

TENANT HANDBOOK

UB Incubator @ CBLS

701 Ellicott St. Buffalo, NY 14203



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CBLS Handbook

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WELCOME TO THE UB INCUBATOR @ CBLs

On behalf of the UB Incubator @ CBLs, we would like to welcome you! Whether you are from UB or part of a private business, you are now involved in a collaborative effort with industry, government and researchers to improve the health and well-being of the population. We encourage you to take advantage of this state-of-the-art building and of the many great minds within. The NYS Center of Excellence in Bioinformatics and Life Sciences, (“CBLs”) not only represents a hub of life sciences expertise and innovation in Upstate New York; it, with the neighboring Hauptman Woodward Institute and Roswell Park Cancer institute (all part of the Buffalo Niagara Medical Campus), represents an impetus of Buffalo becoming a world recognized center for research in life sciences and disease control. Furthermore, the UB Incubator at CBLs is a diverse and safe space for all clients. We encourage ourselves, as well as our clients, to be open, understanding, accommodating and respectful of everyone around us.

The Buffalo Niagara Medical Campus, (“BNMC”) is a non-profit organization formed in 2002 to facilitate collaboration and address shared issues among member institutes. Please visit www.bnmc.org for more information and to sign up for their newsletter.

Sincerely,
UB Center of Excellence in Bioinformatics and Life Sciences Operations Staff

Mailing Address:
701 Ellicott Street
Buffalo, NY 14203
(716) 881-8900

Please note that there are numerous COVID-related notes to each topic. All COVID-related notes dictate any rules set forth in their respective topics. This handbook will be reviewed and updated as appropriate in response to the COVID-19 pandemic.

CBLS Facility Procedures, Polices and Operations

Emergencies, Security Cameras & Fire Preparedness:

- In the event of an emergency, call 911. In a situation where an employee gets injured on site, UB Police must be immediately contacted (716-645-2222) and the company's working supervisor must be notified. A report must be completed with the detail information (date, name, description, corrective action). UB Police should assess the situation and mitigate any problems. Employees of the University should contact Human Resources (716-645-7777) or visit the UB Human Resources website and fill out an accident report.
- Security cameras are installed throughout the building and are monitored by UB Police
- All personnel must leave the building during emergency drills. In the event of a fire or emergency, please calmly take the nearest stairs to the first available first floor exit. Occupants should gather in the courtyard between CBLS and Roswell Park. Once you have arrived at this location, please sign your name on a clipboard provided by a floor captain in an orange/lime colored vest. Also, please tell the officer on duty or one of your floor captains if you saw anyone in distress or not leaving the building.

Building Manager:

- The reception desk serves as a central contact for issues related to this building. The contact information is (716) 881-8900 and/or cbi-reception@buffalo.edu. Unless notified by addendum to this document, Company shall use the contact information noted above to convey questions, requests, or concerns.
- In the event of a building emergency after hours, please call UB Police (716-645-2222) or University Facilities Customer Service at the Baker Chilled Water Plant, North Campus (716-645-2205).

Key/swipe card/building access:

Company shall request swipe cards for the main building entrance and keys for access into Company assigned space through the Reception Desk at the CBLS. The CBLS has the right to limit the number of keys and badges issued. Keys and badges will be issued proportionally to the maximum number of desks available in each office or the number of occupants a tenant has, whichever is less. Extra keys may be provided for an additional cost and must be approved by the company representative and the CBLS Operations Team. Badges will currently be issued to tenants at no cost but is subject to change. Cards lost will be an extra cost to tenant. Company representative will verify staff and required times and dates in the building. Prior to leaving the space, all keys and swipe cards must be returned to the CBLS. Please note that Roswell Park creates the badges for the CBLS; these badges are typically ready within a week. New occupants can use temporary badges provided by the Reception Desk.

Building business hours and Reception Support:

The CBLS is open 24/7 via security badge access. The Reception Desk is typically staffed from 8:30am-4:30pm, Monday-Friday but subject to change. Guests arriving before or after this time are required to use phone in the entryway to call CBLS occupant for entry.

- **You are welcome to contact reception if you:**
 - have a general query about the building

- need to request a work order for UB Facilities to hang a heavy picture/item, whiteboard, corkboard, move a bookshelf. For lighter items you can personally hang them with 3M-type adhesives/hooks.
 - CBLIS will obtain a quote from UB Facilities for occupant review and approval.
 - UB Facilities will invoice occupant for charges associated with work order request. This is separate from your rent payments; follow instructions on invoice for payment submission.
- have a room problem or need a repair (including temperature adjustment)
- have a housekeeping request beyond what is included such as carpet shampooing, etc.
- need to reserve a conference room
- have found a lost item or would like to report a lost item
- CBLIS Reception Desk will provide to all companies the following: US Mail sorting, telephone answering for anyone who calls main number and meet and greet services. Company shall be responsible for providing its own office equipment such as copiers, fax machines, shredders, etc. if so needed. Document shredding service is not provided by the CBLIS.

General Operations:

- Please note that there may be times of temperature fluctuations or air handling issues/noises. If you notice any of these issues, please contact the CBLIS Reception Desk. Please note that it may take time for UB Facilities to work together with Roswell Park to navigate these mechanical issues as we are a shared facility. We appreciate your patience.
- You will be charged for all work orders outside of the scope of typical building maintenance as well as excessive repair and housekeeping requests, at the University's sole discretion.
- The space will be inspected during on-boarding. If a company determines space is in need of painting, it will be done at the company's expense. The space will also be inspected prior to vacating for any damages that will be repaired at the company's expense.
- Please respect our neighboring apartment complex by staying off of the McCarley Gardens lawn during your walk to and from the parking lot.
- Please use the revolving door when entering the lobby during the winter months to conserve heat and to keep the receptionist from receiving cold bursts of air when the side door is used.
- Please take off gloves before leaving lab space.
- Solicitors are not allowed in the building and vendors are only allowed by appointment and must be escorted by a building occupant.

Custodial:

Custodial service shall be as follows:

- **Schedule during COVID:** Touch points and common areas are wiped down twice a day. Garbage that is left outside of the office door is picked up on Monday, Wednesday, Friday. Private offices are not being cleaned during this time. Please note these are subject to change and based on updated CDC and State/SUNY guidelines.
- **Normal operating schedule/Non-COVID:** Cleaning will include trash removal every day. UB Custodians will enter an office space once per week IF a hang tag is left on the doorknob. The custodians will vacuum and wipe down surfaces only if the entire surface is cleared off. Each floor at the CBLIS is cleaned on a designated day. Level 4: Tuesday, Level 3: Wednesday, Level 2: Thursday, and Level 1: Friday. Cleaning will be performed between the hours of 11:00pm – 7:00am.
- The University requires separation of recyclable materials (paper, non-soiled cardboard, aluminum and glass) from other garbage. The university will provide trash receptacles and recyclable containers for collection. The company shall make every effort to move larger waste items, break down cardboard boxes and packing materials. It shall be noted that UB custodial staff are not authorized

to and will not enter any locked space except when requested by occupant (see below for details). It is required that Company place garbage receptacles for pickup outside locked space.

- **Lab Space:** Request to have lab space cleaned should be submitted to Nina Johnson at (716) 881-8902 or ajd5@buffalo.edu.
- **Additional Services:** Requests beyond what is stated above will be at additional costs agreed upon by both parties.

USPS and the policy associated with small package and other deliveries:

Only USPS can deliver to Reception Desk. All pick-ups and deliveries of non-USPS packages are handled by Roswell Park. The loading dock is located at Elm and Carlton Streets. The name of the dock is "BLSC Loading Dock." Pick-ups should be brought down to the loading dock in advance of scheduled pick-up time. The loading dock is open from 8:30am to 3:00pm and can be contacted directly at (716) 845-3004. Any issues related to customer service at the loading dock should be directed to the CBLs Reception Desk. Company is responsible for arranging for pickup service and payment for all outgoing deliveries. Companies are responsible for providing and updating CBLs Reception Desk of any contacts for receipt of deliveries.

IT Services:

- Refer to your IT MOU which outlines all IT services provided/not provided by the University. An overview is provided below.
- Also refer to the "UB Information Technology for UB Tenants" document provided in your Welcome Folder. To request a copy, please contact the Reception Desk.
- Overview of IT at CBLs:
 - Phones:
 - All private companies are responsible for supplying their own VOIP phones.
 - A wired secure port connection is required for VOIP phones
 - Port Activation and Installation:
 - All private companies are responsible for port activation and installation of ports. Exhibit D of the IT MOU (attached to Facilities Use Agreement or START-UP NY Agreement) outlines how UB delivers IT services to private companies at the UB Incubator @ CBLs and includes the current rates.
 - A wired port also comes with one (1) UBIT name and the ability to connect a VOIP phone. A UBIT name is required in order to log onto the UB Secure Network and to be connected to the copy machines.
 - It is the responsibility of the tenant to contact the UB IT Help Center if an issue should arise. **You must identify yourself as a UB Tenant at the UB Incubator @ CBLs**
 - To contact the UB IT Help Center:
 - **Phone:** 716-645-3542 option 4
 - **Email:** ubtenant-request@buffalo.edu
 - All IT questions and services provided through UB Central IT Office, not through the UB Incubator @ CBLs.
 - Please see separate document provided by UB IT in your new occupant folder for details about UB's network, guidelines, and when to contact UB Help Desk.

Conference Rooms:

- Various types of conference rooms are available for use by companies with space at the CBLs.
- All conference rooms have been upgraded with state-of-the-art AV/IT equipment
- The CBLs does not provide on-site AV/IT support. Guides are available in the conference room as well as on the intranet for your use.

- Occasionally a conference room may malfunction. Since the CBLS does not have on-site support, a room may be down for a couple hours/days/weeks. The CBLS will do its best to accommodate your group in another space but makes no guarantees that this is possible.
- The Event Space:
 - This space requires an event request form to be submitted and must be approved by the CBLS. Submission of the form is not a guarantee of approval.
 - Event Space policies will be included in your approval notification.
 - Reminder: AV/IT support is not available for the Event Space.
- Conference rooms can be reserved by calling the Reception Desk (716-881-8900) or through UB's Event Management System <https://spacerequest.buffalo.edu/>
- Conference rooms and the event space are included as a free amenity but may be subject to change.
- Please note that there is currently no limit on how frequently a company uses conference rooms. However, if CBLS Operations Team notices a company is abusing that privilege, then restrictions will be placed on the number of hours allowed to use a space per month.
- Please be respectful of your fellow occupants and clean-up after a meeting/event. All food and beverages must be thrown away and cleaned up after an event. Failure to do so will result in the temporary suspension or loss of your conference room privileges.
- **Using UB's Event Management System** <https://spacerequest.buffalo.edu/>
 - The Reception Desk will provide you with a username and password
 - Please note all UB employees will default to their UBIT name therefore you must notify the receptionist of your preferred email address to use for the conference reservation system.
 - Login in with your provided credentials (email address and provided password)
 - Click on "Book Now" next to the reservation template labeled "Request space in the UB Incubator @ CBLS (Non-UB)"
 - To find a room to book, you will:
 - Input the dates and times needed for your meeting, and select "Search"
 - Select the room you would like to book by clicking the green + button to the left of the room name.
 - Input the number of attendees, capacity type, and add room
 - Select "Next Step"
 - Input your Event Name
 - Note: Your Event Name should be the name of your company
 - Select your name as the 1st contact
 - Select "Create Reservation"
 - Note:
 - Your reservation is **NOT** confirmed when you submit it. Incubator Administration will review the request and either confirm or deny the request within 1 business day.
 - Should you need to cancel your reservation, please see contact the Reception Desk.
- Conference rooms can also be reserved by calling reception at 881-8900 or by e-mailing cbi-reception@buffalo.edu

Copy Machines:

- CBLS has 4 copy machines (1 per floor).
- Occupants will need to request a copy code from the Reception Desk.
- CBLS will invoice the company/occupant on a quarterly basis for their copy usage.
- Tenants will be set up with an account and billed quarterly, \$.05/BW & \$.16/color copy. Only one code will be assigned for each corporate tenant. *(Rates are subject to change without update to this*

handbook)

- Companies are responsible for installing the print drivers on their computers. Instructions are available in the “New Occupant Welcome Packet,” the intranet and upon request from the Reception Desk.
- If the copy machine is broken or malfunctioning, please contact the reception desk.
 - Please note that a machine may be down for a few days due to service provider or a need to order parts.
- Always promptly pick up printouts. All unclaimed printouts are disposed of at the end of each week.
- Never use the printer for copies exceeding 100 at one time. The copiers are not made for mass publishing and you may cause copier failure by over printing. **Mass copying can be done either by a private printing company or by University Printing on 250 Winspear Rd (South Campus)**
- Please do NOT take copy paper from the supply cabinets unless you are refilling the copy machine.
- Guest printing is available upon request and for a limited use. Please contact the Reception Desk.

Hospitality:

- Shared kitchen areas are provided for your use. Please note these areas are shared. Anything left in a refrigerator/freezer (including containers) will be thrown out by 3pm on a Friday.
- Coffee, tea and healthy snacks will be provided as available as an amenity to all the companies. *(Subject to COVID-19 regulations)*
- All companies are encouraged to bring reusable utensils and kitchenware. A dishwasher is provided. NO DISHES MAY BE LEFT IN OR NEAR THE SINK.

Interior and Exterior Signage:

- Interior – CBLS will provide standard identifying signage in the lobby, at the elevator and at office(s) and/or lab areas. CBLS will work with occupant to ensure accuracy of content.
- Exterior – Not Allowed
- Interior office signage cannot obscure glass/window light.
- To keep the interior style consistent, companies are not allowed to hang their own signage on the glass/exterior drywall, including vinyl clings. Request can be made to CBLS Operations team and handled on a case-by-case basis.

Hanging Items on the Wall:

- Please use 3M strips to hang light items on the wall such as pictures.
- Any heavier items will need to be installed by UB Facilities. Please contact the reception desk in order to request an estimate and get an account set-up for billing. Any costs incurred are the responsibility of the tenant.

Furniture:

- Standard office and lab furniture is included at the CBLS. Additional furniture may be purchased only from Millington Lockwood. Please see the intranet for a list of pre-approved furniture options available for purchase and for the contact information at Millington Lockwood. Pre-approved furniture list also available from the Receptionist.
- All offices come as is and the CBLS Operations team will not remove and store furniture.
- Please do not remove chairs from offices.

Parking & Public Transportation Information:

- Parking is not provided by the CBLs. Please contact BNMC (parking@bnmc.org) for parking information.
 - AllPro Parking, LLC 465 Main St., Suite 200
 - Phone number: 716-218-7351
 - Email: AllPro Parking, LLC 465 Main St., Suite 200
 - Phone number: 716-218-7351
 - There are several public transportation services that stop at or near the CBLs. The Allen Street subway station is located a few blocks away within the Jacobs School of Medicine and Biomedical Sciences
 - NFTA: <http://www.nfta.com/Default.aspx>
- Note for UB Employees Only: Effective 3/1/18 Parking for UB Employees and Students UB does not provide parking for any UB employees or students.

Laboratory related Facilities:

- Wet lab space is located on the 3rd and 4th floors of the CBLs
- Lab bays and procedure rooms are equipped with ports for in-house air, vacuum and gas.
- Wet Ice - 2 ice machines are provided per floor, one in each wing.
- Dry Ice - located on the 3rd floor outside B3-146. Liquid Nitrogen - available in the loading dock (RPCCC).
- Autoclaves and Washers—located on each floor (B3-208, B4-208)
- Cold Rooms – Walk-in cold rooms available on 3rd and 4th floors for experimental set-ups that require prolonged 4°C incubation.
- Deionized water – MilliQ water purification systems are available on 3rd and 4th floors. Annual rates will apply, irrespective of usage.
- A vast array of open-access shared equipment, ranging from ultra-centrifuges and Imagers to Real-Time PCR instruments, is available for researchers to use for an additional fee.
- Clean room facility (with strictly controlled temperature and humidity) available for specialized needs. Daily user fees apply.
- For rates, which are subject to change annually, contact Nina Johnson at adj5@buffalo.edu or 716-881-8902. A list of fees is also available on the intranet.

Lab Build-out:

Build-out requests must be directed to CBLs Operations Team.

Hosting Visitors:

***COVID Note:** Clients are encouraged to have virtual meetings as much as possible and have visitors in the building only when necessary. Visitors must check in with their host company on arrival, and host companies must meet them at the entrance and escort them to the meeting space. Visitors must sign in at the tracking log at the entrance or complete the daily UB Health Check online.

<https://www.buffalo.edu/coronavirus/health-and-safety/health-check.html>

- **Overview:** Whether you are escorting a single guest or making arrangements for a large function, keep in mind some of the following details when inviting guests to the UB Incubator @ CBLs:
- **Visitor Badges:** There are a limited number of visitor badges with various levels of access available at the front desk. If you wish that your visitor uses a pass for his or her stay, please request one from the receptionist. Not all visits warrant the distribution of a visitor pass. Due to some of the information housed in this building, it is preferred that guests be escorted by a representative of the building, whenever possible.

- **Access to the Building:** Please remember when scheduling meetings that there is a receptionist at the desk only from 8:30AM to 4:30PM, Monday through Friday. If your meeting begins before or after these times, a designated greeter should be arranged to open the doors for guests.
- **NOTIFY RECEPTION DESK WHEN HAVING LARGE MEETINGS OR CATERING/FOOD DELIVERY**
- **Parking** – Guests have several options for parking:
 - Meters on Ellicott and Virginia Streets *
 - Free Parking on North Oak Street*
 - Parking in the 589 Ellicott Street Lot operated by All Pro
 - If you have a large group that requires parking, arrangements can be made with All Pro parking to have guests park in the 589 Ellicott Street Lot. A daily rate per car will still be in effect but those groups that wish to cover this parking can contact All Pro directly.
 - Contact Information: All Pro parking, LLC, 465 Main St. Suite 200; 716-218-7351; Parking@bnmc.org

***Parking rules subject to change by the City of Buffalo. Please check all street signage**

Events:

To schedule an event at the UB Incubator @ CBLs, please contact the Reception Desk for access to the Event Management System to complete an *Event Request Form* for room B2-205.

<https://spacerequest.buffalo.edu/evntwebapp/>

Please note:

- **For UB Users:** There is no IT/AV support person at the UB Incubator @ CBLs. For IT/AV assistance, please contact your UB IT Node. SOP's are available to use the equipment.
- **For non-UB groups & CBLs Tenants:** SOPs are available to use the equipment. If you would like assistance and your IT person cannot provide it, you may contact Special Events for IT/AV support assistance for a **FEE** if you are not able to provide your own. **Please contact 716-645-6147.**
- Please contact Reception at 881-8900 if you would like to familiarize yourself with the AV equipment before the event. There are SOPs to use the equipment.
- The UB Incubator @CBLs is not responsible for day-of equipment malfunctions. UB will not be able to repair equipment on the day of an event
- External catering companies can be used. A liquor license must be obtained by the vendor to serve alcohol. Contact CBLs Operations team member to facilitate the signature of the landlord on the liquor license.

Listserv Announcements:

All UB Incubator @ CBLs occupants are added to the CBLs Listserv. These emails generally contain building/operation related announcements of closings, fire drills, special events, public safety, etc. If you find that you are not on the listserv or that you would like to change the email address provided in the listserv then please contact reception, via email, at cbi-reception@buffalo.edu.

- CBI-UB-LIST@LISTSERV.BUFFALO.EDU - Includes all CBLs UB & Corporate Building Occupants
- CBI-CORPORATE-LIST@LISTSERV.EDU - Includes all CBLs Corporate Tenants
- CBI-LABS-LIST@LISTSERVE.BUFFALO.EDU – Includes only CBLs Lab Personnel

Closings:

Holiday Closings:

The UB Incubator @ CBLs observes all major Federal Holidays and will be closed * on the following days:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas

Other Closings:

If the University at Buffalo is closed (due to weather or other issues), the UB Incubator @ CBLs will be not be staffed. Badge access still in effect 24/7. Prudence and safety would then apply for you to travel to work.

***Please note that when the UB Incubator @ CBLs is closed all routine services will not be available, i.e., no receptionist, no mail/courier pick-up or delivery, and no housekeeping. Badge access will still remain in effect 24/7.**

Helpful links/contact information:

- **CBLs Intranet:** <http://www.buffalo.edu/myincubator>
- **CBLs Reception Desk:** 716-881-8900 or cbi-reception@buffalo.edu
- To contact the UB IT Help Center:
 - **Phone:** 716-645-3542 option 4
 - **Email:** ubtenant-request@buffalo.edu
- Conference/Event Space Online Reservation System:
<https://spacerequest.buffalo.edu/evntwebapp/>
- See separate document in Welcome Folder for contact information related to the Operations Team at CBLs.