

# Seattle center information

## Telephone numbers and messages

IBM Resiliency Services site phone numbers:

Main Number: 206-587-4550  
Fax: 206-587-6819  
IBM Office: 206-587-4501, 4550

Fax machine: The fax machine is located in the Copy/Fax room. Incoming fax cover sheets should have sufficient information for the fax to reach you.

## Parking

AmpCo (IBM Building)

Hours: 7:00 am - Midnight, Mon - Thu

7:00 am - 1:00 pm, Fri - Sat

Closed Sun

Entrance: University

approx. max \$35.00.

Olympic Parking Garage

Hours: 24 hours/day

Entrances: 5th Ave, Seneca,

Approx. max \$35.00

Hilton Parking Garage Hours:

24 hours/day

Entrance: 6th Ave

Approx. max \$40.00

## Building access

**Entrances/exits:** The IBM Building is open Monday through Friday from 6:00 am to 6:00 pm. During these hours all entrances are open. The IBM Resiliency Services site is on the 11th floor, which is secured and requires badge access for entry. Access to the site is from the lobby or plaza level elevators which serve the entire building. Proceed to the 11th floor and ring the door buzzer in the 11th floor elevator lobby, outside the glass doors. We will issue you an access badge which will allow you access to all IBM Resiliency Services Site facilities on the eleventh floor, as well as all building rest rooms, and also the main building entrance.

The stairwells may be used to go from floor to floor, however your controlled access card is authorized for the 11th floor only.

**Handicapped entrance and exit:** Handicapped visitors may access the IBM Building from the

5th Avenue entrance. There is a ramp facility to this entrance from the both ends of 5th Avenue, as well as from University Avenue between the IBM Building and University Congregational Church parking garage entrances. Note that parking at the Hilton Garage at 6th and University is recommended, as it is open at all times. During normal business hours, arrangements can be made for parking in the IBM building, with elevator access to the plaza level where elevators to the upper floors of the IBM Building are available. Once inside the building, take the elevators to the 11th floor and proceed as indicated above.

To exit the facility, take any elevator car down to the LOBBY level from the IBM Resiliency Services site. Exit the car and proceed to the 5th Avenue exit unless you are parked in the IBM Building. If that is the case, proceed to the PLAZA level, exit the car and signal the Parking Garage elevator for service to the floor where you are parked.

The rest rooms on the 7th, 11th, and 20th floors have been designed for wheelchair access. These are at either end of the elevator bank on these floors. As with all IBM building rest rooms, badge access is required for your safety and the safety of all personnel who work beyond normal business hours, and the badge issued to you by us will grant you that access.

### **Building hours**

Normal business hours of operation are 6:00 am to 6:00 pm, Monday through Friday.

**Entering after hours/weekends/holidays:** If you are arriving during *non-regular* business hours, you will need to summon the building security guard via the telephone on the building pillar near the south entrance on 5th Avenue. These guards will contact us to authorize your entry into the building.

Once you have received a IBM Resiliency Services badge and a Linx elevator card, you may reenter the facility during non-business hours by using the badge reader at the right-most door on 5th Avenue.

### **Loading dock**

The IBM building loading dock is open 7 am - 5 pm, Monday through Friday, with a 20 minute loading zone. For longer periods, or for alternate hours or days, contact Building Services at (206) 628-5070.

### **Facilities in the area**

The IBM Building has a restaurant at the Plaza level. There are FedEx, Airborne and UPS drop boxes at the garage exit on this level. There is an automatic teller machine provided by First Interstate at the exterior northwest corner of the building on the lobby level.

In addition to a number of retail shops, West One Bank maintains a branch with an ATM machine and Federal Express operates a package drop-off office at the lower level. During normal business hours, Union Square connects via an underground concourse to Rainier Square and a wide variety of shops, cafes and other retail services.

### **Stairwells**

The stairwells may be used to go from floor to floor, however your controlled access card is authorized for the eleventh floor only.

### **Elevator access**

Elevators may be summoned from the Plaza or Lobby levels and parking garage by using the call button on the wall. During non-business hours, weekends, and holidays, elevator access is possible only by using an IBM-supplied Linx access card, or via a security guard override.

Elevator Phones: All elevators have phones. They are located in a cabinet below the floor selection panel. To activate, depress the "talk" bar. The phones operate on the basis of an intercom (no dialing necessary). Upon depressing the bar, you will "ring" directly to the Unico Security Office. You must keep the bar depressed to be heard.

### **Badges**

Guest badges will be issued upon your arrival and presentation of identification. In keeping with normal IBM policy, badges should be displayed at all times. These badges give you access to your individual customer areas on the eleventh (11th) floor, as well as all building restrooms and the main building entrance on Fifth Avenue. If you have personnel who will be working nonregular business hours, a Linx elevator card will also be issued to them at the time they report to the site. Any lost or stolen badges or Linx cards must be reported to a staff member immediately. The IBM staff has authorization to enter all customer areas. Please return ALL badges and cards at the conclusion of your visit, **BEFORE** leaving the building; there is a **seventy five** dollar (**\$75**) charge for each unreturned badge or card. Any lost or stolen badges or cards should be reported to an IBM staff member immediately.

### **Security**

A Security guard will be on duty 24 hours per day, seven days a week in the Unico Security Office at Two Union Square. Security patrols are made round the clock. Contact this guard at (206) 628-5104 or via the exterior security phones to obtain an escort to interior building locations.

### **Security policies**

Weapons (of any type), drugs (other than prescription drugs prescribed by a licensed medical doctor), and alcoholic beverages in any form, are not permitted at any IBM location. Failure or refusal to comply with this requirement will be cause for immediate removal from the site. If this condition exists or is suspected, IBM Security will be contacted immediately.

Prior authorization is required before a camera or video equipment can be brought into the building. Please make advance arrangements through your Recovery Specialist so the proper permits can be issued.

For safety and health reasons, it is requested that children and pets not be brought on site during an exercise.

IBM is not responsible for personal belongings. Lost and found inquiries should be made to your Recovery Specialist.

Customers are responsible for safeguarding any confidential information that is brought on premises. Lockable cabinets and/or offices will be provided on request.

**Smoking guidelines**

You are welcome to smoke outside the facility in the exterior building entrances, plazas and parks.

**Vending area**

There are vending and change machines located on the east side of the 9th floor. Any IBM staff member can provide you access to this area.

**Vital records**

All vital records, with your company name clearly attached, should be shipped to:

**IBM Corporation 1200 Fifth Avenue Seattle, WA 98101 IBM RESILIENCY  
SERVICES MATERIALS: HOLD at 9th Floor MAIL ROOM**

Notify the Seattle IBM Resiliency Services site prior to the shipment arrival date.

It is recommended that you also bring prepared shipping labels and shipping documents, with billing account numbers, to facilitate the expeditious return of your materials from the site.