

# 135 SANTILLI

Building Guide

Prepared by:

**Gilbane**

## HOURS OF OPERATION

### Access

The entrance is open to the general public from 9:00 a.m. to 6:00 p.m., Monday through Friday. The building does not require visitor check in for access. All doors, gates and elevator access are locked on Saturdays and Sundays and after 6:00 PM on weekdays. These access points are accessible by keycard only during these times.

### Engineering/Maintenance

The Engineering/Maintenance staff is on site from 6:00 a.m. to 5:00 p.m., Monday through Friday. The staff operates on an “on-call” basis after hours and on weekends.

### Housekeeping

Housekeeping personnel, responsible for cleaning tenant spaces, work Monday through Friday evenings, excluding holidays from 5:00 p.m. to 9:00 p.m. A Day Porter and Day Matron are on site weekdays from 7:00 a.m. to 5:00 p.m. and are responsible for maintaining all common areas including restrooms.

### HVAC Hours of Operation

Heating, ventilation and air conditioning are provided from 8:00 a.m. to 6:00 p.m., Monday through Friday and from 8:00 a.m. to 1:00 p.m. on Saturday (excluding holidays).

### Management Office

The Management Office, located on the first floor adjacent to the security desk, is open Monday through Friday from 9:00 a.m. to 5:00 p.m. The staff operates on an “on-call” basis after hours and on weekends.

### Security

Security personnel are on site 24-hours a day, 7 days a week.

### ACCESS AFTER HOURS

Building access after normal business hours will be limited to authorized personnel only.

To provide employees after-hours access, proceed as follows:

- A. Provide the Property Manager's office with a list of employees who have permission to enter the tenant space after normal business hours. Each employee's access ID card will be provisioned with after-hours access.
- B. For after-hours access, inform authorized employee(s) to enter the building via the courtyard or security desk lobby.

**Important:** Security will deny access to any unauthorized employees attempting to gain access to tenant's space.

### DELIVERIES / CONSTRUCTION

Deliveries and vendors are not allowed through the front entrance or on passenger elevators. ALL DELIVERIES AND SERVICES TO TENANT SPACES MUST COME THROUGH THE LOADING DOCK LOCATED ON THE REAR SIDE (NORTH SIDE) OF THE BUILDING. The freight elevator, adjacent to the loading dock, is for the shared use of all tenants and is operated under the direction of the Building Management.

For extraordinary deliveries please notify the Building Management Office and provide the following information:

1. Date of delivery / service.
2. Preferred delivery time/alternative delivery time:
3. Length of time required for freight elevator:
4. Items being delivered, number of boxes, size of items, etc
5. Name of vendor.
6. Certificate of Insurance for vendor.

## RULES AND REGULATIONS

The following summarizes the rules and regulations of the building and is consistent with Exhibit J of the Lease:

1. The Common Facilities shall not be obstructed or encumbered by Tenant (except as necessary for deliveries) or used for any purpose other than (i) ingress to the Premises and (ii) egress from the Premises.
2. No awnings, curtains, blinds, shades, screens or other projections shall be attached to or hung in, or used in connection with, any window of the Premises or any outside wall of the building that are not of a quality, type, design and color, and attached in the manner reasonably approved by Landlord. Notwithstanding the foregoing, Landlord approves of the blinds existing in the Premises as of the Effective Date.
3. No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor, if the Building is occupied by more than one tenant, displayed through interior windows into the atrium of the Building, nor placed in the halls, corridors or vestibules, provided that show cases or articles may be displayed through interior windows into the atrium of the Building (if any) with Landlord's prior written approval, such approval not to be unreasonably withheld or delayed so long as such display does not adversely affect the aesthetic integrity of the Building.
4. No tenant shall place a load upon any floor in the Premises that exceeds the floor load per rentable square foot of area which such floor was designed to carry and which is allowed by applicable Law. Landlord represents that the floor load per rentable square foot is one hundred (100) pounds per square foot for the first (1st) floor and eighty (80) pounds per square foot plus twenty (20) pounds per square foot partition allowance for all floors above the first (1st) floor. Landlord reserves the right to reasonably prescribe the weight and position of all business machines and mechanical equipment, including safes, which shall be placed so as to distribute the weight. Business machines and mechanical equipment shall be placed and maintained at Tenant's expense in settings sufficient, in Landlord's reasonable judgment, to absorb and prevent unreasonable vibration, noise, and annoyance. Tenant shall not move any safe, heavy machinery, heavy equipment, freight, bulky matter or fixtures into or out of the Building without Landlord's prior consent, which consent may require Tenant to provide insurance naming Landlord as an insured and in such amounts as Landlord may deem reasonable. If any such safe, machinery, equipment, freight, bulky matter or fixtures requires special handling, Tenant agrees to employ only persons holding a Master Rigger's License to do such work, and that all work in connection therewith shall comply with applicable Law. Any such moving shall be at the sole risk and hazard of Tenant, and Tenant will exonerate, indemnify and save Landlord harmless with respect thereto.

5. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or like substances shall be deposited therein. All damages resulting from any misuse of such fixtures by Tenant shall be borne by the Tenant.
6. Tenant shall not use the Premises or any part thereof or permit the Premises or any part thereof to be used as a public employment bureau or for the sale of property of any kind at auction, except in connection with Tenant's business.
7. Tenant must, upon the termination of its tenancy, return to Landlord all locks, cylinders and keys to offices and toilet rooms of the Premises.
8. Landlord reserves the right to exclude from the building, after normal Business Service Hours and at all hours on days other than Business Days, all persons connected with or calling upon the Tenant who are not escorted in the building by an employee of Tenant. Tenant shall be responsible for all persons to whom it allows access and shall be liable to Landlord for all wrongful acts of such persons.
9. There shall not be used in any space in the building, or in the public halls of the building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
10. No bicycles, vehicles, or animals of any kind (other than service dogs) shall be brought into or kept in or about the Premises.
11. No tenant shall make, or permit to be made, any loud, unseemly, or disturbing noises or disturb or interfere with occupants of this or any neighboring building or premises or those having business with them whether by use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No tenant shall throw anything out of the doors, windows, or skylights or down the passageways.
12. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.
13. No smoking shall be permitted in the Premises or the Building. Smoking shall only be permitted in smoking areas outside of the building which have been designated by Landlord.
14. Tenant shall cause all freight to be delivered to or removed from the Building and the Premises in accordance with Landlord's reasonable standard procedures.
15. Tenant shall not cause any offensive odors to constitute a nuisance or a menace to any other tenant or tenants or other persons in the building.
16. The rules and regulations set forth in **ATTACHMENT I to EXHIBIT J** and the contractor insurance requirements set forth in **ATTACHMENT II to EXHIBIT J** are applicable to any

Alterations being undertaken by or for Tenant in the Premises pursuant to the terms of this Lease.

17. With the exception of food to be consumed by Tenant's employees and invitees, no food shall be prepared or served on or about the Premises (except in any kitchen areas or areas designated by Tenant for consumption of food within the Premises which may be included in the plans approved by Landlord): no intoxicating liquors or alcoholic beverages shall be sold, generally distributed to the public or otherwise be consumed on or about the Premises without obtaining a license therefor if required by applicable Law.
18. Tenant shall give notice to Landlord promptly upon determining that there is a threat to health or safety at the Premises or at the Property.

**TENANT DATA**

Throughout occupancy, the following information must be submitted to the building's Management Office.

1. Alphabetical listing of all tenant employees with employee signatures.
2. Alphabetical listing of those employees who are permitted after-hours access to tenant space. Employee signatures are required with this listing.
3. License plate, make and model of any vehicle authorized to park in the covered lot.
4. The names of Contact Persons for your office including office and home telephone numbers.

Name: \_\_\_\_\_  
Office Telephone Number: \_\_\_\_\_  
Mobile Telephone Number: \_\_\_\_\_

The Contact Person is a tenant employee who can be reached at any time by our Security or Management.

- a) In the event of a problem or emergency condition affecting the tenant space:  
and
- b) has the authority to grant a tenant employee access to tenant space.

The Contact Person will only be called if an individual not listed with Security attempts to enter the premises after normal business hours.

5. The names of those individuals who are authorized to approve expenditures which are not part of the lease agreement (i.e., shampooing rugs, providing after-hours heating/air conditioning, etc.)

## AMENITIES

- 24/7 Security:** Building security is provided 24/7 including holidays. Building security is posted in first floor lobby. They are responsible for surveillance via closed circuit television of public areas. After hours the conduct patrols of the common areas and assure doors are secure.
- Free Parking:** The property has ample outdoor parking and limited covered and reserved parking spaces for authorized tenants.
- Charging Stations:** There are four EV charging stations located on the Santilli Highway side of the building. These are accessible to any tenant with prior registration for use.
- Cafe:** The cafe is open daily from 7:00 AM to 2:00 PM.
- Dining area:** The dining area includes TV's and microwaves.
- Fitness center:** For more information, please contact the property manager or security desk.
- Outdoor seating:** Our outdoor dining patio is located outside the cafe and dining area.
- Bicycle parking:** We provide monitored bicycle parking for convenience.
- Shower facility:** The shower facility is included with gym membership.
- Picnic Area:** The property has additional outdoor seating and space for outdoor events along the river to the rear of the property.
- Walking Path:** The river view walking path stretches from the property to Encore Boston casino to the south and downtown Lynn to the north.

**Please speak to property management or the security desk with any questions.**

## MAIL

### Location

The building mailroom, is located just past the loading dock on the first floor.

### Purpose

The mailroom provides the required mailboxes for any multi-tenant building. The U.S. Postal services delivers mail in this location as well as large bulk deliveries to the loading dock.

### Distribution

Incoming mail is not distributed to individual floors.

### UPS/ FedEx

Upon arrival delivery drivers notify security, and security will then contact each respective tenant mailroom contact. The mailroom contact then goes to the loading dock to receive and sign for any packages.

**Note: All Tenant mail must be retrieved from the mailroom or loading dock. Building management is not responsible for lost or misplaced packages.**

**HVAC – After Hours**

Heating and air conditioning systems operate from:

- 8:00 a.m. to 6:00 p.m. Monday through Friday
- 8:00 a.m. to 1:00 p.m. Saturday (excluding holidays)

Arrangements for heating and/or air conditioning after normal business hours must be made through the Property Management Office. To request additional HVAC operation:

1. Notify the Property Management Office of the date and time service is requested.
2. An authorization form will be sent to you for your signature.

Note: A minimum of two (2) working days advance notification is required.

**Smoking Policy:**

Smoking is prohibited in all common and public areas of the building including, but not limited to, building lobbies, elevator lobbies, washrooms, loading docks, all elevators (passenger and freight), all parking garage levels, and all stairways. Smoking is also prohibited in all external patios, stairways, and fire escapes. As a courtesy to those who smoke, we have a designated smoking area on the west side of the building. We ask tenants to please refrain from smoking in other areas or within 20 feet of any perimeter door. Security officers are instructed to inform smokers of this request.

## SECURITY

Security is provided seven (7) days a week. The security desk, located on the first floor adjacent to the Management Office, is staffed 24 hours per day and is equipped with closed circuit television and communications equipment.

Tenants can assist in providing a safe environment by remembering the following:

- Ensure that Tenant entrances are locked after normal business hours.
- Do not leave any valuables unguarded and secure desks and storage areas at all times.
- Collect all access ID card from employees who have terminated employment with Tenant.
- Report to the Property Management's Office any strangers in the building and the loss of or damage to any equipment.

Security personnel check all building doors (including those to Tenant entrances) after regular building hours and close and/or lock any doors which have not been secured.

Despite the aforementioned checks, the Landlord is not responsible for any unauthorized access into Tenant spaces.

### MAINTENANCE/JANITORIAL SERVICES

The standard Lessor supplied services are defined within the Lease. Access to the buildings online work order system will be provided upon request.

Arrangements for extra services such as holiday cleaning services, carpentry and general maintenance, carpet and upholstery shampooing, air conditioning/heating after regular hours, etc., can be made through the Property Management Office.

To request additional services:

1. Call the Property Management Office or issue requests in writing.
2. Once the request is received, the Management Office will issue a written estimate for work requested. Costs will include, but are not limited to, materials, labor and administrative expenses.
3. Once the tenant approves expenditure and property management receives authorized signature, the work will be scheduled and when applicable, materials will be ordered.
4. Upon completion of work, the Tenant will be invoiced for total actual costs.

#### **Recycling Program:**

We are committed to minimizing waste generation in collaboration with our tenants, through waste reduction, reuse, and recycling initiatives. We manage resources responsibly and critically. evaluate the materials and resources we procure and use in our building.

Cardboard Disposal To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons
- Retain flattened cartons in a designated area of your premises.
- Clearly mark the carton(s) “waste” Housekeeping staff will remove waste nightly. If you accumulate a large number of cartons, boxes, or excessive waste during business hours, please open a work order to arrange removal, or have a member of your staff bring them to the appropriate dumpster in the loading dock..

### **Electronic Waste (E-waste) Disposal:**

Toxic materials found in electronic devices, like lead and mercury, can be extremely hazardous to the environment. Our E-Waste Program is aimed at reducing electronic waste in landfills through the proper disposal of electronics. We collect the following items: • Computers and monitors, cellphones, laptops, batteries, keyboards, mice, cables, speakers, servers, desktop printers, televisions, radios, stereos, cell phones, inkjet toner, and laser cartridges. Please collect all e-waste in one area and open a work order to request a pick-up. The Stack

### **Pest Control:**

All common areas are serviced for pest control once a month by an independent contractor. This service is provided afterhours and is included in the operating costs of the building. If you notice any pests, please open a work order to arrange additional services.

### **Sustainability Program:**

Gilbane has held a long-standing commitment to sustainability, ensuring our buildings perform at a world- class level. Led by the Corporate Sustainability Team, we embrace recognized standards and best practices, actively engage with our stakeholders, continuously measure, and improve performance, and are always innovating to take our practices to the next level. We focus on four commitment areas:

1. Climate & Energy - We will be a leader in the development and operation of energy efficient, low-carbon buildings.

2. Wellbeing - We will incorporate world class features and amenities that support the success of our customers and help them live healthy and active lives.
3. Materials & Resources - We will manage resources responsibly and critically evaluate the environmental and health aspects of the materials and resources we procure and use in our buildings.
4. Community - We will engage our stakeholders, create outstanding buildings and places, and give back to our communities. Sustainability Reporting & Tenant Partnerships – We believe in transparency and supporting the needs of our customers. Our customers have the option to request sustainability performance data pertaining to your space or building on a regular basis to incorporate in your own corporate reporting. To learn more about our Sustainability commitment, please visit: <https://www.gilbaneco.com/build-with-us/sustainability/>

## TENANT EMERGENCY PREPAREDNESS PROCEDURES

The following detailed Tenant Emergency Preparedness Procedures have been developed for several types of building emergency situations. In any type of emergency situation, it must be assumed that building staff and Management may not be able to contact tenants due to the physical conditions of the event, and/or loss of communications. During major, area wide emergencies, even the local authorities may be hard pressed to respond to calls from numerous locations. Preplanning on the part of all tenants is crucial to the safe and orderly handling of any emergency, especially the evacuation of your personnel.

These procedures address life safety issues and do not address your specific tenant needs with respect to personal property, data, or records protection or loss during emergency situations. All tenants should develop their own internal emergency preparedness procedures addressing those issues, as well as life safety issues specific to your suite or personnel.

Information in this booklet has been collected from several sources, including:

- American Red Cross
- Bureau of Alcohol Tobacco and Firearms
- Building Owners and Managers Association
- Centers for Disease Control
- Federal Bureau of Investigation
- Federal Emergency Management Agency
- The Hartford
- Travelers Property Casualty
- United States Postal Service

## BOMB THREATS

Unfortunately, bomb threats have become an all-too-common occurrence in today's world. Building management and tenants must be vigilant in our efforts to monitor suspicious packages, letters, unattended parcels. Although 99% of bomb threats are hoaxes intended to disrupt the normal activity of the intended party, the potential for loss of life and property warrants serious planning considerations. Bombs can take almost any shape, and anything that looks unusual should be suspect. Included in this section is information concerning letter and parcel bomb detection and a bomb threat checklist. Also included is information on evacuation decision-making and bomb search procedures that may be of interest to you. Bomb threats must be taken seriously, and depending on the circumstances of the situation, partial or full building evacuations may occur. The following bomb threat procedures have been developed to help you educate your personnel and respond to a specific bomb threat to your company.

1. If the Property Manager receives the initial bomb threat, we will immediately notify the local authorities at (911).
2. Any tenant receiving the initial bomb threat should immediately call the police (911) and report the incident. Communicating calmly with the bomb threat caller could result in obtaining additional information, especially if the caller wants to avoid injuries or death. Use the following steps to try and gain more information.
  - Keep the caller on the line as long as possible.
  - If the location of the bomb or time of detonation is not given, ask for this information.
  - Inform the caller that the building is occupied and detonation of a bomb could result in death or serious injury to many innocent people.
  - Pay close attention to background noises that could identify the caller's location.
  - Listen closely to the voice for identifying traits (gender, accents, speech impediments)
3. The tenant who received the bomb threat call should contact the Gilbane Security desk at (617) 294-1028 after calling the police, and report the incident.

4. The person who received the call should remain available to talk with arriving law enforcement officials.
5. The Property Manager will notify the building staff and prime tenants that there has been a bomb threat received in the building. We will ask prime tenants to notify their subtenants of the event. **The Property Manager will always recommend that the tenants evacuate the building. Should any tenant choose to ignore the recommendation and remain in the building, it is at his/her personal decision and right to do so.**
6. **In the instance that a bomb threat is received with a specific denotation time provided, and in the opinion of the Property Manager, there is insufficient time to notify all tenants, the fire alarm will be activated and the entire building will be evacuated.**
7. General Evacuation Procedures should be followed if a voluntary evacuation of the property is performed.
8. Upon arrival of the local law enforcement personnel, the building (either entirely or certain designated areas) will be searched by their personnel.
9. When the building is deemed to be safe to re-enter, the policy will notify building staff, and building staff, in turn, will notify all individuals who have evacuated the building by walking the exterior portions of the building and spreading the word verbally.
10. **If a written bomb threat is received**, all materials should be saved, including any envelope or container. Once the message has been identified as a bomb threat, avoid any further unnecessary handling, to preserve forensic evidence such as fingerprints.
  - Description of the nature of the medical emergency

- Where in the building the victim is located (suite number, floor lobby number, garage)
  - Is the victim breathing?
  - Is the victim conscious?
2. Do not attempt to move or assist an injured person unless you have had proper training, or the injured person is in danger of further, more severe injury.
  3. Notify the Gilbane Security desk at (617) 294-1028 so the building security staff can meet and escort the emergency personnel to the victim's location.
  4. If the victim is inside your suite, a member of your staff should be sent to your floor elevator lobby to escort the emergency personnel into your suite to the location of the victim.

## BOMB THREAT EVACUATION DECISION PROCESS

(as recommended by the Bureau of Alcohol, Tobacco and Firearms)

Essentially there are three alternatives when faced with a bomb threat.

### 1. **Ignore the Threat**

Ignoring the threat completely can result in some problems. While a statistical argument can be made that very few bomb threats are real, it can't be overlooked that bombs have been located in connection with threats. If employees learn that bomb threats have been received and ignored, it could result in morale problems and have a long-term adverse effect on your business. Also, there is the possibility that if the bomb threat caller feels that he/she is being ignored, he/she may go beyond the threat and actually plant a bomb.

### 2. **Evacuate Immediately**

Evacuating immediately on every bomb threat is an alternative that on face value appears to be the preferred approach. However, the negative factors inherent in this approach must be considered. The obvious result of immediate evacuation is the disruptive effect on business. If the bomb caller knows this is your policy, they can continually bring business to a standstill. An employee may use it to get out of work.

### 3. **Search and Evacuate if Warranted**

Initiating a search after a threat is received and evacuating a building after a suspicious package or device is found is the third approach. It is certainly not as disruptive as an immediate evacuation, and will satisfy the requirements to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time, avoiding the potential danger of the bomb.

If tenants decide to conduct the search themselves, please be reminded that your job is to search only. Do not attempt to inspect a package, move it, or shake it around. Also remind

them to be aware of possible booby traps. At very least, it is recommended that a search be conducted at all exits and entrances prior to evacuation.

## SUSPECTED BOMB SEARCH PROCEDURES

(as recommended by the Bureau of Alcohol, Tobacco and Firearms)

It is advisable to use more than one designated and/or volunteer individual to search any room, no matter how small. The following basic search technique is based on a two-person searching team. It uses four separate sweeps of the area or room. The area is divided and each individual searches one-half of the room. They start from the bottom and work their way up. They start back-to-back and work towards each other and go around the walls first then proceed to the center of the room. The only mission of the individuals is to search for and report any suspicious objects. Under no circumstances should anyone move, jar or touch a suspicious object or anything attached to it. The removal or disarming of a bomb must be left to the professionals in explosive ordinance disposal.

### **First Room-Searching Sweep**

The first room-searching sweep usually includes the items in the room from the floor up to hip level. Each person starts checking all objects resting on the floor around the wall area of the room. They should then check all items in the middle of the room up to the hip level. This sweep should also include looking into or behind items that may be mounted on or in the walls, such as air-conditioning grills, baseboard heaters, and built-in cupboards if they are under hip height.

### **Second Room-Searching Sweep**

This sweep usually includes the items from the hip level to the chin or top of the head. Again the individuals check all objects around the wall areas first, then check items in the middle of the room. This sweep usually covers items such as pictures on walls, bookcases and file cabinets, and table lamps.

### Third Room-Searching Sweep

This sweep includes the items from the chin or top of the head to the ceiling. The same procedure is followed with wall areas being followed by the middle of the room. This search covers high mounted items such as air-conditioning grills, light sconces, or hanging light fixtures.

### Fourth Room-Searching Sweep

If possible, and if the room has a false or suspended ceiling, the fourth sweep involves checking the area above the ceiling tiles.

Common sense and logic should always be used in searching. If a specific person or guest has been threatened, common sense would indicate that searching the area occupied or to be used by that person should be checked first. However, do not rely on random or spot-checking of only logical areas. The bomber may not be a logical person.

If a suspicious object is located, the following procedure is recommended:

1. Report the location and accurate description to the local authorities.
2. Meet and escort the arriving authorities to the scene.
3. Do not attempt to cover the object.
4. Identify the danger area and block it off with a clear zone of at least 300 feet, including floors below and above the object.
5. Check to see that all doors and windows (if possible) are open to minimize primary damage from an explosion and secondary damage from fragmentation.
6. Evacuate the building.
7. Do not permit re-entry into the building until the device has been removed or disarmed, and the building declared safe for re-entry.

ATF BOMB THREAT CHECKLIST

Exact time of the call: \_\_\_\_\_

Exact words of the caller: \_\_\_\_\_

QUESTIONS TO ASK

- 1. When is the bomb going to explode? \_\_\_\_\_
- 2. Where is the bomb? \_\_\_\_\_
- 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? \_\_\_\_\_
- 7. Why? \_\_\_\_\_
- 8. Where are you calling from? \_\_\_\_\_
- 9. What is your address? \_\_\_\_\_
- 10. What is your name? \_\_\_\_\_

CALLERS VOICE (circle all that apply)

- Calm Slow Crying Slurred
- Stutter Deep Loud Broken
- Giggling Accent Angry Rapid
- Stressed Nasal Lisp Excited
- Disguised Sincere Squeaky Normal

If the voice is familiar, whom did it sound like? \_\_\_\_\_

Where there any background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

Telephone number call was received at: \_\_\_\_\_

Name of person receiving call: \_\_\_\_\_ Date: \_\_\_\_\_

REPORT THIS CALL IMMEDIATELY TO THE PROPERTY MANAGER, (617) 840-8130

## CIVIL DISTURBANCES

Civil Disturbances can take several forms, including riots, demonstrations, picketing, and labor disputes. Even parades and celebrations can have the potential to evolve into more serious threats to building security. Civil disturbances should be reported to local authorities if their presence is not immediately identified. The following procedures should be used in the case of civil disturbances.

1. Any indication of Civil Disturbance such as a riot, agitated demonstrations or boisterous picketing should be reported to the local authorities at 911, then reported to the Property Manager at (617) 840-8130.
2. Civil Disturbance such as non-violent demonstrations or picketing should be reported to the Property Manager at (617) 840-8130.
3. If the disturbance is outside the building, individuals should remain inside the building and close their blinds and drapes.
4. If the disturbance is determined to be a potential threat to any occupants or the building proper, management will elect to place the building on full electronic security, including perimeter doors, elevator access, and closing garage gates.
5. If the disturbance spreads to the interior of the building, tenants should lock their suite doors.
6. Building occupants should avoid confrontation with demonstrators.
7. If the disturbance escalates to the point where an evacuation of the building is required, the General Emergency Evacuation Procedures should be followed. If it is possible, the evacuation should occur through exits that minimize confrontation with the people causing the disturbance.

## WORKPLACE VIOLENCE

The potential for violence exists in any workplace. The threat from individual assault is much more common than the highly publicized event that involve multiple injuries or deaths. Workplace violence can be perpetrated by disgruntled employees or arise from domestic disputes and carried out at the workplace of the victim. The attacks can come in many different forms, ranging from attacks on personal or company property to assaults on a spouse and/or other employee. A person at risk from domestic dispute may move and change phone numbers, but changing jobs is not as easy or feasible, resulting in the workplace being the point of confrontation. Laid off or fired workers may return to confront persons within the company or with the intent to damage company property. If a workplace violence emergency occurs, local authorities should be contacted immediately, then the building management should be contacted. Depending on the current status of the event, the building management and staff will be prepared to take additional precautions if required, including partial or full lockdown of the building and/or partial or full evacuation of building areas. The following are considerations for basic prevention of workplace violence and more specific procedures in the event of an emergency.

### **When terminating or laying off an employee:**

1. Make sure that the employee is escorted until he or she leaves the property.
2. If you utilize security personnel, promptly inform all shifts of the termination or layoff.
3. Recover all door keys, identification badges, and access keys or cards before the individual departs.
4. Cancel any access authorization with building electronic access control.
5. Consider changing locks and security codes that the employee may have had access to.

***If the potential for workplace violence is a possibility***

6. Predetermine a safe route to evacuate the intended victim if a situation arises and there is time.
7. Limit access to your suite by locking secondary doors and possibly the main suite entrance.
8. Determine with property management if elevator access to your floor can be controlled.
9. Consider initiating the escorting of guests from the building's main lobby.
10. Consider adding suite security personnel. The property manager can give you information on possible security providers to contact.

***If an incident of workplace violence occurs***

11. Contact the local police at 911 and report the incident.
12. Follow the procedures for a medical emergency if one exists as a result of the incident.
13. Notify the Property Manager so he can meet and assist the police and/or emergency personnel in reaching the location of the incident.
14. The Property Manager will contact building tenants to inform them of the situation and make an informed decision if further action is required, including partial or full lockdown of the building and/or partial or full evacuation of building areas

## ELEVATOR EMERGENCIES

Elevator emergencies arise when some mechanical or electrical component of the elevator system or the power supply malfunctions, and the elevator stops rising or descending. During a power failure, emergency power will be supplied by a generator, allowing elevators to descend to the lobby level so occupants can exit. Emergency lighting inside the cab is also provided. The situation becomes an elevator emergency when people are “trapped” inside the elevator cab. Generally, the occupants are safe if they stay calm do not try to exit the cab. Being trapped in an elevator can be a stressful situation for individuals who are claustrophobic. It is possible that an elevator emergency can also turn into a medical emergency, in which case the local authorities should be contacted immediately. The following procedures should be used when finding someone trapped in an elevator or becoming trapped yourself.

### **If you find someone trapped in an elevator:**

1. Try to communicate with trapped passengers.
2. Inform them that they are safe.
3. Inform them that help is being requested.
4. Direct them to stay in the elevator cab and NOT to attempt to leave.
5. Instruct them to remain clear of the door.
6. Request the number of passengers trapped.
7. Request the status of the passengers. Are any hurt or ill? If a medical emergency exists, contact the local authorities at 911.
8. Ask if the lights are on.
9. Ask if they have their floor location.
10. Contact the Property Manager at (617) 294-1149 who will notify the elevator technician and/or local authorities as needed to respond.
11. Remain in the vicinity until building personnel have arrived to handle the situation.

### **If you become trapped in an elevator:**

1. DO NOT PANIC. REMAIN CALM AND ALERT.
2. DO NOT ATTEMPT TO EXIT THE ELEVATOR CAB OR OPEN THE ELEVATOR DOORS.
3. Utilize the emergency telephone or hands-free intercom device to contact the elevator monitoring station. The telephone is located within a small door on the elevator control panel on one side of the elevator doors or the other. Hands-free intercoms may simply be a push bottom on the panel with unobtrusive speaker holes.

4. Provide the responding operator with the following information:
  - The company/ tenant name
  - The elevator cab number
  - Your floor location if determinable
  - How many people are trapped
  - Does anyone require medical care?
5. The monitoring station will contact the Property Manager and/or local authorities as needed.
6. If helpful, have stressful occupants speak with the monitoring station via the emergency telephone/intercom system until help arrives.

## GENERAL EMERGENCY EVACUATION PROCEDURES

During any emergency situation that requires evacuation of the building, a calm and orderly process is required to efficiently clear the property in the least amount of time. A building evacuation can be ordered under various emergency situations, and could be initiated by mechanical alarm systems, local authorities, or the building management via the public address system, telephone calls, door-to-door notification and/or e-mail. Evacuations may not necessarily require all floors to be evacuated. Certain emergency situations may be handled with partial, or staggered evacuations. Other emergency situations may only require the relocation of personnel from building perimeter offices to interior spaces. All notifications to evacuate the building should be considered as real emergencies, and all personnel should exit the property promptly. Do not attempt to call the building management office to ask if the alarm or notification is “real”. The extra seconds that you delay the evacuation of your employees could make the difference in their ability to exit the property safely. Please use the following procedures during any emergency evacuation. Fire emergencies may require additional specific procedures that are addressed under “Fire Emergency Procedures” in this booklet.

1. DO NOT PANIC. STAY CALM AND ALERT.
2. Proceed directly to stairway exits. Some evacuations may not require the sounding of the building alarm system. In those cases only, elevators may be available for evacuation as well as stairways.
3. Assist any disabled employees as required.
4. Accompany any guests or customers to the stairway exits.
5. Proceed quickly and calmly to the ground floor and exit immediately.
6. Proceed to your predetermined assembly site.
7. Account for all personnel, and report missing personnel to on-site local authorities.

## WHAT TO DO PRIOR TO AN EVACUATION

The primary goal of any emergency plan is to reduce the risk of injury or death to personnel. The following procedures will assist you in developing a plan and educating your personnel on emergency preparedness issues.

1. All employees should familiarize themselves with the location of the nearest fire extinguishers and fire alarm manual pull stations.
  - a. The building is equipment with type ABC fire extinguishers that can be used on ordinary combustibles, flammable liquids, and energized electrical equipment. The operation of all portable extinguishers is essentially the same, using the four following steps:
    - Pull the pin (this unlocks the control lever)
    - Aim low (point the nozzle or hose at the base of the fire)
    - Squeeze the lever (starts the discharge)
    - Sweep from side to side (continue until flames are extinguished)
2. Know the location and quickest route to all stairway exits on your floor(s). You may have to use different stairwells in an emergency if one becomes impassable.
3. Recognize the sound of fire alarms. Report any conditions where alarms or the public announcement system are muted to Gilbane Properties, Inc. at (617) 294-1028.
4. Know how to notify the Fire Department and local authorities. Activating alarm pull stations will automatically notify the Fire Department.
5. **Each tenant is responsible for identifying and making arrangements to evacuate any disabled employees.** This may not necessarily mean people with mobility disabilities only.

Persons with mental, vision, or hearing disabilities, as well as persons with respiratory or cardiac conditions, may require assistance in identifying emergencies, or evacuating the property. To assess the specific needs of your personnel, you should ask all employees if they require any special assistance in an emergency. Individuals can then assess their own needs. If you do not have anyone to assist in evacuating a disabled employee during an emergency, call the Fire Department directly by dialing 9-1-1, or if electronic communications fail, alert on-site local emergency personnel (fire or police). Inform them of your employee's exact location and they will undertake evacuation procedures to remove him/her for you. In an emergency evacuation, our building employees will not be available to carry people out of the building. One possibility for evacuating persons with mobility concerns is to use a chair that is specifically designed to transport individuals down stairs during an evacuation. One such chair can be purchased from the EVAC+CHAIR Corporation. This chair is portable, folds for easy storage, and can be operated by one person who is assisting the disabled individual. Product and ordering information can be obtained through the EVAC+CHAIR web site at [sales@evac-chair.com](mailto:sales@evac-chair.com) or by telephone at (516) 502-4240.

6. **Each tenant should appoint a reliable member of your staff as a Fire Safety Warden** with the responsibility of ensuring that your employees and guests are aware of all exits from your office, the locations of fire extinguishers, pull stations and other safety features. The Fire Safety Warden should also make regular inspections of your space to ensure that no fire hazards or potentially dangerous situations exist. **A secondary person, and perhaps a third, should be assigned who can act as Fire Safety Warden in the absence of the lead Warden.** Inspections should include:
  - Identifying improperly stored combustible materials.
  - Identifying narrowed or blocked exit routes.
  - Limiting extension cord use, and using only UL listed cords and appliances.
  - Prohibiting the use of portable space heaters.

- Identification of faulty electrical equipment and appliances that may have frayed cords.
  - Encouraging turning off electrical equipment when it is unattended.
  - Reporting any broken or non-functioning fire alarm devices.
7. Assemble an emergency kit(s) with items that can be readily distributed when an emergency occurs. Items to include in the kit can be, but are limited to, flashlights, portable radios, blankets, and a well-stocked first aid kit. You should designate an individual(s) to carry the first aid kit out of the building for possible use on injured persons outside the building.
8. **Designate a muster area:** The building has five muster areas in the parking area of the property. **(ATTACHMENT III)** These areas provide sufficient distance to avoid injury from explosion, shattering glass or interruption of fire department/rescue personnel. Personnel should not congregate on sidewalks immediately adjacent to, or directly across from the building. A secondary assembly area should also be identified for use if the primary location is inaccessible or involved in the emergency.
9. **Employee head count:** Have plans prepared to account for all employees once they have left the building, so you may alert local emergency personnel, or any employees not accounted for.

Practice emergency evacuation in which the building fire alarm system is activated, and all occupants are required to exit by the appropriate stairways, will be conducted at least yearly. Accounting for all employees after the evacuation should be a key part of the practice.

## FIRE EMERGENCY PROCEDURES

Fires are a possibility in any area of a building. Improperly stored flammable materials, electrical short circuits, igniting of combustible materials by portable space heaters or kitchen appliances, discarding cigarettes and other smoking materials in an inappropriate manner, or even arson can develop into building wide fire emergencies. Proper prevention inspections and actions by tenants can greatly reduce the potential for a fire situation. The building fire alarm system is designed to immediately alert the occupants of the floor where the fire detection device is activated, the floor above, and the floor below. This allows the evacuation of those individuals in immediate danger. Additional floor alarms, or the entire building alarm may be activated by fire department personnel or building personnel if the fire is not confined to a small area, or is in danger of spreading. Alarms will always sound in the main lobby and elevator lobbies during any fire alarm activation. Elevators will automatically descend to the ground level during any fire alarm device activation on any floor so occupants can evacuate the building. If a fire alarm occurs, or you discover a fire, please follow the procedures below:

1. DO NOT PANIC. STAY CALM AND ALERT.
2. Call the Fire Department immediately by dialing 911.
3. Activate a pull station no matter how small the fire appears (this will notify the Fire Department as well). Small fires that are confined to a small area, such as a trash can, may be put out with a fire extinguisher, but only after the preceding notifications have been made.
4. Exit your suite. Doors should be touched prior to being opened. A hot door indicates fire on the opposite side, and the door should not be opened.
5. Close, but do not lock, all doors behind you, especially to any area where the fire is occurring.
6. Proceed directly to stairway exits – DO NOT USE ELEVATORS. Stairway doors should be allowed to close when people are not moving through them. Holding or propping doors open can cause smoke to be drawn into the stairwell.
7. Assist any disabled employees as required.

8. Accompany any guests or customers to the stairway exits.
9. If smoke is encountered, you should breathe through a handkerchief or piece of clothing to reduce inhalation of smoke. Stay low, or crawl on the ground, taking short breaths. If clothing catches fire, you should stop, drop and roll, to attempt to extinguish the flames.
10. Proceed quickly and calmly to the ground floor and exit immediately.
11. Follow instructions of local authorities and building staff.
12. Proceed to your predetermined assembly site.
13. Account for all personnel, and report missing personnel to on-site local authorities.
14. If your exit is blocked by fire or smoke:
  - Stay calm, if caught in smoke, stay low to the ground: the air is easier to breathe near floor.
  - If trapped in a room, close all doors between you and smoke. Seal cracks around doors. (example materials: duct tape, wet towels, wet clothing, etc.)
  - If applicable, signal at window to rescuers. **DO NOT OPEN OR BREAK THE WINDOW.** Breaking the window may cause smoke infiltration due to pressure differentials, or infiltration from smoke rising up the side of the building. If there is a phone in the room, give the Fire Department your exact location even if they are on the scene.
  - Proceed to nearest exterior balcony (if present and reachable).

## HAZARDOUS MATERIALS EMERGENCY

Hazardous materials can be any materials or solutions that pose a threat to personal life of health, as well as a threat to property and the environment. These materials include combustibles, flammables, explosives, toxic items, irritants, and radioactive items. Emergencies involving hazardous materials can occur outside or inside the building and still effect the operation of the property equally. As with any emergency situation, if you discover someone who has become ill or injured as a result of a hazardous materials incident, and needs immediate medical assistance, calling the local authorities directly will typically produce the quickest and most effective response. All tenants should follow the procedures below to identify and prevent hazardous material emergency incidents.

1. Inventory all materials within your space that fall into the definition of hazardous materials given above. This can include paints, solvents, cleaners, inks, flammable liquids, etc.
2. Obtain from the manufacturer or distributor, Material Safety Data Sheets on these products, and create a folder that is immediately available for reference. The folder should be in a location where these products are stored and utilized.
3. Contact the building management at least two weeks in advance any time you are scheduling painting or gluing of any surface in your suite. Restrict these projects to after hours/weekends only.
4. Do not operate gas or propane power equipment or heaters in your space.

### **If you experience a hazardous materials leak in your tenant space:**

5. Try to contain the spill if possible without placing yourself in additional danger. Leave the area immediately if toxic fumes are evident.
6. Seal the room or area if possible.
7. Evacuate individuals from the immediate area. Do not allow others to enter the area.
8. If the materials emit toxic fumes, turn off any room fans, or air movement devices.
9. One person should contact the Gilbane Security desk at (617) 294-1028. Report the incident and request the ventilation system for your floor be turned off.
10. Another person should contact the local authorities at 911 to report the incident.

### **If a hazardous materials release is discovered outside the building:**

11. Contact local authorities at 911 and report the incident.
12. Contact the Gilbane Security desk at (617) 294-1028 and report the incident.
13. Building management will investigate the nature and extent of the incident and make further determination if emergency action is needed for the building.
14. If local authorities order a partial or full evacuation of the building, tenants will be notified by the most efficient means available and the General Evacuation Procedures should be followed.
15. An external hazardous materials release may result in all occupants being asked to remain inside and seal the building to limit or prevent intrusion of the hazardous

material. This may include shutdown of the heating, ventilation and air conditioning system.

### **BIOTERRORISM - HVAC**

Assuming that biological matter is available in sufficient quantities and can be transported, then the air distribution systems within buildings is one of the most effective ways to spread these deadly organisms.

The first line of protection against such incident is to have vigilant building security. Still, many people and companies are involved with the delivery of indoor air – from contractors and maintenance companies to facility managers, environmental engineers, and industrial hygienists. This can lead to a weakness in the ability to deflect such an attack.

The most efficient way to distribute the biological matter would be to release it directly into the air handling equipment (i.e., in the mechanical penthouse or at a “fresh” air intake of the HVAC-heating, ventilating, and air-conditioning system). As such, equipment rooms and air intakes must be kept secured.

As part of maintaining a high-quality indoor environment, the HVAC requires routine cleaning and maintenance. This prevents the build-up of organic material on the cooling coils and other moist areas of the system. Otherwise, if a small concentration of bacteria managed to reach these areas, it would feed on the organic material and multiply to a greater concentration. Persons assigned to maintain the HVAC systems should be known to the security personnel. Routine maintenance should be scheduled and documented. People should not be allowed to loiter around ground level air intakes. They should be removed from the area and watched if they behave suspiciously.

Even if a direct release of biological matter were made into a building’s air intake, a properly designed HVAC system provides some protection. The outside air brought into the system passes through a filter prior to begin released into the building air stream. If concern of biological contaminants is high, efficient filters (such as HEPA – high efficiency particulate

arresters) should be installed and maintained as specified by the supplier. Although very small particles, such as viruses and many bacteria, will pass through even the most efficient filters, many will be removed, thereby reducing the overall exposure.

The best method to detect harmful airborne material is to install a rapid detection system that samples, real time, from the interior air stream. The monitor would sound an alarm when suspicious material was detected and shut off the fans that move air through the building.

If you suspect that biological material has been released into the air supply:

1. Stop the movement of people to and from the building.
2. Stop all airflow.
3. Shut off fans and blowers, air intakes, if possible, and close off all outside openings.
4. Have occupants put a wet scarf or cloth over their mouth and nose and exit the building as soon as possible.
5. Call for medical assistance to assist those who may have been infected.
6. Notify the local emergency management team (they are the group responsible for these types of incidents) and contact the proper local and federal authorities.
7. Control the contact with other persons to limit the spread of infectious diseases (following the initial release of infective agents the main risk will be exposure).
8. Contact the center for disease control (the central us repository for information about biological agents). The organization can aid with the diagnosis, treatment, and control of these dangerous organisms.
9. After the building has been evacuated, all surfaces should be disinfected, including those inside the HVAC system. It is not recommended to do this level of clean up with janitorial staff.

## HAZARDOUS MAIL

Hazardous mail can take the form of letter or parcel bombs discussed in the preceding section of this booklet or could be letters or parcels containing dangerous chemicals or bio-hazardous materials. Cautious handling and observant screening of all mail should be practiced minimizing the risk from hazardous mail. Identifying hazardous mail is done using the same guidelines provided in the Letter and Package Bomb Detection Tips that preceded this section. As a general precaution against spreading dangerous chemicals or bio-hazardous material within your mail areas or to other locations, you should consider removing or disconnecting all personal fans, room circulation fans, and other air circulation devices unless equipped with very high efficiency, HEPA-like air filters. You can also prepare a response kit for the mailroom that should include at a minimum:

- Large Ziploc bags
- Latex gloves
- Large containers, bottled water, and soap for immediate hand cleaning if required.
- Empty plastic boxes, (with lids) for retaining items, or covering suspicious items.
- Disposable coveralls to put on if clothing is contaminated.
- “Do Not Touch” signs.

The information that follows can be used to provide general precautions for mail handling and specific procedures to use if suspicious mail is discovered.

1. Do not eat, drink, or smoke when handling or processing mail. You may inadvertently transfer contaminants to your mouth, nose, or eyes.
2. Wash your hands with warm soap and water before and after handling mail.
3. Consider wearing disposable gloves when handling mail.
4. Identify a specified contact person who should be notified if a suspicious package is identified.

### **If a suspicious letter or package is received, please do the following:**

5. Do not continue to handle the suspicious mail piece or package. Just set it down gently.

6. Do not try to open the item. You may spill or disperse contaminants contained in the letter or package. In addition, a letter bomb may be triggered by pressure released activated when the package is opened or when a string is cut.
7. If you have already opened the item, do not empty it or try to look inside.
8. Do not shake the item or walk around with the item.
9. Isolate the item. Keep it away from people, and people away from it.
10. Do not put it into an enclosed space, such as a drawer or cabinet, or underwater.
11. Evacuate the immediate area.
12. **Report the suspicious item to your predetermined tenant contact and call the local policy authorities (911) to report the discovery.**
13. Contact the Property Manager to report the incident, who will then be prepared to take additional precautions if required, including partial or full shut down of HVAC equipment and/or partial or full evacuation of building areas. Building personnel will contact building tenants to inform them of the situation.
14. **If any substance leaks or spills from the item, do not touch, taste, smell, or try to analyze the substance. Do not try to clean it up.**
15. Cover the spilled contents with anything (e.g. plastic sheeting, clothing, paper, plastic bin, trashcan, etc.) and do not remove the covering.
16. Immediately wash your hands with soap and warm water for one minute to prevent spreading the substance to your face. Have all persons who touched the suspicious item also wash their hands.
17. Do not allow anyone who might have touched the item or spilled contents to leave the facility.
18. Make a list of all people who were in the room or area when the suspicious package was recognized, and anyone who may have had contact with the item during its delivery. Provide this list to local authorities so that proper instructions can be given for medical follow-up, and for further investigation.
19. When clothes are removed, keep them isolated in a plastic bag, and available for local officials if required.

20. If required, follow medical advice carefully. Take all medications as instructed, even if you feel fine and do not show any symptoms of illness.

### LETTER AND PACKAGE BOMB DETECTION TIPS

The physical appearance of a mail bomb is limited only by the imagination of the bomber. Mail bombs have been contained in letters, books, and parcels of varying size, shape and color. However, mail bombs often exhibit some of the following unique characteristics.

1. Letter feels rigid, appears uneven or lopsided, is bulkier or heavier than normal.
2. Oil stains present on the wrapper.
3. Excessive amount of postage stamps.
4. No postage or non-canceled postage.
5. No return address and sender is unknown.
6. Unusual, restricted endorsements such as "Personal" or "Private".
7. Addressee normally does not receive personal mail at office.
8. Name and title of addressee not accurate or addressed to title or position: words misspelled.
9. Address prepared to ensure anonymity of sender (e.g. homemade labels, cut and paste letters)
10. Mailing emits a particular odor.
11. Mailing appears to be disassembled or re-glued.
12. Handwriting appears distorted or foreign.
13. Protruding wire, tinfoil or string present.
14. Pressure or resistance noted when removing contents.
15. Outer container irregular or asymmetric in shape or has soft spots or bulges.
16. Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses or tape.
17. Several combinations of tape used to secure the parcel.
18. Unprofessionally wrapped parcel is endorsed "Fragile - Handle With Care" or "Rush - Do Not Delay".
19. Package makes a buzzing or ticking noise.
20. Contents of parcel make a sloshing sound.

21. Excessive wrapping.
22. Visual distractions.
23. Foreign mail, airmail, or special delivery.

## MEDICAL EMERGENCIES

If someone becomes ill or injured and needs immediate medical assistance, calling the local authorities directly will typically produce the quickest and most effective response. This direct notification allows the emergency service dispatcher to relay needed information to the responding unit. When a medical emergency arises, you should follow the procedures below:

1. Dial 911 and provide them with the following information:
  - Building Name
  - Building Address
  - Description of the nature of the medical emergency
  - Where in the building the victim is located (suite number, floor lobby number, garage)
  - Is the victim breathing?
  - Is the victim conscious?
2. Do not attempt to move or assist an injured person unless you have had proper training, or the injured person is in danger of further, more severe injury.
3. Notify the Gilbane Security desk at (617) 294-1028 who will meet and escort the emergency personnel to the victim's location.
4. If the victim is inside your suite, a member of your staff should be sent to your floor elevator lobby to escort the emergency personnel into your suite to the location of the victim.

## POWER FAILURES

Power failures can be caused by various events both inside and outside of the property. Excess demand, distribution system repairs or failures, storms, accidents, vandalism, or even terrorist acts could leave your suite or the property without electrical power. If you experience a power loss within your tenant space, contact the Property Manager at (617) 294-1149 who will investigate the power failure. Most building wide power failures are fairly short in duration and do not require special procedures. However, storms or other catastrophic events can damage power lines and substations that could result in extended periods of building wide power loss. All individuals should be aware of the procedures that are in place to deal with a building wide power failure.

1. In the event of a full building power loss, the emergency generator system is designed to operate within 1 minute of the power loss. The emergency power will be supplied to maintain the operation of fire and life safety equipment, selected emergency lighting in lobbies, corridors, stairwells, tenant spaces, and garage, and the elevator emergency system to lower the cabs to the ground level so occupants can exit the cabs. Elevators will not be available for general use during a power outage.
2. Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the manpower returns.
3. The heating and ventilation system will not operate during a power outage, and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.
4. Building management will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider. If it can be determined that the power failure will be for an extended period, management will contact tenants through the best means possible at the time. Telephones may not operate during power failures, and computer e-mail would not be

available. Building staff may need to inform tenants of the situation status by door-to-door visits.

5. Evacuation of the building may become necessary if the power failure will be for an extended period, or if the power loss is found to be the effect of another more serious incident.
6. If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.
7. During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In that event, tenants should utilize key locks on suite doors, and building personnel may need to chain building doors to lock down the building.

## HEATING, VENTILATION AND AIR CONDITIONING LOSS

Loss of Heating, Ventilation and/or Air Conditioning (HVAC) can occur during power failures, or because of malfunction or breakdown of system components and controls. Unless caused by a power loss that will last an extended period, HVAC problems are usually short in duration and do not pose high risk to building occupants. If electrical power is available, building personnel can place HVAC equipment in manual mode if automated controls fail, and can circulate a mix of inside and outside air if cooling or heating systems malfunction. The following procedures can be followed if HVAC loss occurs any time, but especially during heating and cooling seasons of the year.

1. Please open a work order in the online work order system. You can also expedite your request by contacting the Property Manager at (617) 294-1149 to report the HVAC loss. The building staff will investigate the problem.

### **During winter heating season**

2. Open blinds and curtains during daytime hours. The sunlight can be used to heat offices on the perimeter of the building.
3. Open outer perimeter office doors to allow solar heated air to reach interior spaces as well.
4. Close blinds and drapes tightly at night to help retain heat.

### **During summer cooling season**

5. Close blinds and drapes during daytime hours. Reflecting the sunlight away from windows will reduce the solar heat load and help to keep outer offices cooler.
6. Turn off unnecessary light fixtures to reduce heat generated by operating fixtures.
7. Turn off equipment not in use, such as copy machines, computers, printers, etc. These items generate heat which adds to the surrounding room temperature.

## INTERNAL FLOODING

Internal flooding is caused by the events such as broken water pipes, backed up sewer lines, clogged drains, sump pump failures and open water valves. Flooding not only causes significant damage to the building and contents but can be a serious threat to individuals as well. Please follow the procedures below when discovering a flood in the building.

1. Contact the Property Manager who will then notify the building staff to investigate the source and assist in cleanup.
2. Avoid any electrical equipment in the affected area unless you know for sure that it has been de-energized. Live power to this equipment creates a potential electrocution threat.
3. Building personnel will assist in turning off power to the affected area or entire suite if the area cannot be isolated.
4. Begin water retention with buckets, trashcans or bins, or clean-up water with pumps, mops, rags, etc. Even if the flooding water continues, you could limit damage by stopping the spread or depth of the water.
5. Relocate files, equipment and personal belongings to a dry area.

## WINTER STORM EMERGENCIES

The Burlington area winters are generally harsh by national standard, and therefore, the potential for strong winter storms must be considered. Whether consisting of snow, ice, strong winds and/or freezing temperatures, these storms can have considerable effect on the electrical power supply, transportation, and building systems, to the extent that they could affect the typical operation of properties. Tenants should monitor any advisories being issued by local forecasters and the National Weather Service. The following procedures are in place to deal with winter storm conditions.

1. Building engineers follow prearranged freeze watch procedures to ensure proper operation of building HVAC systems.

### **If we experience accumulations of snow and/or ice**

2. Building staff will undertake the removal of snow and ice from building entrances and sidewalk areas. During heavy, quickly falling snow conditions, the priority is to keep entrances and exits clear, then clear sidewalks as time will allow.
3. Contracted vendors will be used to clear any exterior parking areas. Conditions may delay the clearing of these areas during substantial storms.

### **If a power loss occurs**

4. In the event of a power loss, the emergency generator system is designed to operate within 1 minute of the power loss. As in any power failure situation, the emergency generators will power only fire and life safety equipment and selected lighting.
5. The heating and ventilation system will not operate during a power outage, and building space temperatures will begin to decrease until main electric power is reconnected.
6. Individuals should turn off equipment that was operating prior to the power failure until power has been restored.

**If the power loss is for an extended period**

7. Building management will attempt to determine the cause of the power failure and inform tenants of the situation status by door-to-door visits.
8. If evacuation of the building is determined to be the best alternative due to decreasing building temperatures or loss of other utilities, the General Evacuation Procedures should be followed. Building personnel will spread notice of the evacuation. The fire alarm system will not be used to alert the evacuation.

## HURRICANES AND TORNADOS

Hurricanes can cause a variety of problems and emergency situations for the overall property. High winds, considerable rainfall, and the possible generation of tornados can cause breakage due to flying objects, internal or external flooding, and power failures due to wind damage or lightning strikes. During any developing hurricane or severe thunderstorm situation, tenants should monitor advisories being issued by local forecasters and the National Weather Service. Generally, warning of potential hurricane conditions comes well in advance of the event. A tornado on the other hand could surface quickly during a severe thunderstorm. If local authorities issue a hurricane watch, tenants, prior to the arrival of hurricane conditions, to reduce the risk of injury to people and damage to property can use the following procedures.

1. Individuals in outer perimeter offices should relocate to interior space.
2. Loose papers and documents should be filed or moved away from windows.
3. Blinds and curtains should be closed.
4. Small loose items in spaces with exterior windows should be stored to reduce possible flying objects.
5. Individuals in outer perimeter offices should relocate to interior space.
6. All electronic devices should be turned off or unplugged to protect from power surges.
7. Tenants in ground level suites should prepare for flood conditions, and elevate equipment and documents off the floor, unplugging any electrically powered equipment.
8. Personal belongings should be gathered in case an evacuation order is given by local authorities or building management.

### **If a tornado is sighted**

9. Contact local authorities immediately at 911.
10. Do not leave the building.
11. All individuals should move away from windows and doors and relocate to interior rooms and hallways.

12. After the tornado passes, tenants should stay where they are and assess damage and injuries.
13. Notify local authorities immediately if injuries are discovered and utilize the Medical Emergency Procedures.
14. Contact the Gilbane Security desk at (617) 294-1028 to report the incident.
15. Continue to monitor emergency radio broadcasts.

**If an evacuation is ordered**

16. The General Evacuation Procedures should be followed.
17. All individuals should leave the property.
18. Lighting in your suite should be turned off, and doors should be locked as the last person leaves.

## ATTACHMENT II

**REQUEST FOR INSURANCE CERTIFICATE**

Vendor or Contractor:

Before commencing any work at 135 Santilli Highway, you are required to provide a Certificate of Insurance as follows:

Named as additional insured and Certificate Holder:

**GP Portland Investment Company, LLC**  
c/o Gilbane Development Company  
135 Santilli Highway, Suite 100  
Everett, MA 02149

**Gilbane Development Company**  
7 Jackson Walkway  
Providence, RI 02903

Minimum Commercial Gen Liability Limits:

Each Occurrence: \$1,000,000

Automobile Liability Limits:

General Aggregate: \$2,000,000  
Combined single limit per accident: \$1,000,000

Worker's Comp:

As required by State Law

Insurer's Rating:

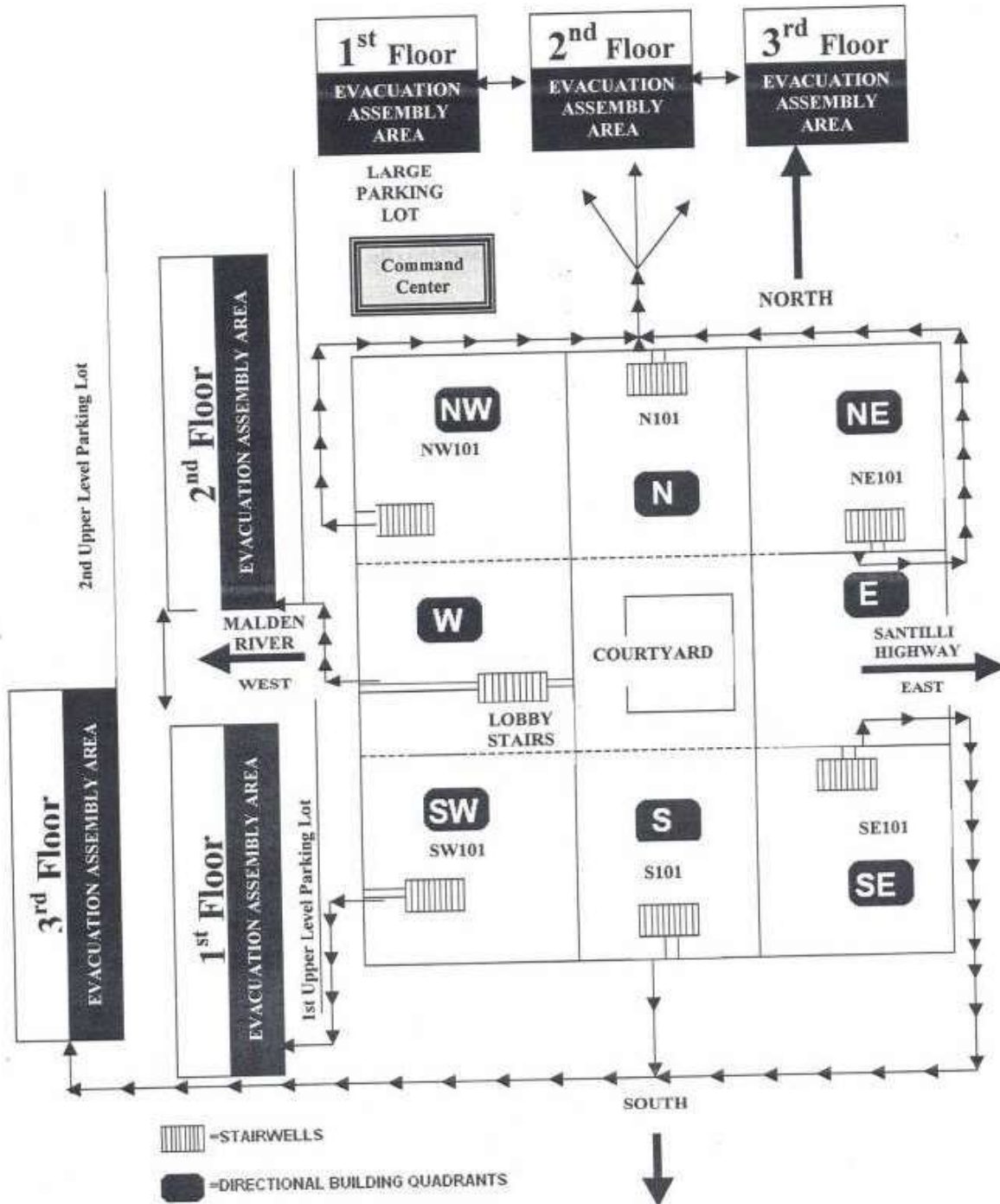
AM Best's no less than "A"

Other:

Insurance Certificates shall certify that no material alteration, modification or termination of coverages shall be effective without at least thirty (30) days advance written notice to Certificate Holder.

\*All policies (excluding Worker's Compensation) shall name the GP Portland Investment Company, LLC and Gilbane Development Company as additional insureds with respect to work performed at the property.

ATTACHMENT III



EMERGENCY EVACUATION EXITS