fire or smoke location if known.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should **report to the passenger elevator lobby** on each floor for evacuation to the Ground Level, unless otherwise instructed.

- **All others should proceed carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.

- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to ground level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the "all clear" command is given. **Under no circumstances** should personnel return to an evacuated floor or building except as directed by Springfield Fire Department personnel.

- When exiting your office area take only wallets and handbags and close, but **do not lock** all doors**.**

IN CASE OF MEDICAL EMERGENCY

1. Call **9-911**. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known

AND

Call SDC Security at **413 346 9100** to inform them that a **9-911** call has been placed and supply them with the same information given to the 911 operators.

Additional Medical Emergency Response Considerations

- Once notified, Security will contact Team Leaders and security personnel will immediately take control of a passenger elevator for use by emergency responders.
- Position volunteer employees at strategic intersections and/or doorways to act as a guide to responding personnel. This will improve response time considerably.
- Make sure someone is assigned to an office phone and able to take and place calls.
- If possible have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **413-736-8390**
2. **Briefly inspect the area** for any suspicious objects or devices**. Never touch or move a suspicious object.**
3. **Remain calm** and await instructions from the State Police or via the public address system.
4. **If instructed** to evacuate the building, **leave by the nearest exit**, walk to the nearest stairwell, proceed to lobby level and exit the building.

NOTE ATTACHMENT FOLLOWING PAGE: State Police Bomb Threat Data Form (Questions to ask caller, items to listen for and note.)

Other methods of reporting a Bomb Threat include:

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of device if known.

OR

Call **DCAMM SDC Facility Management Office 413-346-9112**

OR

Call SDC Security at **413-346-9100** and inform them of the Bomb Threat

Additional Bomb Threat Considerations:

- Persons knowing of the bomb threat should **visually inspect their work areas** for suspicious or unknown objects or devices. **Never touch or move a suspicious object.**
- Evacuating a floor or building without knowing exactly where a device is located may be dangerous.
- If evacuation is required, tenants will be notified via the public address system and normal evacuation procedures will be followed. Once outside the building, occupants should assemble at least 500 feet from the building.
- One individual who is very familiar with the involved area should report to SDC Security and identify him/herself as an individual with knowledge of the area involved in the threat.
- A copy of the MSP Bomb Threat Data Form (attached) should be distributed to all personnel answering general telephone calls on a regular basis.
- DCAMM Buildings procedures comply with, and are based upon State Police General Order SOC-02 6/23/97. Evacuation will only take place if deemed essential. If evacuation is necessary, the emergency evacuation procedure will be followed.

REMEMBER:

Do NOT touch, attempt to move, or in any way disrupt a suspicious device.

***CALL the* State Police Springfield *at* (413) 736-8390**

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
State Police –Springfield 413-736-8390

Exact wording of the threat:_____
_____
_____

Questions to ask:
1. When is the bomb going to explode?_____
2. Where is it right now?_____
3. What does it look like?_____
4. What kind of bomb is it?_____
5. What will cause it to explode?_____
6. Did you place the bomb?_____If so, why?_____
_____
7. What is your name?_____
8. What is your address?_____

Callers Voice: (circle any that apply)
Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Deep / Soft / Loud / Crying / Accent / Ragged / Distinct / Laughter / Normal / Clearing throat / Slurred / Disguised / Whispered / Deep breathing / Cracking voice.

If voice is familiar, who does it sound like?_____

Background Sounds: (circle any that apply)
Street noise / Voices / Factory machinery / Music / Crockery / Clear / Static / Motor / Animal noises / PA system / Local / Sirens / Horns / Phone booth / Long distance / House noises / Office machinery / Other_____
_____

Threat Language: (circle any that apply)
Well spoken / Incoherent / Foul / Taped / Irrational / Prepared message read.

Remarks:_____
_____

Received by:_____**Position:**_____**Phone:**_____

Date:_____ **Time:**_____**AM/PM**

IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

Prior to the arrival of emergency response personnel the following steps should be taken:

1. **Report the incident immediately.**
2. Instruct those who have not come in contact with the hazardous material to leave the immediate area but to remain on the floor.
3. Persons who have been, or may have been, in contact with hazardous substances should **immediately wash thoroughly with warm water and soap**. Do not touch the eyes, nose, or any other body part.
4. Persons who had no contact with any materials but were in the vicinity should **stay together** in a **safe location** nearby to **await instructions and assistance** from emergency response personnel. Do not leave the floor unless instructed to do so.
5. In a hazardous materials emergency, **containment** of the materials and individuals exposed **may be critical** to preventing additional unnecessary contamination. Isolate the area or close off the room by closing all doors. **Turn off all fans and air conditioners.**
6. **Follow the directions** of emergency response personnel exactly and immediately.

Other methods of reporting a Hazardous Materials Incident include:

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

Call SDC Security at **413-346-9100**. Give building Security the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call the DCAMM Control Center **617-727-1000**

Additional HAZMAT Considerations:

1. Hazardous materials (HAZMAT) emergencies can occur at any time.
2. If you suspect a dangerous, **life threatening condition** exists, initiate emergency procedures immediately.
3. If you encounter an unidentified liquid spill, or detect a strange odor, or notice the presence of any foreign substance report it immediately.
4. Remember, containment helps reduce contamination, stay together in a safe place.

IN CASE OF FAINT ODOR OF SMOKE OR BURNING

1. Call Security to notify Engineering to report the type of smoke/smell and location immediately.
2. Follow instructions when provided.

3. **If you suspect a dangerous condition exists,** locate the nearest fire pull station and pull the lever down completely.

There will be occasions where you will encounter a burning odor or a faint trace of smoke. These may be due to electric light fixtures overheating slightly, slipping belts in running machinery, or they may be something much more serious.

Call the below listed numbers immediately:

Call SDC Security **413-346-9100**, Give them the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call **9-911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the **DCAMM Control Center** at **617-727-1000.**

OTHER EMERGENCIES

For reporting other potentially dangerous situations, or for any other safety Issues or concerns:

Call Building Security at 413-346-9100

OR
Call the State Police at Springfield (413) 736-8390

OR

Call the DCAMM Control Center (617)-727-1000.

IV. EMERGENCY TEAM LEADER DUTIES

A. GENERAL

Duties of the Emergency Team Leaders are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET's consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the passenger elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

.

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:

- Facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.
- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, bathrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby and or smoke doors, if necessary.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, travel against the flow of traffic or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified DCAMM Command Center Team members.
- Reports stairway clear to Emergency Team Leader.

Fire System Information

The Springfield Data Center Fire System Response is used for planning and evacuation purposes. The evacuation response for this building is to evacuate the basement, 1st floor, 2nd floor and Penthouse floor in the event of any alarm activation. Occupants of each affected floor should evacuate outside the building when they get the alarm notification on their floor. (For more detailed information, see Attachment A: *Springfield Data Center Emergency Procedures Occupant Section)*

Alarm System Information:

The Springfield Data Center's fire detection and alarm systems are fully automatic, and when activated, trigger the following actions:

- Springfield Fire Department is notified immediately
- The Command Center is notified and trained employees are dispatched to the location
- The alarm signal, a continuous high signal pitch, sounds throughout the building and flashing white strobe lights will be activated at all alarm stations
- Air handling equipment in the vicinity of the alarm is automatically secured to prevent smoke from being drawn through the building
- All building doors controlled by the card access system will automatically release

The activation of the fire alarm system, sprinkler head, vortex fire suppression system, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Springfield Fire Department, and signals the occupants in the building to evacuate. Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the Springfield Fire Department gives permission to do so.

Photo Identification and Access Cards

One card is issued to each employee and is not transferable. Photo ID Access Cards are for authorized use only and have the employee name and picture on the card.

Walk-in ID hours:

Contact SDC Facility Management Office to schedule an appointment to receive a photo identification access card.

Replacement Cards:

Contact SDC Facility Management Office to obtain a replacement photo identification card.

Photo Identification Access Card Details:

- DCAMM issues one nontransferable Photo ID Access Card (ID Access) to each employee. ID Access cards are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless the Commissioner or Director of Safety / Security deems it necessary.

- ID Accesses remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth. DCAMM assesses a $12.00 replacement fee for a lost Photo ID.

Steps to acquire an original ID Access Card:

- Obtain a Photo ID application form from your agency liaison.
- Complete the form, making sure your name is exactly as it appears on your paycheck and indicating whether the application is for a new card, a name change or agency transfer.
- Have the form signed by your agency liaison.
- Photographs are taken in room # 163. It is the responsibility of the agency liaison, upon receipt of an employee's access card, to verify that the employee is employed by his / her department, to issue the card to the employee, or return it to DCAMM.
- Lost cards must be reported to the SDC Facility Management Office immediately so they can be removed from the system. When an employee terminates state employment the agency is responsible to retrieve the ID Access and return it to DCAMM.

Steps to replace a Photo ID Access Card:

- Contact the SDC Facility Management Office immediately

- Complete the photo ID application form and be sure to indicate that the application is for a replacement card.
- Submit a check for $20 to be made payable to the Commonwealth of Massachusetts.
- If the employee finds his/her photo ID card after receiving the replacement card, the original card must be returned to the SDC Facility Management Office. The fee is non-refundable.
- If the photo ID card is returned to the SDC Facility Management prior to being reported lost, SDC Facility Management will contact the agency liaison to establish that the card is valid and to arrange for its return to the employee.

Incident Report Form

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

Date of Incident:	**Time of Incident:**	**Day of Week:**
Date of Report:	**Report by:**	
Location (Specific):		

Type of Incident: *Check all that apply*						
	Injury	☐	Security Issue	☐	Threat	☐
	Fire	☐	MV Accident	☐	Assault	☐
	Theft	☐	Vandalism	☐	Other (specify)	☐

Involved Party:	**Telephone #:**	**Ext.#**
Agency?:	**Visitor:**	**Witness:**
Witness 1:	**Telephone #:**	**Ext.#**
Witness 2:	**Telephone #:**	**Ext.#**

Injuries? (Y/N)	**Description of Injuries (specific):**

Police/Fire/EMS Notified?	**Person Notified:**
BSB Staff Notified?	**Person Notified:**

Complaint against (if applicable): **Agency/Visitor**:

Sex: Male ☐ Female ☐ **Race:** _____ **Height:** _____ **Age:** _____ **Eye Color:** _____

Other Identifiers:

Dcamm only

Date Received: **Referred to:**

Comments:

Completed by: **Date:**

See additional paces for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page __1__ of __3__

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT

Narrative submitted by:	**Date:**

See additional paces for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page __2__ of __3__

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
AFTER ACTION REPORT

This page is to be completed by Division of Capital Asset Management and Maintenance personnel.

EVENT

RESPONSE

COMMENTS

RECOMMENDATIONS/ACTION

Submitted by:	Date:

INCIDENT # _____
Page __3__ of __3__

Springfield Data Center Key Management

All Springfield Data Center tenant agencies are requested to allow DCAMM Facility Maintenance Staff access to their office areas to ensure quick response to fire, leaking water, or personal safety of any agency employee.

Lockouts:

DCAMM will assist a tenant who is locked out of his/her office if the following conditions are met:

There is staff on duty in the building of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.

The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door, until it is determined that the person is approved access in that area.

The employee acknowledges in writing that authorization was given to open the agency's door.

Law Enforcement Access

Please use web-based form at:

http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/law-enforcement-officer-access.html

Springfield Data Center Loading Dock/Contractor Access

Please use web-based form at:

http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/springfield-data-center/springfield-data-center-loading-dock-contractor-access.html

Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM on the Contractor Work Permit form prior to beginning any such projects. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI checks performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at 617-727-3200 and an electrical permit. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Terms and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

Springfield Data Center Parking Policies and Procedures

It is the policy of DCAMM to allow only authorized personnel to park in select state facilities. The use of a DCAMM issued Photo ID Access Card shall be required for admittance into the Parking Facility.

No vehicle shall park in a Handicapped Accessible Parking Space without proper HP identification. Illegally parked vehicles are subject to tow and/or the loss of parking privileges.

Purposes: To ensure a safe and orderly parking facility for authorized personnel. To state the procedure for removing vehicles using Springfield Data Center Facility without proper authorization.

Policy: It is the policy of DCAMM to have vehicles that create a hazard to the facility or its occupants removed from DCAMM Parking Facilities. DCAMM also reserves the right to have any vehicle that does not have the proper credentials displayed, and/or cannot be properly identified as an authorized vehicle, removed without warning. Such vehicles will be towed under DCAMM supervision and at the owner's expense.

Procedure: Any person who fails to follow designated parking procedures may be issued a Parking Citation by the Massachusetts State Police.

Temporary Visitor Parking: To accommodate agencies and constitutional offices by providing limited Temporary Visitor Parking for persons needing to travel the Springfield Data Center to conduct business with agents of the Commonwealth of Massachusetts.

It is the policy of DCAMM to provide temporary parking whenever possible for the use of visitors of tenant agencies. Arrangements for Temporary Visitor Parking must be made between the Facility Manager and Agency Liaison.

All parking requests for Visitor Parking must be received by the Facility Manager at least 24 hours in advance. Such request must be in writing and must include the visitor's name, and the make, model and registration number of the visiting vehicle.

Due to the limited number of parking spaces, some requests will not be authorized.

Vehicle Damage in Parking Facilities: It is the policy of DCAMM to assume NO responsibility for Loss of, or Damage to, vehicles parked in DCAMM Parking Facilities. By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any such Loss or Damage.

Handicap Accessible Parking: It is the policy of DCAMM that requests by Agency Liaisons for Handicapped Accessible Parking Spaces be made in the same manner as requests for regular spaces as outlined in the Handicap Accessible Parking Spaces are assigned from within any agency's allotted number of parking spaces, not in addition to the authorized number of spaces assigned.

All parking spaces in DCAMM lots, including Handicapped Accessible Parking Spaces, are assigned through Agency Liaisons.

Photo ID Access Card Activity: It is the policy of DCAMM to maintain Photo ID Access Card activity records that are useful in sustaining and/or improving security and parking operations, such as lists of cardholders and a Transaction Log.

Bicycle Parking: It is the policy of DCAMM to provide outdoor and/or indoor bicycle racks for the use of state employees who work in the State Facilities: Bicycles shall not be ridden or walked through the lobbies/hallways of the facility or parked in any Office Space or Common Space, except where designated for bicycle parking.

Springfield Data Center Pest Control

Policies:

- It is the policy of DCAMM to ensure that all office spaces and common spaces are free of pests by educating its contractors and customers, following IPM procedures in accordance with Executive Order 403, and successfully managing its pest control contract; and to adopt and implement Executive Order No. 403, entitled Integrated Pest Management for Massachusetts State Agencies.

Preventative Measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests;
- Keeping individual workstations clean;
- Rinsing and storing all soda cans and bottles in appropriate containers for recycling
- Removing recycled cans and bottles from offices daily;
- Providing and using plastic or metal containers with tight-fitting lids for the storage of organic material that agencies have a special need to retain;
- Reporting any pest problems or conditions conducive to pest problems to the Facility Manager at (413) 346-9112.

Education measures to reduce food clutter, etc:

- DCAMM Management responsibilities to make customers more aware include:
- Educating customer agencies and employees of their responsibilities eliminate food sources that attract and sustain insects and rodents in the workplace
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace
- Educating personnel responsible for refuse management and recycling of their responsibilities to keep containers, and container areas scrupulously clean, and to ensure consistent and regular removal and disposal
- Educating building tenants of their responsibilities to provide organizational sanitation by eliminating excess paper, recycle paper and boxes for prompt removal, store materials off of the floor and away from wall and maintain closets and files with minimal clutter

Contact SDC Maintenance Staff to report pest activity.

Springfield Data Center Posting Notices or Posters

It is the policy of DCAMM to enhance the appearance of state office buildings by prohibiting the use of paper signs in DCAMM facilities.

No paper, cardboard, wooden, etc. signs shall be allowed in the Springfield Data Center. No posted material shall be affixed to walls, doors, or elevators. No political campaign materials shall be displayed or posted in the Springfield Data Center.

Any temporary paper signs must be posted following DCAMM Policy. All posters/notices must be pre-approved by DCAMM or SDC Facility Manager. If approved, posters/notices may be posted at a location determined by DCAMM. Failure to adhere to this procedure will result in the removal of posted material.

When permanent signs are needed, DCAMM will install them. Agencies may install signs with DCAMM's consent, provided they are consistent with other signs on the same floor and are ADA compliant.

Prohibited and Dangerous Items

Prohibited Items:

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters *

* Should an exception to this policy be requested, a Portable Space Heater Request and Approval Form must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items:

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff (see below)

All visitors, (e.g., anyone who is not a state employee or does not have ID Access) must submit to screening at a security checkpoint before entering the Building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the Building.

Firearms:

Only sworn law enforcement personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in the Building. Those authorized officers must present valid agency identification to the Security Staff assigned to the building entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass

the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility. Visitors in possession of a weapon must declare the weapon to Security Staff on duty at the entry point. Visitors are not permitted in the Building with weapons as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws. Visitors will not be provided with secure storage areas for weapons. Visitors attempting to enter the Building with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.

Springfield Data Center Recycling

It is the policy of DCAMM to provide means for tenants to recycle.

DCAMM encourages all tenant agencies to collect all paper materials for pick up by the recycling contractor.

Springfield Data Center Security

It is the policy of DCAMM to provide a safe and secure working environment for employees of all DCAMM tenant agencies.

Building Security has been designed with a security system to accommodate the confidential nature of information flowing through the Agencies located at SDC. The system is comprised of an Integrated Point Monitoring and Access Control System. In addition to uniformed security officers the system also contains a Closed Circuit Television System and intercoms, perimeter security fence and controlled access security gates (vehicular) on both Spring and Elliot Street and two pedestrian gates on Elliot Street. The system is designed to control access through a controlled security fence gate to the parking lot and through the security controlled main doors to the lobby. From the lobby there are several multilevel access requirements (card access, finger print, and vascular recognition) to afford the maximum of security into the building and interior areas.

All visitors and vendors must be scheduled to come to the building for any delivery, provide maintenance, installation or services to building systems or IT components. They must also show picture identification, sign in and out at the main entrance Security Desk or Loading Bay, and may not gain access to User Agency premises unless they are greeted and accompanied by an employee of the User Agency.

Access cards will be distributed by DCAMM to the specific Agency Representative. Photo identification will be adhered onto the access card and will be done at the Springfield Data Center. These ID cards must be worn at all times while personnel are in the building. Access Cards are used for identification, access into the building, parking areas, agency offices, data centers and cabinets. For security reasons, it is important that employees do not write any information on their card identifying the building or the degree of access the card provides.

The SDC Security Department can be reached at (413) 346-9100.

Springfield Data Center Services

Vending machines serving soft drinks, snacks, and candy are located on the first floor by the Kitchen and are in operation 24/7.

Men's and Women's Locker rooms and showers are available and located on the first floor.

Bicycle racks are located outside the building. Under no circumstances will bicycles be allowed inside the building.

Conference Rooms are available upon request.

Smoking Policy

No smoking is allowed in the SDC. Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L. Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance, which was the basis of previous Bureau Policy, Section 22 provides, in pertinent part:

Below is a link to M.G.L., Chapter 270, section 22

https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter270/Section22

Work Order Request

Work Order Requests from this site are for DCAMM managed facilities.

Please use the **CAMIS FAMIS SELF-SERVICE** **http://ias02.accruentondemand.com:8090/fss_dcamprd_dcam110fss/selfservice.login** work order system to request all services for all DCAMM managed facilities **except** for those listed below.

Please use the **NEW CAMIS Tririga Request Central** **https://camis.dcp.state.ma.us/index.html** work order system for the following facilities as of October 28, 2014: **John W. McCormack, Charles F. Hurley and Erich Lindemann, Springfield Data Center, Springfield Dwight Street, Springfield Liberty Street, The Big E and Pittsfield Office Building.**

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us