



HANOVER COMPANY

# Facilities Reference Guide

*(June 28, 2023)*

This guide serves as a brief overview of company operations, building operations and amenities.

Your Facilities points of contact are:

- Office Administrator – Erika Sanchez, **Ext. 1394**
- Facilities Manager – Jonathan Thompson, **Ext. 1308**
- Corporate Concierge – Ana Luisa Rubio, **Ext. 1100**
- Facilities Assistant – Jake Carter, **Ext. 1100**

Your HR points of contacts are:

- Chief Human Resources Officer – Roxanne Cox, **Ext. 1195**
- HR Manager – Yvette Gaubert, **Ext. 1188**
- Senior HR Generalist & Benefits – Alecia Tabb, **Ext. 1309**
- Senior HR Generalist – Jennifer Kissamis, **Ext. 1396**
- HR Project & Communications Specialist – Kim Heggie, **Ext. 1137**

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## HANOVER OFFICE OPERATIONS

Office Business Hours:	8:00 AM to 5:00 PM, Monday thru Friday <i>(Excluding Holidays and Building Closures)</i>
Dress Code:	Business Casual/Professional <i>(See Employee Policy Manual for guidelines)</i>
Building name:	Hanover Company Corporate Office
Main Line Phone:	713-267-2100
Office & Mailing Address:	1780 S. Post Oak Lane Houston, Texas 77056
After-Hours Emergency:	713-238-6102 <i>(Please program into your mobile phone)</i>
Facility-Related Requests:	<a href="mailto:facilities@hanoverco.com">facilities@hanoverco.com</a>

## **PARKING:**

### **Employee Parking Garage**

The company provides its employees with unreserved parking spaces in the Hanover BLVD residential garage. All employees must utilize the Corporate Office Parking Entrance. If you are coming from San Felipe or Sky Lark Lane, this will be the second entrance. If you are coming from Ambassador Way, this will be the first entrance. All employees must enter and exit using the Corporate Office side driveway. The maximum height in the parking garage is 7 feet. Special accommodations must be made for oversized vehicles.

The employee parking garage has an EZ TAG/TX Toll tag entry and exit gate. Your EZ tag/TX toll sticker will trigger the gates automatically, so you will not need a separate parking badge. If you have multiple vehicles with a toll tag, you can register all cars in our entry system. If you do not have a tag, you will be issued a TransCore tag to enter and exit the garage.

If you are not in your normal vehicle (i.e. a rental), please see the Corporate Concierge for a temporary TransCore tag to utilize during this period. Your security badge to the office is not programmed for the parking entry/exit gates.

If you arrive and the gate doesn't open, please park in any one of the four parking spaces directly in front of the Corporate Office (off S. Post Oak Lane) marked 'Valet Only'. Please coordinate with the Corporate Concierge to get your EZTag/TX Toll Tag rescanned.

### **For First-Time Office Parkers**

Please complete a Corporate Office Parking Form to provide your vehicle information (license plate number, make, model). The Office Administrator will enter the information provided into our database so you can start parking in the Non-Reserved Corporate Parking area.

### **Executive Reserved Parking**

Only authorized employees are allowed to park in the Executive Reserved parking. The Executive Reserved Parking area will be monitored daily and your vehicle will be ticketed if it is illegally parked. Repeated violators will be towed at their own expense.

### **Visitor Parking**

All Corporate Office visitors should be directed to the Executive Reserved Parking area. Your Visitors should pull up to the parking arm call box and press the button for assistance. The call box will ring at the lobby front desk and your Visitor will be buzzed into the Executive Reserved Parking area. Visitors can park in any unreserved spot. Visitors can also use the four parking spaces directly in front of the Corporate Office marked 'Valet Only' and enter through the front lobby glass doors.

**Should you have any questions regarding parking,  
please contact the Corporate Concierge at x1100.**





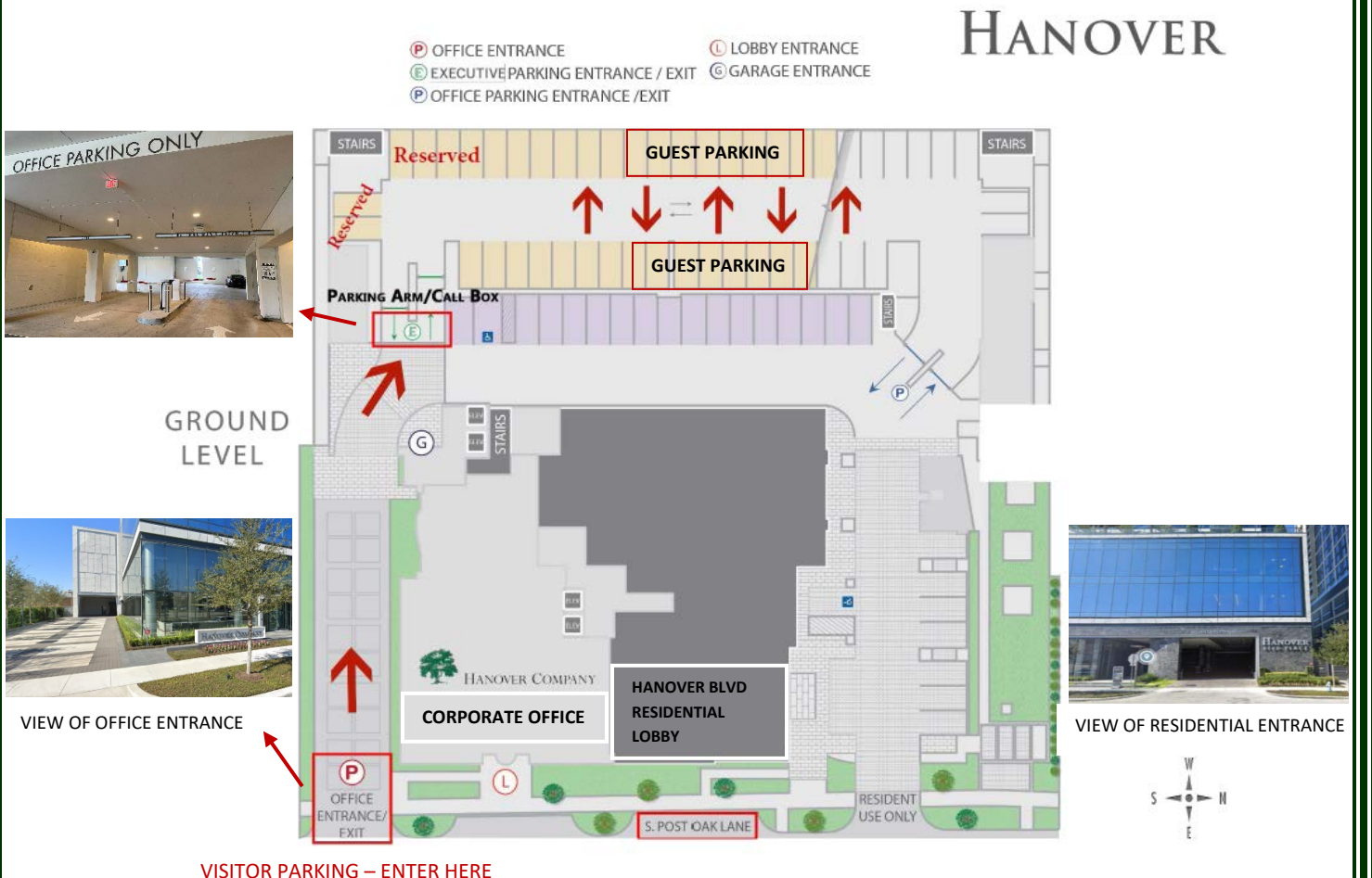
## VISITOR PARKING INFORMATION

**We look forward to welcoming you to Hanover's Corporate Office located at:**

**1780 S. Post Oak Lane  
Houston, TX 77056**

Below please find a detailed map of our Corporate Office parking.

- Please follow the red arrows from S. Post Oak Lane and turn into the entrance directly adjacent to the HANOVER sign (marked P).
- Pull up to the parking arm with call box (marked E). This is the entrance to our Executive and Visitor parking area.
- Press the call button for assistance. You will be buzzed into the parking area and can park in any of the unreserved spaces.
- There is an entrance to the building lobby right across from the parking area (marked with a G on the map) through the glass doors.
- When you enter the building lobby, please visit the front desk on the first floor and the Corporate Concierge will be able to assist you.



## **SECURITY AND BUILDING ACCESS:**

### **Hours of Operation and Normal Business Hours Access**

The building is open Monday through Friday, 8:00 AM to 5:00 PM. All employees and guests may enter the building during normal business hours without the use of an access card.

Visitors must check-in with the Corporate Concierge at all times.

### **After-Hours Access**

Outside of normal business hours, you will use your building access card to gain entry. If you are unable to access the building with your card, please visit the Hanover BLVD Place Residential Concierge for assistance. All office entrances are monitored by cameras.

Air conditioning is programmed to keep the building cool Monday through Friday, 7:00 AM - 6:00 PM and Saturdays from 10:00 AM – 2:00 PM. If your department needs to work outside of normal business hours, please submit a request to [Facilities@hanoverco.com](mailto:Facilities@hanoverco.com).

### **After-Hours Emergency Contact Information**

For all emergencies (fire, flooding, break-in), please call 911 immediately.

For any other after-hours urgencies, please contact 713-238-6102. This number is answered by a live person 24-hours a day. The Operator will take your information and relay it to the Facilities team members immediately.

### **Lost and Found Items**

For any lost and/or found items within the building premises, please email [Facilities@hanoverco.com](mailto:Facilities@hanoverco.com).

## OFFICE OPERATIONS:

### U.S. Mail

The Mail Room is located on the 1<sup>st</sup> floor. All outgoing mail should be placed in the outgoing bins to be metered no later than 10 AM. Mail will be picked up by the USPS Mail Carrier after 10:30 AM Monday through Friday.

Incoming mail will be available in the Mail Room after 1:00 PM each day. Mail will be sorted accordingly and placed in the inner office mailboxes in the Mail Room. *Please see your department's Administrative Assistant regarding delivery of your department's mail.*

Only business mail should be run through the postal metering machine in the Mail Room. If you need to mail a personal item, the Corporate Concierge has stamps available for purchase.

### Overnight Carrier

Our overnight delivery carrier is FedEx (1-2 day delivery). All **"FedEx Express"** overnight deliveries must be placed in the designated FedEx pick-up area in the Mail Room on the 1<sup>st</sup> floor before 3:30 PM. If you miss the deadline, the FedEx store in the shopping center across the street has an 8:30 PM pick-up.

When using the **"FedEx Ground"** option, remember to schedule a next day pick-up (via phone or on the FedEx website) as this will not go out with the daily FedEx Express pick-up. Please note there is an extra fee associated (\$3-\$5) with any packages sent FedEx Ground. *Please see your department's Administrative Assistant or the Corporate Concierge regarding preparation of overnight packages. Always use the least expensive delivery option.*

The Hanover FedEx account is for business purposes only. You should not send any personal packages on the company account.

### Couriers/Delivery Personnel

All couriers and delivery personnel are required to follow all building rules and regulations. Deliveries will be left at the Corporate Concierge Desk and you will be notified for pick up.

### Office Supplies

Office supplies are ordered on Friday on a bi-weekly basis. Our Office Administrator and your department Administrative Assistant are authorized to order office supplies. All office supply requests must be received by 3:00 PM on Friday to be included in the supply order for a Monday delivery. A notification will be sent once supplies are ready to be picked up in the 1<sup>st</sup> floor Mail Room.

Office supplies are located in the following designated supply areas:

- 1<sup>st</sup> Floor: Mail Room
- 4<sup>th</sup> Floor: File Room next to the Lounge

### Shredder Service

There are two 95-gallon shred bins located:

- 4<sup>th</sup> Floor: File Room next to the Lounge
- 4<sup>th</sup> Floor: Hallway near Men's Restroom

Please place all confidential documents (office paper, sticky notes, index cards, file folders) in these bins. Please do **NOT** put binders, trash, large boxes, magazines or hardback books in the shred bins. Bins are emptied on a bi-weekly basis and contents are recycled by Shred-It.



## IT SUPPORT AND SERVICES:

DYOPATH is our outsourced IT Department. Important information regarding your login, password, global address directory, phone and email are provided in your Welcome Letter. For any technical issues, you should contact the Help Desk by sending an email to the Corporate Help Desk ([corporatehelpdesk@hanoverco.com](mailto:corporatehelpdesk@hanoverco.com)) or simply typing "Corporate Help Desk" in the "To" box of your email. If email is not available at the time, please call **713-580-1111**.

### Network Printers and Scanners

You will have access to all of the network printers listed below. These printers have color printing and scanning capability. The floorplan will show you which printer is closest to your workstation.

FLOOR	NAME	LOCATION
3	3ARCH01	Adjacent to Murry Bowden's office
3	3DEV01	Adjacent to John Garibaldi's office
3	3HPPlotter Large format COLOR printer	Adjacent to John Paul Garland's office
3	3OCEPlotter Large format B/W printer & scanner	Under the stairs near the women's restroom
3	3RISK01	Near the IT and Risk Management areas
4	4HR01	Near Estimating and HR areas
4	4PMGT01	Adjacent to Jim Fenwick's office
4	4ACCT01	Accounting area near back stairwell
4	4ACCT02	Accounting area
4	4LEGAL01	Near Legal area

To Scan documents to yourself and/or another employee directly from the copier, place the document face-up on the document feeder, and choose options in the following order:

- 1) Select "Simple Scan".
- 2) Select "Address Book".
- 3) Names are listed alphabetically by first name.
- 4) Once name(s) are selected, you can change color mode, file format, resolution, etc.
- 5) Select "Start" on the screen or on the side panel to begin scanning.

### Fax Machine

A fax machine is available at the Corporate Concierge desk in the Lobby. If you need desktop fax capability, please contact your manager and the IT Help Desk.



## CONFERENCE ROOMS AND MEETING SPACE:

The conference rooms listed below are available for booking via Outlook. Please make every effort to book in advance. When inviting attendees, select the Global Address List and type "Conf" in the search box, and the list of conference rooms will appear. Add the desired conference room to your meeting request as a resource.

Each conference room is equipped with a networked computer, projection capability and polycom conference phone.

NAME	LOCATION	SEATING
BLVD	First Floor	24
Northshore	Third Floor	14
Andover	Third Floor	12
Ashton	Third Floor	12
Hanover	Third Floor	12 (configurable)
Design Forum	Third Floor	Island*
Design Library	Third Floor	Meeting Area*
Legacy	Fourth Floor	12
Beach Club	Fourth Floor	4
Coral Club	Fourth Floor	4

\*The Design Forum and Design Library are meeting spaces most appropriate for architectural and project collaboration. All items should be removed from the Design Forum presentation island by 5:00 PM daily.

\*\*\*If you are catering lunch for a meeting in a conference room, please move any leftovers and trash to the Cafe on the 3<sup>rd</sup> floor after the meeting ends. All food from catered luncheons must be removed by 3:00 PM. [It is very important to maintain a clean conference room environment.](#)

### Guest Offices

Two guest offices are available for visiting employees or guests. Guest Office A or B can be booked via Outlook and are located across from Murry Bowden's office on the 3<sup>rd</sup> floor.

## **BUILDING AMENITIES AND SERVICES:**

### **Fitness Center**

Fitness Center (2<sup>nd</sup> floor)

Open to Hanover Employees only – no guests! The Fitness Center is accessible 24/7. You must complete a Hanover Company Fitness Center Agreement and Release prior to usage. Lockers are available for daily use. Please do not leave any belongings in the lockers overnight. Four, single service shower rooms are available for employee use. Please limit shower usage to 30 minutes.

**\* *Group Fitness Class Schedule on next page.***

### **Café and Lounge Area:**

The 3<sup>rd</sup> floor Café is the main kitchen and dining facility. Water, coffee, teas, sodas and juice are provided.

The 4<sup>th</sup> floor Lounge provides a seating area, full sized refrigerator/freezer, water and coffee.

### **Refrigerator Policy**

Label your food with your name and the date of expiration. Do not eat any item that is not marked with your name!

**All unlabeled food items will be removed, and all refrigerators will be thoroughly cleaned on a weekly basis (every Friday after 4:00 PM).**

### **Dishwasher Policy**

Please either hand wash or load dirty dishes into the dishwasher. The dishwasher is run nightly, and clean dishes are unloaded each morning.

### **First Aid Kits**

There are three First Aid Kits located:

- 1<sup>st</sup> Floor: Catering Kitchen
- 3<sup>rd</sup> Floor: Adjacent to John Nash's office
- 4<sup>th</sup> Floor: File Room next to Lounge

### **Automated External Defibrillators (AEDs)**

There are two Automated External Defibrillators (AEDs) located:

- 2<sup>nd</sup> Floor: Fitness Center
- 4<sup>th</sup> Floor: File Room next to Lounge



## Group Fitness Class Schedule

Monday	Tuesday	Wednesday	Thursday	Friday
6:15am – 7:00am Kristen Thompson		6:15am – 7:00am Kristen Thompson		6:15am – 7:00am Kristen Thompson
6:45am – 7:30am Terrance Warren		6:45am – 7:30am Terrance Warren		6:45am – 7:30am Terrance Warren
		12:00pm – 12:45pm Kristen Thompson		
	4:45pm – 5:30pm Terrance Warren		4:45pm – 5:30pm Terrance Warren	
		YOGA  5:15pm – 6:00pm Kristen Thompson <i>(sessions held in Hanover Room)</i>		
	5:45pm – 6:30pm Kristen Thompson		5:45pm – 6:30pm Kristen Thompson	

**\*\*If you miss a class on your scheduled training day, you can substitute an alternate day.**

## OFFICE & CUBICLE ETIQUETTE:

Hanover's open work environment presents certain challenges. These ground rules will help you remain productive and neighborly. And, remember all these rules apply while you're in the office space, not just during our core working hours.

### Privacy

- Treat the cubicle as though it was an office with walls. Try not to startle someone working in a cubicle. Announce yourself or lightly knock on the wall.
- Never read someone's computer screen or comment on conversations you've overheard. Resist answering a question you overheard asked in the cube next to you.
- Be respectful of your coworkers' workspace. Just because there's no door, you shouldn't help yourself to their paper clips.
- Don't loiter outside someone's cubicle if the person is on a phone call. Come back at another time.

### Phones/MS Teams

- Try to pick up your phone after one or two rings. Set the ringer volume at a low level.
- Avoid the use of speakerphones. Avoid picking up a call "hands free" on the speaker phone or through your computer.
- Use a headset for conference calls and MS Teams. If you need a webcam and/or headset, please submit a ticket to the Corporate Help Desk ([CorporateHelpDesk@hanoverco.com](mailto:CorporateHelpDesk@hanoverco.com)).
- Watch your volume when talking on the phone. When you leave your cubicle, turn your phone ringer off if you tend to receive a large amount of calls.
- Never leave your cell phone behind in your cubicle without first turning it off or to vibrate.
- With personal or sensitive calls, be aware that your neighbors can hear your end of the conversation. Consider using an empty office or conference room for personal calls.

### Talking

- Use your inside "library voice".
- Don't talk through cubicle walls or congregate outside someone's cubicle. For impromptu meetings, go to a conference room or break room.
- Don't yell across the cubicles. Get up and move to the other person's location.

### General noise

- Play music only with the use of a headset. You may love the 80's rock, but your neighbor might not.
- Set your computer volume to a low level and turn off screensaver sound effects.
- Eat quietly. Avoid gum-popping, humming, slurping, whistling and pen tapping.
- Perform all personal care, hygiene and grooming tasks at home. Your neighbor doesn't want to hear you clipping your fingernails or see you flossing your teeth at your desk during work hours!

### Scents

- Don't eat hot food at your desk. Food odors can bother your hungry or nauseous neighbors.
- Avoid wearing perfume, cologne and scented lotions. Your neighbors may have allergies or chemical sensitivities.
- Be aware of personal odors and minimize their effects on others (this includes clothing, shoes, body odors, dental hygiene and food odors).
- Keep your shoes on at your desk.

*Thanks for supporting a pleasant work environment for everyone.*