

**125 Summer Street**

**January 2017**

**Tenant Handbook**

**125 Summer Street**

**PROPERTY  
SPECIFIC  
INFORMATION**

## **Welcome To 125 Summer Street**

On behalf of building ownership and our entire building staff, we extend a warm welcome to 125 Summer Street. We are delighted to have you as our customer and will do everything possible to make your tenancy enjoyable and rewarding.

This guide is intended to be a resource for the various services and amenities that are offered at 125 Summer Street, as well as the general operating procedures in place at 125 Summer Street.

Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, Oxford Properties requests that you designate a “tenant representative” to be the contact between your company and the management office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees.

Please call us with specific questions regarding the information in this guide. We look forward to a long and enjoyable partnership with you.

# **BUILDING INFORMATION**

## **CUSTOMER SERVICE CENTER / MANAGEMENT OFFICE**

Oxford Properties  
125 Summer Street  
Suite 1640  
Boston, MA  
02110

Phone: 857-305-8724

Customer Service Hours: 24 hours a day, 365 days a year

125 Summer Street offers a variety of services and conveniences. Please direct all requests and questions concerning the building to the management office at the above number. Engineers are on call 24 hours a day, seven days a week, for building emergencies.

## **MANAGEMENT CONTACT(S)**

Jennifer Stanish  
Property Administrator  
Phone: (857) 305-8706  
Fax: (617) 966-3928  
Email: [JStanish@oxfordproperties.com](mailto:JStanish@oxfordproperties.com)

Marie O'Brien  
Property Manager  
Phone: (857) 305-8705  
Fax: (617) 966-3928  
Email: [MObrien@oxfordproperties.com](mailto:MObrien@oxfordproperties.com)

Jessica DeRoeve  
General Manager  
Phone: (617) 443-8511  
Fax: (617) 839-7688  
Email: [JDeRoeve@oxfordproperties.com](mailto:JDeRoeve@oxfordproperties.com)

Chris Curley  
Chief Engineer  
Phone: 617-443-8516  
Email: [Ccurley@oxfordproperties.com](mailto:Ccurley@oxfordproperties.com)

Earl Draper  
Senior Engineer  
Phone: (857) 305-8703  
Fax: (617) 438-4833  
Email: [Edraper@oxfordproperties.com](mailto:Edraper@oxfordproperties.com)

## LEASING CONTACT(S)

Phil Dorman

Director of Leasing

Phone: (857) 305-8721

Email: [PDorman@oxfordproperties.com](mailto:PDorman@oxfordproperties.com)

## **IMPORTANT NUMBERS TO KNOW**

All Emergencies	911
Management Office	857-305-8724
After Hours Building Emergency Number	857-305-8724
Local Police Department	(617) 343-4200
Police Department (Emergency)	911
Fire Department	911
Area Hospital New England Medical	(617) 636-5000
Water Company Boston Water & Sewer	(617) 989-7000
Electric Company EverSource	(800) 592-2000
Gas Company National Grid	(800) 322-3223

## **RENTAL REMITTANCE**

Rent should be paid by the first day of each calendar month during the term of the lease. Please send checks to the following address:

OPG 125 Summer Street Owner DE LLC  
PO Box 788016  
Philadelphia PA 19178 – 8016

## **RECYCLING PROGRAM**

Please contact the management office to receive information on the 125 Summer Street recycling program.

## **DELIVERIES**

All large deliveries must be scheduled in advance through the work order system.

## **BUILDING'S MAILING/SHIPPING INFORMATION**

Your mailing address is:

Your Firm Name (or individual name)  
125 Summer Street  
Your Suite Number  
Boston, MA  
02109

## **AMENITIES**

Starbucks  
Santander  
Barber Shop  
Bright Horizons



# **GENERAL INFORMATION**

PLEASE NOTE THAT THIS PORTION OF THIS GUIDE WAS DESIGNED TO PROVIDE YOU WITH GENERAL INFORMATION ABOUT BUILDING SERVICES AND OPERATIONS. IN THE EVENT OF A CONFLICT BETWEEN THE INFORMATION CONTAINED IN THIS GUIDE AND THE SPECIFIC TERMS OF YOUR LEASE, THE TERMS OF YOUR LEASE SHALL SUPERSEDE THIS GUIDE.

## BUILDING SERVICES AND OPERATIONS

Providing excellent service to you is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance by notifying us of any situation or condition that you feel requires attention.

### BUILDING MAINTENANCE

A service request may be submitted through any of the following channels:

1. Submit an electronic request through [www.requestcom.com](http://www.requestcom.com)
2. Call 857-305-8724

**Note:** Submitting a request on-line is the most efficient method, and will allow self-service work order entry, status checking and the ability to review work order history on-line. We strongly encourage you to submit requests electronically. If you would like to learn more about how to make and manage your service requests electronically, please contact your Property Manager for details.

Once a service request has been received, the management staff will address the problem as soon as possible and, if applicable, send an invoice for the completed service request. If the situation warrants external assistance, the management staff will obtain pricing approval prior to performing the work.

Please direct all service requests to the customer service center / management office rather than maintenance personnel. This procedure helps the management staff keep a track of your requests and ensure that they are resolved in a timely fashion.

## **HVAC**

Heating, Ventilation and Air Conditioning (HVAC) systems in the building typically operate Monday through Friday during normal business hours. If at any time during working hours you desire adjustment to the temperature within your suite, electronically submit a work order or contact the management office for assistance. To avoid damage and minimize delays, please do not adjust thermostats. In addition, we suggest that you keep blinds closed when in direct sunlight. Keeping blinds closed at night and over the weekend will help maintain a more constant temperature in your suite.

HVAC services after business hours are available upon request and can be scheduled by submitting a service request on-line or by contacting the customer service center / management office. There will be a charge for after-hours HVAC service.

## **TRASH REMOVAL**

Normal building trash removal is provided as a standard building service. Large-scale debris, such as that following construction or minor renovations is your responsibility as the tenant. For disposal of debris and boxes, please contact the management office. In addition, you as the tenant are responsible for the removal of all medical, infectious or hazardous waste from the premises, including any needles, syringes and other articles or substances classified as medical, infectious or hazardous waste by law. Any such removal must be approved by Oxford Properties and performed in compliance with applicable law.

## **SIGNS, LETTERING AND NOTICES**

All signage being displayed outside your suite must be coordinated through the management office. If you wish to display a sign or notice in any public area of the building, prior written approval from the management office is required.

## **TENANT FUNCTIONS AND GUIDELINES**

If you are planning a function (e.g., party, reception), please notify the management office at least two weeks in advance. The management office maintains certain policies and procedures that assist in coordinating events and limiting liability of the building. The management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificates of insurance. A function may not be held in the common areas or on the building grounds without prior management approval.

## **LOST AND FOUND**

Please report any lost or found items to the management office.

## STAIRWAYS

All exit stairways are for **EMERGENCY USE ONLY**. Please notify all employees of this security restriction and ask that they cooperate fully so that we may help keep the building secure.

## ENERGY CONSERVATION

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Following are examples of how your employees can help in our efforts to reduce energy costs:

- Window treatments should be closed during those times when there is direct sun (including weekends).
- Employees should be reminded to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.

## STORAGE

If you require additional storage space, please contact the management office.

## JANITORIAL SERVICES

Janitorial services are typically provided 5 days a week. If you have any special cleaning requests, please contact your Property Manager.

# **BUILDING ACCESS AND SECURITY**

## **ACCESS – DURING AND AFTER BUSINESS HOURS**

Please provide the management office with a list of the names and phone numbers of at least three individuals who may be called to authorize admittance into the building for an employee or visitor who does not have appropriate security access identification. These individuals would also be contacted in the event of an emergency.

## **SECURITY – DURING BUSINESS HOURS**

You may choose to unlock or lock your suite entrances during normal business hours. Although we try to maintain a secure working environment, many people enter the building every day and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

- Lock all doors when leaving your suite unattended.
- Instruct employees to keep valuables and personal property in secured areas (locked desks, file cabinets or closets) when leaving their areas unattended.
- Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults or leave combinations where they can be found or easily deciphered.
- Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.

## **SECURITY – AFTER BUSINESS HOURS**

After normal business hours, please make sure that all entry doors to your suite are closed and locked.

Do not allow anyone to follow you into the building after normal business hours. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, Customer Service Center at 857-305-8724.

The management office recommends that you keep all valuables and personal property locked up during non-business hours.

## **PREVENTION**

To reduce crime, emphasis should be placed on preventive rather than reactive measures. Preventive measures against office thefts and crimes against persons can best be achieved through the individual efforts of each employee.

All suspicious or criminal activities should be reported immediately, first to the police department and then to the management office.

## **SOLICITING AND LOITERING**

Canvassing, soliciting, peddling and loitering are not allowed anywhere on the property. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the management office as soon as possible.

# **MOVING**

## **GENERAL INFORMATION**

All tenant moves—into, out of, or within the building—must be coordinated with the management office. Please notify the Property Manager of your proposed moving date and to schedule the freight elevator. The moving company must provide a certificate of insurance to the management office at least five days prior to the day of the move.

Oxford Properties also requires that the moving company provide protection for building floors, walls and elevators during loading and unloading. If you are not using a moving company, please call the management office for assistance in coordinating the use of the elevator and protection of floors, walls and elevators.

In general, moves must be undertaken during non-business hours to simplify access to the building and minimize any disturbance to other tenants. If this is inconvenient, the management office will attempt to accommodate your schedule in every way possible.

## **VENDOR INSURANCE REQUIREMENTS**

It is Oxford Properties' policy that all vendors and contractors providing moving services, remodeling, painting, construction, etc. to our tenants provide the management office with evidence of adequate insurance coverage.

A certificate of insurance naming both the landlord and tenant as additional insured's must be furnished to the management office before any work can be performed on the premises or before items can be moved onto or off of the premises. Please contact the management office for the exact name of the landlord to be included in the certificate.

If your vendor is unwilling to provide the required certificate, they may be denied access to the building.

# **ALTERATIONS AND REMODELING**

Alterations to tenant suites require the approval of the management office. Requests to make alterations should be sent in writing to the Property Manager. Only contractors approved by the management office can perform alterations. All construction contractors including general, electrical, plumbing and phone contractors must register with the management office at least one week prior to performing any work in the building. Installing or maintaining systems that affect the building's infrastructure, such as HVAC equipment, electrical, or communication equipment, computer or alarm systems, power or fire protection, must also be coordinated with and approved by the management office.

# **EMERGENCY PROCEDURES**

125 Summer Street

Physical Address:  
125 Summer Street  
Boston, MA  
02110

## EMERGENCY TELEPHONE NUMBERS

All Emergencies	911
Customer Service Center	857-305-8724
After Hours Building Emergency Number	844-310-6299
Local Police Department	(617) 343-4200
Police Department (Emergency)	(617) 343-4200
Fire Department	(617) 343-3550
Area Hospital New England Medical	(617) 636-5000
Electric Company NSTAR	(800) 592-2000
Gas Company KeySpan	(800) 233-5325
Water Company Boston Water & Sewer	(617) 989-7000



# EMERGENCIES

## INTRODUCTION

Emergencies happen - the Chicago Fire, the Oklahoma City bombing, the San Francisco earthquake, are all evidence that emergencies can and do impact the workplace. Although they are unplanned and unwanted, it is everyone's responsibility to be prepared for them. These Emergency Procedures contain the information you need to be prepared for an emergency. Everyone who works in this building must read and be familiar with these procedures. We recommend that these procedures be distributed to all employees and posted in a lunchroom or other common area.

In some cities, the local code requires specific fire life safety training, and may provide a time frame in which the training must be received. This guide does not supersede local code. Please adhere to local code requirements and in the absence of code, follow these guidelines.

If you have any questions about the procedures and plans in this Guide, please contact your property manager.

## **INCIDENT COMMAND SYSTEM AND OXFORD PERSON IN CHARGE (OPIC)**

The Incident Command System is widely used throughout the United States by fire agencies, and is increasingly used by law enforcement, first responders, and other public safety applications, for emergencies and event management. The system was designed to provide clear lines of authority, clear objectives and clear communication.

Oxford Properties has incorporated the clear chain-of-command principle from the ICS in the role of the Oxford Person in Charge (OPIC). The OPIC provides a single point of contact for those handling the emergency. The Oxford Person in Charge (OPIC) is responsible for making decisions and issuing commands on behalf of Oxford Properties during the event.

The most senior member of the Oxford team on site during the emergency is the Oxford Person in Charge (OPIC). If there is no Oxford team member on site, then the most senior contact security officer on site is temporarily the Oxford Person in Charge (OPIC), until an Oxford team member arrives on site.

The Oxford Person in Charge (OPIC) role is fluid and shifts to more senior personnel as they arrive on the scene during the course of an emergency.

The OPIC is subordinate to any local authorities upon their arrival, but he or she remains in charge of all Oxford Properties activities. Above all, the Oxford Person in Charge (OPIC) has the responsibility to protect life and property.

# EVACUATION PLAN

In an emergency that requires building evacuation, time saves lives. Knowing and following the evacuation plan is one of the most important things you can do to ensure your own safety and that of your co-workers. It is your firm's responsibility to assign responsible personnel to assist the property team, and be responsible for controlling the movement of your employees and visitors during a full or partial evacuation of the building. Oxford Properties will adhere to Federal, State and local codes and statutes.

The Evacuation Plan includes information on the following topics:

- Emergency Response Team Members and Responsibilities
- Evacuation Relocation Sites
- Emergency Response Training
- Evacuation Drills
- Emergency Procedures for:
  - Evacuation
  - Fire
  - Medical Emergencies
  - Power Failure
  - Bomb Threats
  - Chemical, Biological, or Radiological (CBR) Event
  - Terrorist Activities
  - Civil Disturbance
  - Workplace Violence
  - Earthquake
  - Hurricane and Tropical Storms
  - Tornado and Severe Weather

## EMERGENCY RESPONSE TEAM POSITIONS AND RESPONSIBILITIES

Each tenant should establish an Emergency Response (ER) Team based on the positions described below. We understand that no two buildings are alike, therefore, positions can be added to your Evacuation Team, if necessary, to provide ample coverage. In some cases, tenants may want to share responsibilities in common areas on the floor. Additionally, each tenant is encouraged to establish an after hours calling tree for contacting its' employees in the event of an emergency.

The Emergency Response Team consists of the Oxford Person in Charge, Floor Wardens, Suite Monitors, Searchers, Special Assistants, Stairwell and Elevator Monitors, and Alternates. It is each Emergency Response Team member's responsibility to be familiar with the Plan, the emergency exits, and the location and operation of any available fire alarm system, equipment, and extinguishers.

The following table outlines the roles and responsibilities of Emergency Response Team members. All of the following roles are appointed by you, the tenant, with the exception of the Oxford Person in Charge (OPIC) who is the most senior member of the property team on-site at the time of an emergency.

Evacuation Team Member	Description	Key Responsibilities
Oxford Person in Charge (OPIC)	<ul style="list-style-type: none"> <li>Manages the evacuation of the entire building; the most senior property team member <b>on-site</b> at the time of emergency (e.g. Property Manager, Engineer, Security, or the MOD)</li> <li>Is subordinate to any local authorities upon their arrival; however, the Oxford Person in Charge (OPIC) remains in charge of all Oxford obligations.</li> </ul>	<ul style="list-style-type: none"> <li>Provides overall management/supervision of the emergency evacuation.</li> <li>Handles all external (e.g. local authorities) and internal communications.</li> <li>Makes all decisions related to building emergencies and evacuation.</li> <li>Above all, has the responsibility to protect life and property.</li> </ul>
Floor Wardens	<ul style="list-style-type: none"> <li>Manages the evacuation of the assigned suite and common areas of the floor.</li> <li>Appointed by the tenant.</li> <li>Is also the Suite Monitor for the assigned suite</li> </ul>	<ul style="list-style-type: none"> <li>Organizes and directs the Tenant Emergency Response Team for the assigned suite and common areas of the floor.</li> <li>Keeps the Oxford Person in Charge (OPIC) informed of absences of Tenant Emergency Response Team members who are responsible for common areas.</li> <li>Ensures all common areas on their assigned floor are evacuated.</li> </ul>
Suite Monitors	<ul style="list-style-type: none"> <li>Manages the evacuation of the assigned suite.</li> <li>Appointed by each tenant for each suite.</li> </ul>	<ul style="list-style-type: none"> <li>Organizes and directs the Tenant Emergency Response Team for the assigned suite.</li> <li>Keeps property team informed of any change to the list of individuals requiring special assistance, as well as any absences or changes of the Tenant Emergency Response Team for their suite.</li> </ul>
Searchers	<ul style="list-style-type: none"> <li>Ensures no one is left behind.</li> <li>Appointed by the tenant for each suite.</li> <li>Appointed by the Floor Warden for common areas.</li> </ul>	<ul style="list-style-type: none"> <li>Searches and evacuates all rooms in the assigned suite</li> <li>Searches and evacuates common areas on the assigned floor.</li> <li>Informs the Suite Monitor when assigned area is fully evacuated.</li> </ul>
Special Assistants	<ul style="list-style-type: none"> <li>Aid persons requiring special assistance.</li> <li>Appointed by the tenant for each floor.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that those needing special assistance are evacuated safely.</li> <li>Two Special Assistants are required for every individual that requires assistance.</li> </ul>

Evacuation Team Member	Description	Key Responsibilities
Stairwell Monitors	<ul style="list-style-type: none"> <li>Manages stairwell evacuation inside suites and common areas.</li> <li>Appointed by the tenant for each suite.</li> <li>Appointed by the Floor Warden for common areas.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that the stairwell door is not hot to the touch and there is no smoke in the stairwell.</li> <li>Monitor #1: Holds the stairwell door, keeps talking to a minimum, does not allow food and beverages into the stairwell, and ensures those evacuating stay on the right side of the stairwell.</li> <li>Monitor #2: Stands on the stairwell landing to direct traffic flow and encourages evacuees to remain calm and quiet.</li> </ul>
Elevator Monitors	<ul style="list-style-type: none"> <li>Prevents use of elevators.</li> <li>Appointed by the tenant for each suite.</li> <li>Appointed by the Floor Warden for common areas.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that no one uses the elevators in an emergency.</li> <li>Redirects occupants to stairwells.</li> </ul>

## ALTERNATES

Sufficient alternates for each Emergency Response Team position must be assigned so that a principal or alternate is in the building at all times during working hours to supply leadership under the Plan. Coverage during vacation, sick leave, etc. must be taken into account.

## INITIAL ASSEMBLY AREA

In the event of a full building evacuation, the property team will direct evacuees out of the building toward an initial assembly area. This procedure accomplishes two goals. 1) helps provide a safe direction of travel that does not interfere with the emergency, emergency equipment, and responding emergency vehicles. 2) helps prevent a back up of evacuees in the building's lobby and stairwells. The initial assembly area is located far enough away from the building to allow all occupants to evacuate out of the building and relocate to an assembly area away from the emergency. Once the initial assembly area is reached, tenants may move to the tenant designated meeting location and wait for instructions from the Floor Warden or Suite Monitor.

## TENANT DESIGNATED MEETING LOCATION

Each tenant is responsible for designating it's own company meeting location for employees to congregate, in the event of a full building evacuation. The meeting place should be located well away from the building (300ft. minimum), and provide safe refuge. After the evacuation, the Suite Monitor is responsible for taking attendance to ensure that all of their company's suite occupants and visitors are accounted for, and should report missing individuals to the local authorities.

## **OXFORD PROPERTIES PARTIAL RELOCATION AND FULL EVACUATION STANDARDS**

Oxford Properties will adhere to Federal, State, and local codes and statutes.

### **EMERGENCY RESPONSE TEAM TRAINING**

Each tenant must establish an Emergency Response Team based on the positions described above. The names of team members must be kept up to date and communicated to the property manager. All members of the tenant's Emergency Response team will be asked to attend training sessions conducted by the fire department, police department and Oxford Properties. Training is essential to the readiness of the Emergency Response Team, and will be scheduled by the property manager.

Cross training is recommended to enable knowledge and role sharing among team members. This is especially important if one or more team members is unexpectedly out of the office when an emergency occurs. Cross training helps to ensure a seamless evacuation in a minimally staffed environment.

### **GENERAL POPULATION FIRE LIFE SAFETY TRAINING**

In some jurisdictions, it is required by local fire code for all tenant employees to receive fire/life safety training. Where not required by code, Oxford Properties strongly encourages all tenants to participate in training. In addition, tenants should conduct their own in-house training in accordance with this Plan. Tenants may call the property manager for assistance with presentations, and to review the tenant's company specific plan.

### **EVACUATION DRILLS**

The property team, often with the assistance of the fire department, conducts periodic emergency evacuation drills in accordance with the approved Plan. Oxford Properties' evacuation drill standard includes following local code or in the absence of code at minimum, drill each tenant on each floor once per year as defined locally by fire department officials. Conducting drills will help tenants and property teams prepare for the unlikely event of a true emergency. Building occupants are urged to participate in drills and in some jurisdictions, participation is required by code.

Written records of the drills and compliance results are kept on the premises readily available for inspection by the fire department.

# EVACUATION PROCEDURE

The following process outlines the procedures that the Evacuation Team will follow during an evacuation.

1. Evacuation Team receives notification of an emergency and relocation/evacuation.
2. Floor Warden ensures that the Evacuation Team reports to assigned posts and begins duties.
  - Suite Monitors - direct the evacuation of the assigned suite.
  - Searchers - search and evacuate persons from all rooms and common areas.
  - Stairwell Monitors - direct evacuees down a safe stairwell, ask them to discontinue talking and to stay on the right side of the stairwell.
  - Elevator Monitors - redirect evacuees to a safe stairwell.
  - Special Assistants - Assist those with special needs to evacuate safely.
3. Follow relocation/evacuation instructions provided by the local authorities or the Oxford Person in Charge.
4. Evacuation Team members report the status of the evacuation, the names and locations of persons needing assistance and other issues to the Floor Warden/Suite Monitor.
5. Evacuation Team members may leave the floor when duties have been completed, or if a life threatening conditions exist.
6. Floor Wardens/ Suite Monitors report the names and locations of persons needing assistance and other issues to the local authorities.
7. If a full building evacuation is required, move to the Initial Assembly Area, and then relocate to the Tenant Designated Meeting Location.
8. Suite Monitors take attendance of employees and visitors at the Tenant Designated Meeting Location and report all absentees to the local authorities.
9. Return to the building when authorized by the local authorities.

# FIRE

## GENERAL INFORMATION

The building may be fully or partially evacuated when a fire alarm signal is sounded. An effective evacuation depends on the orderly 'phasing' of floor clearance, which means that generally the fire floor is evacuated first and immediately. Generally, the next floors to evacuate should be the two floors directly above the fire floor, followed by the two floors directly below. Specific evacuation procedures vary slightly by location and code. The Oxford Person in Charge (OPIC) will be in charge of the evacuation until the fire department arrives.

Building occupants must create an environment that supports cooperation with the Emergency Response Team to ensure that all employees are well informed and instructed on evacuation procedures and comply with instructions provided.

## PROCEDURE

### THE PERSON WHO DISCOVERS THE SMOKE OR FIRE SHOULD:

1. Leave the area and if conditions are safe, close doors as exiting to prevent smoke and fire from spreading.
2. Call 911 from a safe location and report:
  - Name
  - Type of Emergency
  - Location of the Fire
  - What is Burning
  - Company Name
  - Physical Address (not vanity)
  - Floor and Suite Number
  - Telephone Number
3. Call the Customer Service Center (CSC) from a safe location and reports the fire.
4. Emergency Response Team implements the Evacuation Plan.
5. Emergency Response Team follows instructions as directed by the local authorities or the Oxford Person in Charge.



## **FIRE EMERGENCY SAFETY TIPS**

1. Smoke is the number one killer in a fire, stay low to the ground; move on your hands and knees. Smoke and noxious gases rise, staying low can save your life.
2. Know where all emergency stairwells are located, practice exiting and count the number of doorways and hallways between your location and the fire exits. It is nearly impossible to see in a fire because of the smoke. This information helps to ensure that you will find an emergency stairwell and evacuate safely.

# MEDICAL EMERGENCIES

## GENERAL INFORMATION

Time is extremely important in the case of a medical emergency. Oxford Properties recommends that all tenants keep a first aid kit and emergency supplies available.

## THE PERSON WHO DISCOVERS THE EMERGENCY SHOULD:

1. Call 911 or the local emergency number.
2. Provide the dispatcher with the following information:
  - Name
  - Type of Medical Emergency
  - Location of Medical Emergency
  - Company Name
  - Physical building address [not building name]
  - Floor and Suite Number
  - Telephone Number
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the Customer Service Center to report the emergency. The property team will open doors, and hold elevators for the paramedics in order to expedite treatment.

**NOTE:** It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving, unless a life-threatening hazard exists.

## FIRST AID/EMERGENCY SUPPLIES

The more supplies you have on hand when an emergency occurs, the better prepared you are to deal with injuries. It is recommended that, at a minimum, you have the following available in your tenant space:

- First aid kit
- Cell phone
- Flashlights and fresh batteries
- Transistor radio
- Latex gloves for blood borne pathogen protection
- Heavy gloves in case of broken glass
- Emergency Analog Telephone to connect to a facsimile line that will operate in the case of a power failure
- Whistles to get the attention of those around you
- Walking shoes to help you evacuate quickly
- Bottled water
- Light sticks (8 hour)

# POWER FAILURE

## GENERAL INFORMATION

In the event the building sustains a power failure, emergency lighting should be available in the stairwells. Stairwell emergency lighting is powered by either a battery-back up system or emergency generator. Generally, HVAC equipment, lights, outlets, most elevators and telephone equipment will not be operational, however, check with the property team to become familiar with the systems that are in place at your building.

## PROCEDURE

1. The property team will contact the electric company to attempt to find out the cause of the outage and the anticipated duration of the outage.
2. Turn off all appliances, computers and other equipment. If equipment is turned on and a power surge occurs, the surge may damage the equipment.
3. Floor Wardens and the Emergency Response Team meet in the elevator lobby to determine if any people are trapped in the elevators. If so, ask the occupants to remain calm and determine if anyone is injured. Let them know that you are requesting assistance. Call 911 if people are injured or in danger. Floor Wardens contact the Customer Service Center and inform them of the entrapment, status and location of the elevator car.
4. Elevator Monitors stay in contact with the trapped individuals until assistance arrives. Reassure them that assistance is on the way.
5. If the power outage becomes lengthy (an hour or more) and the electric company does not know how long the power will be out, the property team will provide information and direction to the tenants. The building may close for business. [See the Evacuation Section of this Guide].
6. The Emergency Response Team reports to their posts and prepares to evacuate the floor according to the Evacuation Plan when notified by the Floor Warden.

# BOMB THREATS

## GENERAL INFORMATION

The success of the building's preventive strategy requires the full cooperation of all tenants. All suspicious individuals, activities, articles, packages or situations should be reported to the Customer Service Center immediately. We depend on your eyes and ears to help keep the building safe.

Generally most bomb threats are false, they are intended to disrupt operations and cause confusion. If a bomb is intended to kill, injure, and destroy there is typically no advance warning, as that would defeat the purpose. Regardless, every threat should be taken seriously until proven otherwise.

## PROCEDURE

### IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE:

1. Keep the person on the phone talking as long as possible.
2. As you are speaking with the caller, record the information received on the attached Bomb Threat Report Form, located at the end of this section. Note the characteristics of the caller such as gender, tone of voice, age, accents, and background noises. Keep a copy of the report form in the main reception / telephone area for easy access. Review the form with your staff and ask them to use it, if necessary.
3. At the end of the call, dial \*69 and record any number provided by the service.
4. Call 911 or the local emergency number.
5. Provide the dispatcher with the following information:
  - Name
  - Type of Emergency
  - Company Name
  - Physical Building Address [not building name]
  - Floor and Suite Number
  - Telephone Number
  - Any information from the **Bomb Threat Report Form** (located at the end of this section)
6. Listen to the dispatcher for any additional instructions before hanging up.
7. Call the Customer Service Center.

## CONDUCTING A SEARCH

1. If the caller states or implies that a bomb is in a particular suite, be aware that the individuals working in that suite will be called upon to conduct a search of their area. These individuals are the best people to determine whether something doesn't belong or if something has been moved, or is out of place.
2. Each tenant should develop and maintain a search plan for their office suite. There should be two Searchers per team. If the suite is large, divide it into quadrants and permanently assign searchers to a specific quadrant.
3. Conduct your search by assessing the room utilizing the following method:
  - search from floor to waist level
  - then search from waist to chin level
  - then search from chin to ceiling level
4. Keep a written record of the rooms searched and the results.
5. If a device is found, do not touch it:
  - Isolation - isolate the object
  - Evacuation - evacuate the area
  - Notification - notify the authorities
6. If the caller states or implies that a bomb is in a common area of the building, the property team will conduct the search.
7. The local authorities generally respond to the building to simply take a report if an unidentified or suspicious article is not found. In turn, if an article is found, the bomb squad is generally called by the police department.

# Bomb Threat Report Form

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip Code: \_\_\_\_\_

Exact Wording of the Threat: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Information to record:

Dial \*69 record number: \_\_\_\_\_

Gender of caller: \_\_\_\_\_ Accent/Type: \_\_\_\_\_

Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Number call received at: \_\_\_\_\_

Exact date and time of call: \_\_\_\_\_

## Questions to ask:

1. When is the bomb going to explode? \_\_\_\_\_

2. Where is the bomb right now? \_\_\_\_\_

3. What does it look like? \_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause the bomb to explode? \_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_

7. Why? \_\_\_\_\_

8. Where are you calling from? \_\_\_\_\_

9. What is your name? \_\_\_\_\_

10. What is your address? \_\_\_\_\_

## Caller's Voice:

- Normal
- Angry
- Excited
- Laughter
- Familiar

- Stutter
- Lisp
- Whisper
- Crying
- Slurred

## Background Sound:

- Street Noises
- Voices
- PA System
- Music
- Motor Noises
- Children
- Other: \_\_\_\_\_

- Animal Noises
- Static
- Local
- Long Distance
- Cellular

## Threat Language:

- Educated
- Foul
- Irrational

- Incoherent
- Taped
- Message Read

Name of person completing form: _____	Phone Number _____
Firm/Position: _____	Date and time form completed: _____

# CHEMICAL, BIOLOGICAL, OR RADIOLOGICAL (CBR) EVENT

## GENERAL INFORMATION

There is a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are often the most difficult to manufacture, transport, and weaponize because they are volatile, difficult to produce and employ. The response to an incident involving CBR agents is similar to any other incident involving hazardous materials.

## PROCEDURE

### IF YOU DISCOVER A CBR INCIDENT:

1. Call 911 or the local emergency number.
2. Provide the dispatcher with the following information:
  - Name
  - Type of Emergency
  - Company Name
  - Physical Building Address [not building name]
  - Floor and Suite Number
  - Telephone Number
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the Customer Service Center.
5. Remain calm.
  - Isolate the CBR object, area, and those exposed.
  - Evacuate the area, move occupants up wind at least 300 feet away from the contaminated site, closing doors as you move away.
  - Notify the 911 and the Customer Service Center.
6. A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Customer Service Center will call each tenant's primary contact to inform him or her of the incident.
7. If danger is unsubstantiated, the building may remain open for business, The Customer Service Center will call each tenant's primary contact to inform him or her of the incident. It is up to each tenant, to decide whether to evacuate the building or remain open for business. If the building remains open and your company chooses to close and evacuate the building, please notify the Customer Service Center so there is a record that your suite is empty. This information will be important if the incident escalates.





# TERRORIST ACTIVITIES

If we experience what we believe to be a credible threat in this building, we will alert our customer contacts. Unless authorities dictate, the decision to evacuate the premises will remain with each tenant. Ultimately, security is everyone's responsibility, and no security measure can completely prevent terrorist attacks. By working together, however, we hope to create a more secure environment.

Oxford Properties has established a Threat Level Matrix, based on the Department of Homeland Security (DHS) threat advisory color code system. This Matrix provides a list of actionable security options available at each DHS level related to operating procedures that would restrict free and open access to the building. Some of these options include restrictions on the use of the loading dock, the parking areas, lobby control for tenants and visitors, delivery services, etc. Oxford Properties trains its staff and the Tenant Emergency Response Team to react to emergencies to help guide tenants to safe areas in the event of a terrorist incident.

If you encounter a suspicious package or substance, please remember these keys to guide your response: Isolation, Notification, and Evacuation.

- Isolate- Do not attempt to move or pickup the suspicious package/substance, restrict access to the area if safe to do so.
- Evacuate- Evacuate if danger is obvious, otherwise await direction from authorities.
- Notify- Call 911 and contact the Customer Service Center.

The following are resources for additional information:

- Center for Disease Control (CDC) Emergency Response at (770) 488-7100 or [http://cdc.gov/ncidod/dbmd/diseaseinfo/anthrax\\_g.htm](http://cdc.gov/ncidod/dbmd/diseaseinfo/anthrax_g.htm).
- U.S. Department of Defense (DOD) at 877-438-8222 or [www.anthrax.osd.mil](http://www.anthrax.osd.mil) Federal Bureau of Investigation (FBI), special Information.
- Homeland Security Website <http://www.dhs.gov/dhspublic/>

# CIVIL DISTURBANCE

We rely on the local authorities to advise us of protective actions that should be taken during a local disturbance in or around the property.

Emergency procedures may include one or more of the following:

- Partial building evacuation
- Securing entry to the building
- Securing all stairwells
- Securing elevators on a given floor
- Restricted access

In the event of a civil disturbance, tenants may be asked to remain in the building under advisement from the Oxford Person in Charge (OPIC) or law enforcement agencies until the disturbance is under control.

# WORKPLACE VIOLENCE

Violence in the workplace is a serious safety and health issue. Its most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States. Workplace violence can strike anywhere. However, some workers are at increased risk, such as those who:

- Work with cash.
- Deliver passengers, goods, or services.
- Work alone or in small groups.
- Work during late night or early morning hours.
- Work in high-crime areas.
- Work in community settings and homes where they have extensive contact with the public.

If you observe an incident of workplace violence:

- Do not attempt to confront or stop the perpetrator.
- Quietly move out of the area and signal others to follow.
- Call 911 from a safe area.
- Call the Customer Service Center from a safe area.
- Alert supervisors and individuals working on the floor, and ask them to move out of the office to a safe location until the local authorities have the situation under control.

For more information on workplace violence, please reference the following web sites:

- <http://www.osha-slc.gov/SLTC/workplaceviolence/>
- <http://www.cdc.gov/niosh/violcont.html>
- <http://www.noworkviolence.com/articles/articles.htm>
- <http://www.workplace-violence-hq.com/>

# EARTHQUAKES

## GENERAL INFORMATION

In the event of an earthquake, **DO NOT ATTEMPT TO LEAVE THE BUILDING**. Reports indicate that you are safer within a building until the tremors subside to avoid falling debris and downed power lines. If evacuation is necessary, know where the locations of possible safe refuge areas are located outside and away from the building. Have a plan for reuniting with your family. Have a predetermined out-of-state person for your family members to contact.

## PROCEDURE

### DURING AN EARTHQUAKE:

1. Remain calm. Do not exit the building. **DO NOT USE ELEVATORS**.
2. Move away from the perimeter of the building. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
3. Take cover under a desk or another sturdy object, in a corner or against the wall in the core of the building. Protect your head and body with your arms and legs. **DROP, COVER and HOLD**.

## AFTER THE EARTHQUAKE:

1. Be prepared for aftershocks.
2. Check for injured and assist if possible. Do not move a seriously injured person unless they are in immediate danger. Call 911 and notify the Customer Service Center of injuries. [See the Medical Emergencies section of this Guide].
3. Check for fires, gas and water leaks and electrical shorts. **DO NOT** use matches, cigarette lighters or turn on electrical switches or appliances. If you smell gas, call 911 immediately, and then call the Customer Service Center.
4. Open doors carefully. Watch for falling debris.
5. Stay away from windows/glassed areas.
6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls **ONLY**.
7. Listen to the radio for emergency reports.
8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
9. Report all damage to the Customer Service Center as soon as possible.
10. Notify the Customer Service Center if your company chooses to close and leave the building.

# HURRICANES AND FLOODS

## GENERAL INFORMATION

When the United States Hurricane Center issues a Hurricane Warning, the building will close well in advance of the condition becoming dangerous. Oxford Properties will request all tenants to secure their offices and leave the premises.

When a hurricane warning has been issued, it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property.

## PROCEDURE

1. Keep abreast of weather conditions via radio or television.
2. Remove all papers, pictures, plaques, hanging objects, desktop items, and other loose objects from perimeter offices and store in interior rooms.
3. Close all doors of perimeter offices. If time permits, close all drapes and blinds.
4. **LEAVE ALL INTERIOR DOORS OPEN** in order to prevent atmospheric pressure problems.
5. Move all expensive equipment and important documents to interior rooms.
6. Notify the alarm company (if your company has one) of the probability of a power outage during the storm.
7. Report all flooding, leaks, fires and structural damage to the Customer Service Center as soon as possible.

# TORNADO OR SEVERE WEATHER

## GENERAL INFORMATION

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan areas. Severe weather includes but is not limited to thunderstorms, tornados, windstorms, snowstorms, etc. If a tornado warning has been issued by the weather service, a tornado siren may sound in your area to notify you that a tornado warning is in effect.

If an alert for severe weather is announced by the U.S. Weather Service:

1. The Emergency Response Team should move all occupants away from the perimeter of the building instructing tenants to close perimeter doors when exiting.
2. If time permits, close all drapes and blinds.
3. Take cover in core areas of the building such as interior offices, hallways, corridors, or restrooms away from glass doors and windows.
4. When the all clear is announced, the Emergency Response Team will direct employees to return to regularly scheduled duties
5. Call 911 and notify the Customer Service Center of injuries. [See the Medical Emergencies section of this Guide]
6. Report any damage such as broken windows, leaks, or fire to the Customer Service Center.
7. Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather. [See the Medical Emergencies - First Aid/Emergency Supplies section of this Guide.]