

Smilow Center Transitional Research

Jordan Medical Educational Center

South Pavilion Expansion 8th & 9th Floor

PERELMAN SCHOOL OF MEDICINE AT THE UNIVERSITY OF PENNSYLVANIA

BUILDING USER MANUAL



The Perelman Center for Advanced Medicine

SKIDMORE, OWINGS & MERRIL

BUILDING ACCESS

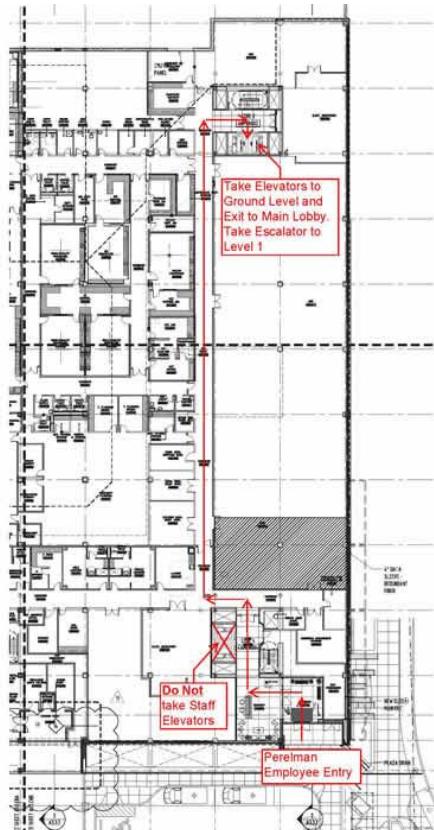
- A. Smilow Building Entrance:** From the SCTR East Service Drive entrance, ascend the steps or escalator to the floor. This entrance is open 7:00am to 7:00pm and requires ID swipe after hours.
- B. PCAM Main Entrance:** From the auto court ascend the steps or escalator to the first floor. This entrance is open 5:30am to 9:00pm weekdays and is not open after hours or weekends.
- C. HUP Bridge:** enter the PCAM first floor lobby.
- D. PCAM Staff Entrance:** From the corner of Health Services Drive and Convention Avenue, enter the staff entrance, turn left just after Security desk, and continue straight until you can go no further. These freight elevators will go to JMEC floors. This entrance is open 5:30am to 7pm weekdays and requires ID swipe after hours.

To Smilow: West Pavilion /SCTR Elevators

To Jordan: West Pavilion; 1st set of 4 elevators to 5th floor.

South Pavilion; Left side elevators to 5th or 6th floor.

To SPE 8/9: South Pavilion elevators, Left side elevator to 8th or 9th floor.



BUILDING OPERATIONS

SCTR, JMEC, & SPE 8 & 9

- Space Planning & Operations (SPO) is responsible for the administration and coordination of the Perelman School of Medicine's day-to-day facilities operations ensuring optimum delivery and performance for housekeeping, maintenance, building systems, utilities, and minor construction services. SPO serves Perelman School of Medicine customers including faculty, students, and staff.
- Please submit a departmental *Work Request Form* with funding account information to the Building Operations Manager.
Example: If you need a shelf removed or installed, please submit a work request.
- Routine maintenance issues and building emergencies should be called into the *HUP Facilities Service Desk* for timely resolution.
- Maintenance or housekeeping concerns should be reported to the Building Operations Manager

Contact Information

HUP Facilities Service Desk:

215-662-2301 (7am to 3:30pm, M-F)

267-862-0080 (After Hours)

PSOM SPO - Operations

(215) 898-8760

Normal business hours: 7am to 4pm, M-F

Please refer to the [PSOM Operations website](#) for information

PCAM Security Office:

215-615-5656

HUP Environmental Services (EVS):

(215) 866-7355

LAB OPERATIONS

Overview of Services:

Central DI Water:	Centrally located units (in lab corridors) provide type-2 water for use in Smilow & SPE. The annual maintenance of units is overseen by PSOM Operations (SPO).
Benchtop DI Water:	Benchtop units are managed per department for ongoing maintenance
Sharps:	Upon request, reusable sharps containers are provided by EHRS approved vendor (Sharps inc.). Participation is by opt-in with a service line P.O. by the occupying organization.
Biohazardous (Infectious) Waste:	Upon request, pick-up of autoclaved material, boxing and holding on concourse level by SPO. Disposed via incineration by EHRS approved vendor (Stericycle, Inc.).
Chemical & Radioactive Waste:	Request for the collection of chemical waste and radioactive waste is via web form. Radionuclide distribution room is located in SCTR room G-105. Contact EHRS, (215) 898-4453, for spills of chemical, biological, or radioactive materials.
Carbon Dioxide (CO2):	Bulk tank and central distribution to lab benches. Charges to occupying programs based upon usage.
Liquid Nitrogen (LN2):	LN2 can be purchased through the Penn marketplace (AirGas, Keen, etc.), or via the dewars filling station located in Smilow G-123, distributed by SOM auxiliary enterprise. To set up services, please call the LN2 core facilities 215-898-8022.
Central Glass Wash:	Ground level facility operated by SPO. Cost to occupying programs based on actual usage as a percentage of total operating expense.
Ice Machines:	Provided on each floor; maintenance by occupying organizations.
Dry Ice:	Provided by occupying programs.
Research Alcohol:	Distributed by Distribution Services BRB 2/3, SCTR, operating between 2p-4p, Tues & Thurs, 215-573-8500, for additional details please visit https://www.med.upenn.edu/spo/alcohol-for-research
Mail:	Distributed by SPO at concourse level pick-up window.
Distribution:	Second priority and all ground shipments received at concourse level and distributed by SPO to desktop. Perishables have priority. UPS/FedEx will deliver first-priority directly to desktop
Fume Hoods:	Maintained by HUP Physical Plant. Annual certification by EHRS.
Biological Safety Cabinets:	Annual certification provided by EHRS approved vendor and coordinated by EHRS. Cost of annual certification is charged directly to occupying program.
Autoclaves:	Centrally located in the equipment corridors of all lab floors for the sterilization of infectious waste. Requirements vary so please follow EHRS guidelines at https://ehrs.upenn.edu/health-safety/regulated-waste/biohazardous-waste/autoclaving-infectious-waste

ENVIRONMENTAL SERVICES (EVS)

The Environmental Services (EVS) Department is responsible for the cleaning of Smilow Center for Translational Research (SCTR), South Pavilion Expansion (SPE 8 & 9), and the Jordan Medical Education Center (JMEC).

EVS provides cleaning services and special project work including but not limited to exterior window washing, municipal waste removal, recycling, confidential, pest control management, and snow removal. By providing a consistent level of professional service, EVS contributes to the safety, health, and well-being of all visitors and staff of the PCAM complex.

Pest Control: Specific lab services can be provided by request. Pest Control services are provided in general common building spaces. Please refer to the Environmental Services contact information on page 3.

Waste Collection: EVS Staff will collect waste streams (regular and recycling) from designated containers throughout the building. Waste streams are not allowed to be mixed (dumped into another stream's bag) but can be transported together to the soiled utility closets for collection by the Trash Tech who will then proceed to transport waste to loading and dispose into the appropriate containers (regular trash into the municipal compactor and recycling into the single stream recycling container).

Chemical Waste Disposal - visit EHRS website

- <https://ehrs.upenn.edu/health-safety/regulated-waste/chemical-waste>

Radioactive Waste Disposal – visit EHRS website

- <https://ehrs.upenn.edu/radiation-safety/topics/research/radioactive-waste>

Infectious Waste Disposal - visit EHRS website

- <https://ehrs.upenn.edu/health-safety/regulated-waste/biohazardous-waste>

Central Glass Wash

Glass wash service is available for the pickup, sterilization, and delivery of lab glassware in the Smilow Building and South Tower Expansion.

- **Full-Service** glass wash services are available Monday, Wednesday, and Friday.
- **Self-Service** glass wash is also available to occupying programs on Tuesday and Thursdays.

To coordinate all glass wash needs, please contact Distribution Services, (215) 573-7694.

HUP PHYSICAL PLANT

HUP Physical Plant will provide 24/7 coverage of mechanical systems and facility operations. All maintenance for the School of Medicine staff at PCAM/SCTR will be performed by various building trades (Plant Operators, Plumbers, Carpenters, Electricians, etc.)

Emergencies

Service Desk: Monday – Friday 7:00am to 3:30pm call 215-662-2301.

After Hours, Weekends & Holidays call the HUP Facilities Control Room: 267-862-0080

The Physical Plant Service Desk should be called for maintenance issues including, but not limited to:

- overflowing toilets
- ceiling leaks
- smell of smoke
- elevator entrapments
- lighting issues
- power loss
- temperature and humidity issues

Maintenance Requests

Additional maintenance requests such as hanging items, painting, lock, or door issues, etc. should be submitted via the standard PSOM-SPO *Departmental Work Request Form*. The completed form should be emailed to planops@mail.med.upenn.edu. The Building Operations Manager will initiate the work through HUP Physical Plant and a Work Order Number will be generated for tracking.

Some work requests will require departmental funding (e.g. installation of an additional outlet or gas line). The requesting department will receive a job quote that will require an Accounting Unit or Purchase Order number to proceed with the requested work.

Key Requests

To request a key copy for a door lock, please submit a Mach Form on the SPO website. The request form can be accessed at: <https://www.med.upenn.edu/spo/keys-and-property-removal.html>. The Building Operations Manager will initiate the work through HUP Physical Plant and a Work Order Number will be generated for tracking.

COMPUTING AND NETWORK SERVICES

Penn Information Systems and Computing will provide network and telephony service to PCAM/SCTR. ISC will provide Wi-Fi service via *AirPennNet* and *AirPennNet-Device* and coordinate installation and maintenance of cell phone service repeater/extender.

Select UPHS programs may require access to Penn Medicine Information Service systems. ISC and PMIS will coordinate as needed to provide/integrate service access as needed to support the occupying programs.

Penn Medicine Academic Computing Services will provide computing end user device support, device relocation support, desktop backup/software management and operating system support.

Services

PMACS will provide:

- Desktop and networking support via Local Service Providers (LSPs)
- Server/file share support
- Administrative and admission system support

Contacts

All support and service requests should be submitted via the PMACS Online Support portal. Links to the portal can be found on the PMACS home page:

<http://www.med.upenn.edu/pmacs/>

DISTRIBUTION SERVICES

Location: Concourse Level (CN), SCTR

Hours of Operation: 9am – 4pm, M – F

Phone: (215) 573-7694

Mail Drop Off / Pick Up

- Mail will be delivered in bulk from the dock to the Academic Programs Offices on the SPE 6th floor; all other programs may pick up bulk mail.
- Departments can drop off their mail at the window located on the Concourse Level of SCTR. Window hours of operation are 9a – 4p daily.
- After hours, a mailbox is available for mail drop off located on the 1st floor of Smilow, down the hall from security desk.
- Fed Ex and UPS box is also located on Smilow 1st floor, down the hall from the security desk.

Mailing Address Information

- To ensure accurate and timely delivery of all USPS and Campus mail, staff should personally update their mailing address information.
- To update your mailing address, follow these instructions:
 - Register your change of address with:
 - Penn Mail Services (<https://mail.business-services.upenn.edu/forms-resources/change-address-form>)
 - AND
 - USPS (<https://moversguide.usps.com/mgo/disclaimer>)
 - To change your address with PSOM Distribution Services, please submit a SPO - Change of Address Form (<https://hosting.med.upenn.edu/forms/spo/view.php?id=18426>)
 - Use this form if your department, or an office or lab within your department, is moving
 - Please note that filling out these forms does not update staff members' Penn Directory listing
- Change your Penn Directory listing (<https://www.upenn.edu/directories> > Update Directory Listings (PennKey and password required)
- If you are moving because you are changing jobs within the university, please update your record in Workday (<https://www.workday.upenn.edu>)
- Notify vendors and publishers directly if any mail addressed to you is department business that should be delivered to another person (e.g., invoices, periodicals, bank statements, etc.). This way, the mail will stay with the department

Packages

- All first priority packages are delivered by the Vendor to the desktop
- All second priority and ground shipments are delivered by Distribution Services, typically date of receipt.
- Packages containing radioactive material will be delivered directly to the user by the carrier or to the EHRS radionuclide distribution facility.

Correctly Addressing a Package

USPS scanners read from the bottom to the top starting with the ZIP Code. Addressee and address information should read from the most specific (top) to the least specific (bottom). *The bottom two lines of the address must appear as in the example below.*

USPS Preferences and Specifications:

- Use all uppercase
- Use Helvetica, Arial, or other *sans-serif* font
- Do not use a bold, condensed, or extended font
- Left justify
- Addresses may not be greater than 6 lines

More information on USPS addresses conventions:

LINE	FIELD NAMES	SAMPLE ADDRESS
1	Name	JEAN Q SMITH PHD
2	Department	DEPARTMENT OF SPACE PLANNING AND OPERATIONS
3	University and School	PERELMAN SCHOOL OF MEDICINE AT THE UNIV OF PA
4	Building Name	SPE ROOM 9-309
5	Street	3400 CIVIC CENTER BLVD BLDG 421
6	City State ZIP Code	PHILADELPHIA PA 19104-5157

Important: Use your ZIP + four digits:

Smilow (+Four Digits)	Floor	Jordan & SPE (+Four Digits)
	Concourse	
	5 th	5168
5162	6 th	5162
5163	7 th	
5156	8 th	5156
5157	9 th	5157
5158	10 th	
5159	11 th	
5160	12 th	

Loading Dock:

Loading space availability is on a first-come, first-serve basis only. All deliveries must route through the loading dock. Nothing is permitted to be stored on the dock.

Outgoing Expedited Box Locations

Nearby drop boxes are located at	
UPS	FedEx
3600 CCB Lobby 3600 Civic Center Blvd, Philadelphia, PA 19104	3600 CCB Lobby 3600 Civic Center Blvd, Philadelphia, PA 19104 BRB Lobby 421 Curie Blvd, Philadelphia, PA 19104 CRB Lobby Vestibule 415 Curie Blvd, Philadelphia, PA 19104
SCTR 1st Floor 3600 Civic Center Blvd, Bldg 421, Philadelphia, PA 19104 Near the Auditorium & Commons, behind the security desk	SCTR 1st Floor 3600 Civic Center Blvd, Bldg 421, Philadelphia, PA 19104 Near the Auditorium & Commons, behind the security desk
Outside CHOP Leonard & Madlyn Abramson Pediatric Research Center 3615 Civic Center Blvd, Philadelphia, PA 19104 Located on the Civic Center Boulevard side, not the BRB- facing side	Outside CHOP Leonard & Madlyn Abramson Pediatric Research Center 3615 Civic Center Blvd, Philadelphia, PA 19104 Located on the Civic Center Boulevard side, not the BRB- facing side

RESEARCH ALCOHOL

Hours of Operation: Thursdays, 2:00PM - 4:00PM

Alcohol Coordinators: Martin English & Ben Roach

Associate Director, Business Operations: Alketa Ndoka

For questions regarding research alcohol please email: alcadmin@pennmedicine.upenn.edu

General Information

Research Alcohol is ordered through the Alcohol Service Center.

<https://www.med.upenn.edu/spo/alcohol-for-research>

SCTR occupants must pick up orders at SCTR Receiving location at CN-124 by a lab member. Alcohol Service Center staff does not deliver alcohol.

- The Alcohol Service Center distributes two types of ethyl alcohol: 190 proof & 200 proof.
- Per EHRS & building codes, SCTR is limited to three (3) total gallons of alcohol per order
- Do not order quantities of alcohol greater than your approved storage capacity.
- Alcohol Service Center staff cannot lend out carts for the transport of alcohol orders.
- Triple rinse empty alcohol containers before putting them in the trash.
- If you have any questions about the safe handling, use, or disposal of ethyl alcohol please contact EHRS at: (215) 898-4453

Ordering Alcohol

Research alcohol must be ordered online via the SPO website:

<https://www.med.upenn.edu/spo/alcohol-for-research>

- Once the Department Approver & SPO approve the order, a pickup slip is sent to the Requester & Department Approver
- SPO approves alcohol orders every Wednesday at 3:00pm. Alcohol orders are not approved on days in which the Alcohol Service Center is open
- The lab member picking up alcohol must have a copy of the approved pickup slip either printed or on their mobile device available to present to SPO alcohol fulfillment staff
- Orders that are approved by SPO, are automatically cancelled if not picked up within 30 days of approval

SCHEDULING AND EVENT SERVICES

Scheduling & Event Services (SES) is responsible for the space scheduling process, service coordination, and management of the PSOM central shared meeting space events. SES uses CollegeNET 25Live Scheduling System to provide Penn Medicine access to classroom and meeting space in support of the academic, research, and clinical mission.

Procedures:

Scheduling and Event Services room requests for the Jordan Medical Education Center (JMEC), SPE 6th Floor, and Smilow Center for Translational Research are centrally scheduled via the PSOM Central Scheduling System, 25Live. Only official Penn Medicine employees (no contract or temporary workers) may place requests for event space and services through 25Live.

To log in, click the 25 Live link: <https://25live.collegenet.com/pennmedicine> and sign in using your Pennkey and Password. When you save your reservation, you will receive a pop-up notification that your request for space has been entered, and the SES Office will respond to your request within three (3) business days.

Space Categories:

All JMEC Spaces are restricted space requiring Academic Programs approval before requested space will be confirmed. SPE 6th Floor space is restricted for the Dean's Office requests and approval. SCTR upper level 146AB spaces are queued for Academic classes, requests will be held until an academic queue release on April 15th, July 15th, or November 15th. SCTR Auditorium, Commons and first floor conference rooms are publicly scheduled spaces and may be requested two years in advance.

How to reach the Office of Scheduling:

- If you have any questions regarding the status of your event request, during normal hours of operation 8:00am – 5:00pm Monday-Friday, please contact PSOM Office of Scheduling at 215-573-5555 or somsched@pennmedicine.upenn.edu
- After hours, please contact the Office of Scheduling, at 215-573-5555.
- Event setup/takedowns must be scheduled through the central scheduling system with the Office of Scheduling. All space requests, services, resources, and staff will be assigned on a first-come-first-served basis.

INFORMATION SERVICES

General Information

Perelman School of Medicine Penn Medicine Academic Computing service: Smilow, SPE, and JMEC

For IT issues in PMACS supported spaces or with University networking (PennNet), please submit support requests through the **PMACS Support Center**.

If you have an emergency issue, please either **contact your LSP directly** or contact the PMACS MedHelp line at (215) 573-INFO (x3-4636).

Health System: Floors 1 through 7 and 10 through 14

For IT issues in Health System supported spaces or with UPHS networking (HUPNet), please submit support requests through the UPHS Help Desk at (215)662-7474.

University VOIP (Voice Over IP) Phones:

For issues with University VOIP phones, please contact your Departmental Telephone Support Provider (TSP) for assistance.

MEDIA TECHNOLOGY AND PRODUCTION SERVICES

All spaces, equipment rentals or other services offered by the Media Technology & Production department must be booked through the 25Live. To log in, click the 25 Live link: <https://25live.collegenet.com/pennmedicine> and sign in using your Pennkey and Password. A valid school budget code or valid HUP Lawson number are required.

MT&P is in 408 Anatomy/Chemistry Building on the Perelman School of Medicine campus.

MTP Helpdesk: mtphelpdesk@pennmedicine.upenn.edu

- Main Campus: (215) 898-0514
- JMEC- (215) 573-5013
- Smilow: 215) 746-6777

Classroom Technology and Event Support | Ray Rollins and Joe Lavin

Classroom Technology Support and Equipment Management / Meeting and Symposium Support
Power Point upload, connecting laptops for presentations, ensuring room audio / Room checks and pre-event assistance from our technicians. / Video Conferencing Support (Zoom, Teams) Hybrid and Fully Virtual / Video Production, Recording, and Livestreaming (Mediasite, Zoom, Teams) / Portable Equipment Set- Up

Video Production Support | Kevin Flanigan and Syd Redmond

Production Studio Recordings / Pre-recorded lectures/ Live event recording / Postproduction/editing / Live broadcasting from new Pavilion OR's / On location production / Still Photography / Podcast recordings / Video and format transcoding (VHS and DVD transfer)

Project Installs and Support | Eric Capozzoli and Luke Ferrandino

Provide end users with the latest Penn Medicine AV Technology Standards for all virtual conferencing spaces / Review spaces requesting AV upgrades / Share design and scope of project based on end user needs and MTP AV standards / Schedule training with end users / Provide support for all MTP AV installed devices

Project Management and Repairs Support | Dave Randle and Paul Sproge

New AV System Installations / Upgrades to Existing Room Systems / Digital Signage: Hardware Installation, Support, Content Design, and Training / Equipment Repair and Replacement / Account Management for Mediasite and Tightrope Carousel Users / Mersive Solstice Support

SECURITY

The SCTR, JMEC, and SPE Security is provided by HUP/PCAM Security Officers. The patrol Supervisor and Security Officers assigned to SPE have security law enforcement experience and outstanding customer service and communication skills.

HUP Security is in communication with a Command Center in the Perelman Center for Advanced Medicine, that is staffed 24/7 and monitors CCTV, access control, and fire protection systems throughout the facility.

Security Contacts:

- HUP Security / **Emergencies (after-hours & medical): (215) 615-5656**
- PSOM Security: (215) 898-0196

Safety Concerns:

HUP Safety Manager: Jeffery Henne, (215) 662-3630

Penn Safety & Emergency Services:

- Fire & Emergency Services (FES): (215) 573-7857
- Division of Public Safety (DPS): (215) 898-7297
- Emergency: (215) 573-3333 / 511 from campus phone

Fire Drills:

- Conducted Quarterly on each shift in PCAM Clinical Areas
- Conducted annually in PSOM occupied areas of SCTR and PCAM

ENVIRONMENTAL HEALTH & RADIATION SAFETY (EHRS)

The Office of Environmental Health and Radiation Safety (EHRS) promotes health, safety and environmental protection in teaching, research, health care and administrative activities by providing services, advice, and compliance assistance. **If you have questions, refer to the EHRS website www.ehrs.upenn.edu or call EHRS at 215-898-4453**

Hazardous Waste

All infectious waste (except for the recyclable sharps containers collected by Advant-Edge Solutions of Middle Atlantic, Inc. (ASI) must be either disposed of in a sealed red bag or disposable sharps container and placed directly into an infectious waste RWM tote or autoclaved before being picked-up by PSOM SP&O Infectious Waste Staff.

Contact ASI Customer Service with your service-related questions: service@asiwaste.com.

Infectious Waste Management & Reusable Sharps Containers

Infectious waste:	Potentially infectious waste includes all waste materials that are contaminated with or suspected of being contaminated with blood, blood products, and other body fluids, recombinant & synthetic nucleic acids or material contaminated with recombinant & synthetic nucleic acids, as well as research materials that are or may be contaminated with pathogens that may cause an infection.
Advant-Edge Solutions of Middle Atlantic Inc. (ASI):	Vendor responsible for disposal of Penn's biohazardous/infectious waste.
Sharps:	Any material that has the potential to puncture through a waste bag (needles, scalpels, razor blades, broken glass, plastic ware, syringes with and without their needles attached, serological pipettes, pipette tips, or medical instruments).
Reusable Sharps Container:	Red 17-gallon sharps containers with hinged lids that are removed and replaced by Advant-Edge Solutions of Middle Atlantic, Inc. (ASI).

Procedure:

1. All infectious waste, including red bag waste and disposable sharps containers, must be properly packaged, and taken to the autoclave room on your floor to be either disposed of in a sealed red bag or disposable sharps container and placed directly into an infectious waste RWM tote, or autoclaved and placed in the PSOM collection bins in the autoclave rooms before being picked up by the PSOM SPO Infectious Waste Staff.

2. PSOM SPO Infectious Waste Staff will remove the autoclaved infectious waste from each floor. Advant-Edge Solutions of Middle Atlantic, Inc. (ASI) will pick up and dispose of all infectious waste from the PSOM.
3. Labs that do not participate in the reusable sharps container program or wish to use smaller sharps containers are responsible for purchasing their own disposable sharps containers, closing when $\frac{3}{4}$ full and autoclaving (if needed), and disposing of the sharps containers in the PSOM collection bins in the autoclave rooms.
4. Labs that opt into the Reusable Sharps Container Program are responsible to keep the containers and lids clean, stop filling when the containers are 75% full, and keeping the lids closed when not in use. See below for additional information.

Infectious Waste Disposal Guide:

(<https://ehrs.upenn.edu/health-safety/regulated-waste/biohazardous-waste/resources-biohazardous-waste-disposal>)

If you have questions about infectious waste, check the [EHRS Regulated Waste website](#) or call EHRS at (215) 898-4453.

Biosafety Cabinets

The University of Pennsylvania uses TSS for all services related to biosafety cabinet (BSC) certification, decontamination, and repair. Cabinets must be certified annually, after being moved, and when newly purchased. Cabinets MAY NOT be used if certification is out of date.

The cost of certifications will be charged as follows:

- Initial certification for each cabinet after relocation to SCTR will be paid for by project funds.
- **All yearly certifications after the initial certification must be paid for by the laboratory.**

Additional information about biosafety cabinet service and certification can be found on the **EHRS Biosafety website** or by contacting a biosafety officer at (215) 898-4453.

INTERIORS & FURNITURE

PSOM/HUP buildings adhere to standardized furniture finishes, sustainable practices, and design layouts. Any requests to deviate from these standards are reviewed by the SPO on a case-by-case basis.

To maintain safety, consistency, and compliance with facility standards, we kindly ask that no unauthorized furniture be brought into the building. This includes furniture from other locations and any items not commercially rated for office or institutional use. Unauthorized furniture may pose safety hazards, disrupt space planning, or fail to meet institutional requirements.

If you're considering changes to your workspace or need additional furnishings, please contact the Interiors team. For more details or to request a consultation, visit the **Facilities Planning and Space Management – Interiors** page:

<https://www.med.upenn.edu/spo/facilities-planning-and-space-management.html#Interiors3>

Ordering Process

Furniture orders are initiated only after occupants have submitted the final, approved drawings and proposals. Estimated ship dates are typically available within one to two (1–2) weeks after the order is placed. Please note that all orders are final once submitted. If additional items are needed after submission, a separate proposal must be prepared and approved.

Lead Time*

Furniture delivery and installation timelines depend on the scope and type of request:

- **New furniture** typically requires three to five (3–5) months from request to completion.
- **Reconfiguration of existing furniture** usually takes about four (4) weeks from the date of authorization.
- **Hybrid configurations** (a mix of new and reused furnishings) vary based on the balance of reused versus new components.

**Lead times are subject to change due to market fluctuations, supply chain delays, or unforeseen events such as natural disasters.*

Maintenance and Support

For assistance with damaged or broken furniture, or if you've misplaced a furniture key, please reach out to the Interiors team. They are available to support repairs and ensure your workspace remains functional and safe.