

TOWER POINT

EMERGENCY RESPONSE GUIDE

IN CASE OF EMERGENCY - DIAL 911

- Be prepared to provide the following information when calling 911:
 - Building address**
 - Location inside the building (Floor#/Suite#)**
 - Your call back number**
- Follow the dispatcher's instruction.
- Be prepared to provide additional information such as details of the emergency or injuries.
- Remain on the phone until the dispatcher disconnects.
- Designate someone else to contact Security to report the incident.

EMERGENCY CONTACT INFORMATION

Emergency 24/7 Call Center	617.770.7271
Security	617.610.7919

Please contact Building Services for localized, non-life threatening emergencies such as power outages, water leaks, burst pipes, etc.

BE PREPARED BEFORE AN EMERGENCY

- Know your Safety Warden, keep emergency numbers by the phone, and know where the emergency exits are located.
- Know where and how to operate the fire alarm pull stations and fire extinguishers on your floor.
- Become familiar and post the enclosed floor plan near your work location.
- Know your building address and suite number.

TENANT EMERGENCY PROCEDURES

TOWER POINT

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EMERGENCY PROCEDURES MANUAL

INTRODUCTION

This Emergency Procedures Manual applies to Tower Point located at 27 – 43 Wormwood Street, Boston, MA. Tower Point is a six-story brick-and-beam office building totaling 157,067 square feet in the Seaport sub market of Boston, MA. The Property is located nearby State Street’s current and GE’s future headquarters and is proximate to public transportation including the MBTA Red Line and South Station. Originally two buildings that have been connected with a center core, the efficient floor plates set up well for single or multi-tenant use and have natural light on all sides.

EMERGENCY CONTACT TELEPHONE NUMBERS

Emergency contact names and numbers will be kept current for all parties who may need to be advised or consulted in an emergency.

Northwood Office

Maria Farias, General Manager - (617) 512-1553
Betsey Goff, Property Management Coordinator - (857) 331-0455
David Figgins, Project Manager - (339) 203-5448
Don Montminy, Engineer - (978) 590-7735

Emergency contact list

Security - (617) 610-7919
Northwood Office 24/7 Emergency (602) 685-4660
BFD (Boston Fire Department) - (617) 343-3415
BPD (Boston Police) - (617) 343-4730
BFD Non-Emergency – (617) 343-3550
BPD Non-Emergency – (617) 343-4200
Emergency Dispatch – 911
Stanly Elevator - 1 (800) 258-1016
J&M Brown - (617) 522-6800
Animal control - (617) 653-1800
Poison control - 1-800-222-1222
Suffolk County Sheriff Department – (617) 635-1100
Boston Health Department – (617) 624-6000

Hospitals

Tufts Medical Center
800 Washington Street Boston, MA 02111
(617) 636-5000

Mass General Hospital
55 Fruit Street Boston, MA 02114
(617) 726-2000

Partners Urgent Care

137 Stuart Street Suite A7 Boston, MA 02116
(617) 393-5059

PROPERTY DESCRIPTION

Tower Point was built in 1890-1891; the total building area is 157,067 square feet. Tower Point (the "Property") was recently renovated in The Property is located nearby State Street's current and GE's future headquarters and is proximate to public transportation including the MBTA Red Line and South Station. Originally two buildings that have been connected with a center core, the efficient floorplates set up well for single or multi-tenant use and have natural light on all sides. Amenities include a fitness center, outdoor courtyard and 65-space surface parking lot. Tenants desire the character of brick-and-beam buildings and parking is a rare and valuable amenity in the Seaport. The Property is 100% leased to 12 tenants with a weighted average lease term of ~4.5 years. The in-place leases are ~13% below market and there is an ability to capitalize on marking rents to market as leases roll through aggressive asset management and leasing oversight.

Life Safety:

Fully sprinklered with a wet pipe fire suppression system; modular, non-addressable fire alarm panel by Fire Control Instruments, Inc. (Model 72) located in main electrical room; ABC-type fire extinguishers. There is a 100kW Emergency Generator, diesel-powered emergency located near the transformer near the rear entrance/exit of the building.

Security:

On-site security Monday through Friday from 10 AM to 6 PM; exterior and interior security monitoring via nine cameras Building Emergency Features
The building emergency features are described below.

Fire Alarm Signal

Emergency Exits

The building has four stairwells:

Stairwell A, Located on the north side of building #3, connects all floors, and exits onto Wormwood Street

Stairwell B, Located on the south side of building #3, connects all floors, and exits onto Binford Street.

Stairwell C, Located in the connector building behind the elevators. This stairwell connects all floors, and exits into lobby.

Stairwell D, located on the south side of building #4, connects all floors, and exits onto Binford Street.

Manual Alarms:

The horns, strobes and initial message may be activated by pulling one of the red alarm boxes located adjacent to the Exit stairwells on the north side of the building core, which is centrally located in the building and throughout the floor areas. This activates an alarm at the Fire Alarm Panels located in the lobby and sends a signal to an outside monitoring company.

Smoke Detectors:

Smoke detectors are located throughout the building in the heating, air conditioning and ventilation system ducts, elevator lobbies and corridors. Activation of any smoke detector will activate the audible

and visual alarm. Activation of the elevator lobby smoke detectors will recall all elevators in the building and return them directly to the lobby.

Sprinklers

Located in the ceilings, the sprinkler system is always full of water and is backed up by a diesel engine operating a pump. Each sprinkler head is activated when its heat responsive element releases at a temperature of approximately 1650 F. Each sprinkler head has the capability of delivering approximately 25 gallons of water per minute. Activation of a sprinkler head will activate the audible and visual alarms throughout the building. It will also generate an alarm to the Fire Department.

Elevators:

There are two elevators and they go to all floors. Elevators should not be used in any emergency situation.

Safe Refuge Areas:

Safe Refuge Areas are areas inside or outside the building that provide a limit of protection. Outside Safe Refuge Areas are: west on Wormwood St from Stairwell A and west on Binford. It is important for occupants to proceed out of the way of incoming emergency personnel and to stay a minimum of 300 feet from the building. Tenant Floor Wardens will take a head count at each designated Safe Refuge Area.

BUILDING EMERGENCY RESPONSE TEAM:

The Building Emergency Response Team includes the Fire/Life Safety Director, Chief Engineer, Security, and the Tenant Floor Wardens.

The *Fire/Life Safety Director* (who may be the Manager or Assistant Manager) is responsible for supervising and monitoring the fire safety program for Fort Point Place and will:

- Be totally familiar with the Fire Safety Plan.
- Organize Fire Safety Plan training for Floor Wardens and their team members, and for engineering, security and maintenance personnel.
- Organize Fire Safety Plan and fire prevention training for all tenants.
- Assign and maintain an up-to-date list of Floor Wardens.
- Conduct fire drills and evaluate the effectiveness of the Fire Safety Plan.
- Supervise a sound fire prevention program that includes regular inspections of all storage rooms, closets, mechanical rooms and office areas to keep them clear of any potential fire hazards; regular inspections of fire and life safety equipment; and regular inspections of fire exits to be sure they are passable.
- Maintain the Tenant Emergency Information forms.
- Report to the Fire Department officer in charge in the event of a fire. Chief Engineer and Staff

The Engineer and staff will be responsible for:

- Maintaining up-to-date set of floor plans.
- Maintaining up-to-date set of plans and/or diagrams of building mechanical systems.
- Maintaining and regularly testing building alarm system.

- Maintaining and regularly testing sprinkler and standpipe systems.

Security will be responsible for:

- Ensuring that all security personnel are familiar with the Fire Safety Plan in order to assist the Fire/Life Safety Director during a building drill and/or an actual emergency.
- Assuming emergency responsibilities during emergency situations in the absence of the Fire/Life Safety Director (Le, vacations, weekends, and after normal business hours).

Tenant Floor Warden:

The tenants will assign one Floor Warden and two Assistant Floor Wardens per floor, per company, and they will each be responsible for the following:

- Being completely familiar with the floor arrangement, the number of floor occupants, and the location of floor exits.
- Dividing the floor population into groups and formulating the traffic pattern to use for emergency stair exits.
- Inspecting the entire floor daily and determining that all fire doors to stairs are closed and that no doors are obstructed or inoperable.
- Maintaining an up-to-date listing of all personnel who cannot use stairs unaided and arranging assistance for them if evacuation is required.
- Taking necessary action to prevent panic.
- Assuring that all persons on the floor are notified of fire and all are evacuated to safe areas. If possible, search all lavatories, core offices, conference rooms, etc.
- Assigning each person in his or her floor group to a specific stairwell.
- Knowing location of and how to use firefighting equipment on his or her floor.
- Knowing the Assistant Floor Wardens and notifying those people when he/she is away from the building.
- Being responsible for fire prevention on his or her floor by periodically checking the fire extinguisher for a current servicing tag and checking daily for fire hazards.
- Making new employees aware of the Fire Safety Plan.
- Attending training sessions conducted by the Fire/Life Safety Director.

EMERGENCY RESPONSE PLANS:

Emergency Response Plans for fire, bomb threat, earthquake, medical emergency, civil disturbance, power failure, tornado, snow storm, and elevator entrapment follow.

Building Evacuation Procedures:

WHAT HAPPENS DURING A FIRE ALARM

- Any fire alarm device, once engaged will trigger a fire alarm throughout the building, including a series of tones and flashing strobe lights.
- Once the building fire alarm is activated, all occupants must evacuate.
- Horns will sound and strobes will continue to flash throughout the building for the duration of the alarm until the Boston Fire Department determines the building is safe to reoccupy.
- Entries and stairwell doors (if applicable) will automatically unlock to enable access/egress.
- Elevators will automatically return to the first floor and will need to be reset by the elevator contractor prior to use.

Pre-Emergency Planning

How to Prepare

Each office should appoint a Floor Warden and Alternate to manage the evacuation process. Additional designated personnel should include a Stairwell Monitor, Elevator Monitor, Searcher(s) and an Assistant(s) to Persons Needing Assistance. This integrated team provides direction, guidance and oversight on proper evacuation procedures including but not limited to:

- Leading and directing the evacuation including training for proper evacuation protocols;
- Designating, in advance, nearest stairwell(s) employees/occupants should use;
- Reminds evacuees to avoid elevator transport;
- Searching tenant space to ensure all occupants evacuate
- Maintain and distribute updated list of all Persons Needing Assistance (“PNA”) to the Management Office;
- Assists PNA with moving to a designated location to await first responders; and
- Establishing a checkpoint at least one block away, where all employees can meet and be accounted for. Provide this location in advance to the on-site Security Office.

Persons needed assistance

PNAs are unable to depart the building via the stairwells due to short or long term physical limitations.

During an evacuation, all PNA’s should travel the elevator lobby and await the Boston Fire Department, who will transport employees to the ground level and then outside.

DO’s and Don’ts

DO

- Remain calm
- Be quiet and orderly
- Exit via the building stairwells in single file
- Keep to right in the stairwells to leave room for emergency personnel
- Use stair handrails
- Convene with other company employees in a pre-determined location at least a city block distance away
- Wait until the Boston Fire Department gives the “all clear” to return into the building

DON’T

- Use cell phones while evacuating including for phone calls and/or texting
- Bring food or beverages into the stairwell
- Run
- Carry anything other than what’s absolutely essential

- Remain at your desk during the alarm
- Return to your work area
- Go against evacuation traffic flow
- Take time to pack up laptops (leave them)
- Use the elevators

WHEN IS IT SAFE TO RE-ENTER THE BUILDING?

- Once the Boston Fire Department deems the building safe, the District Chief will give the “all clear” allowing the building to be re-occupied.
- Engineering and Security staff will go to the designated meeting locations within a one-block radius to notify tenants that it is safe to re-enter the building.

PRE-EMERGENCY CHECKLIST

- Evacuation team assigned and trained.
- Employees trained in evacuation protocols.
- Current list of PNAs provided to the Security Office.
- Escape route planned – stairwells designated.
- Meeting Point established, within a one-block radius – employees know where to meet and information provided to Security Office.

Shelter in Place

There may be circumstances when it is safer not to evacuate but to instead to remain within the confines of your suite and/or the building. These situations may include but are not limited to civil disturbance or unrest, street riots or violence, public threat or nuisance and/or an active shooter situation. These events may occur outside and/or within the building/property. In such a circumstance: Direct building employees/occupants to remain calm and lock your suite doors.

Assign a representative to handle all communications with first responders.

If an employee becomes aware of an emergency situation which may cause the need to shelter in place, call 911 and then the Security Office.

Helpful information may include location and nature of the disturbance.

Individuals assigned to the Life Safety Team should complete Shelter in Place training as part of routine preparedness protocols.

Fire

If a fire is discovered in the building, even one of low intensity, pull the fire alarm box as soon as possible and notify Security and the Management Office. The building Fire Brigade will respond to the alarm and attempt to keep the fire under control until the Fire Department personnel arrive. Upon arrival, the Fire Department personnel will take charge of the fire control center located in the lobby.

Fire emergencies are put into effect by:

- Automatic alarm (smoke detector, water flow alarm).
- Report of smoke or fire by an individual calling the Management Office or Security.
- Report of smoke odor by an individual calling the Management Office or Security.

- An extinguished fire reported by a tenant or employee. The Fire Brigade shall consist of building engineers, security personnel and property management representatives. Their duties are outlined below:

Floor Warden

Rescue/remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises. Confine-close the door to the room of origin. This will act to contain the fire and smoke to that one room for a long period of time.

Call the (city) Fire Department at 911 and give the following information:

- Nature of the emergency: fire, medical, etc.
- Your name
- Complete street address
- Building name
- Floor number and suite number
- Closest street intersection
- Call-back number (DO NOT stay at the phone if you are in danger.)
- Call the Management Office at 617-610-7919 and give the following information:
- Your name
- Nature of the problem: fire, medical, etc.
- Floor number
- Room or suite number
- Telephone number you are calling from

Begin evacuation immediately using stairwells and proceeding all the way out of the building.

Help all persons requiring assistance. Assign Assistant Wardens to search restrooms, closets, and storage areas to ensure that all occupants have evacuated and to supervise stairwell evacuation. Ensure all doors are closed but not locked. Do not return to evacuated area until advised by Security. If the fire is small and confined to one object (such as a trash can), locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless you:

- Know how to operate the fire extinguishing equipment.
- Have the appropriate type of extinguisher.
- Have determined that the fire is small.
- Have access to an exit if you fail to put the fire out.

Fire Extinguishers

The extinguishers in Tower Point are ABC extinguishers, which means that they can be used on all three types of fires - ordinary combustible material, flammable liquid fires and fire involving electrical equipment. An easy way to remember how to operate these extinguishers is the word PASS:

P - Pull the Pin from the handle

A - Aim the nozzle at the base of the fire

S - Squeeze the handle to discharge the extinguishing agent

S - Sweep from side to side



Communications

In emergencies, communication is vitally important to the success of any plan or procedure. The Fire Command Room will be the base of operations for BFD. Tenant's employees are requested not to call the Management Office during an emergency. Only appointed Fire Wardens should confer with the management during an emergency. An alarm should be a signal for everyone to leave.

Directions and other information will be given to the tenants as they evacuate the building through the building public address system. Specific routine procedures for a safe and orderly evacuation of a building must be worked out with the tenants. Regularly scheduled fire drills will be conducted with the tenants so everyone will know what to do when the alarm sounds. Fire drills will also be scheduled with all personnel who work in the building during nighttime hours.

Bomb Threat

You receive the threat:

Ex: phone call, note, in person

1. Attempt to keep the individual talking as long as possible. Gather as much information as possible.
 - A. Write down everything the individual says
 - B. Ask for the following information:
 - C. Caller identification (name, location, etc.)
 - D. Location of the device
 - E. Description of the device
 - F. Time of expected detonation
 - G. Method of destination
 - H. Reason for planting the device
 - I. Pay close attention to background noise, which might give clues about where the call is being made.
 - J. Pay close attention to the speech and voice patterns of the caller

- K. Male or female
 - L. Calm or excited
 - M. Accent
 - N. Other voice details (lisp, stutter, raspy, etc.)
 - O. Remain calm.
2. As soon as you finish your dialogue with the individual, dial 911 and report the location of the threat and all other details that you were able to collect about the device, device location and the caller.
 3. Tell Security
 4. Once the threat has been cleared by Emergency Services, resume normal procedures.

Unless the location or existence of a bomb is known, evacuation may not be necessary.

If a bomb is known to exist, evacuation of the building would be the same as in any other emergency and would continue until either the Fire or Police Department has determined that the building is safe to enter.

If the location of the bomb is not known, the tenant contact person should be instructed to inform employees that a bomb threat has been received. Employees should be asked to examine their work areas for any unusual boxes or items. Since employees know the work areas best, this can save a great deal of time in the bomb search. If anything suspicious is found, the proper authorities should be notified at once, and the ranking security officer will immediately take charge until they arrive.

All persons will be evacuated to a safe distance and doors should be opened to reduce possible concussion.

UNDER NO CIRCUMSTANCES WILL PROPERTY PERSONNEL ATTEMPT TO DISARM OR MOVE A SUSPECTED EXPLOSIVE DEVICE. If a bomb threat is received in writing, all materials must be saved, including envelopes or containers. Once that message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks which are essential to tracing the threat and identifying the writer.

When a bomb threat is received, it is very important to stay calm and make sure 911 is called as soon as possible. If you receive a threat via telephone or in person and are unable to call 911 immediately, try to signal to someone nearby and have them call for you. At the conclusion of your conversation with the person giving or reporting the threat, call 911 immediately and update them with the facts that you gathered.

Earthquake

Local assistance may not be available in the case of a serious earthquake. Pre-Emergency Planning Pre-planning for an earthquake related emergency is as important as planning the actions to be taken once the earthquake is over. The management team will be responsible for the following pre-emergency procedures:

- Develop a printed checklist that will ensure that all areas of the property are covered and thoroughly inspected for injuries and damage control and to record the corrective action taken.

- Coordinate a training program with the Chief Engineer that assures that all supervisory personnel are thoroughly familiar with the location of public utilities, entry points and the methods of shutting off these utilities in case of emergencies.
- Make certain that the command post area is safe and that all items stored above head level are secured or removed.
- A portable radio with extra batteries, flashlights with extra batteries, and a well-stocked First Aid Kit (including a shock/fire retardant blanket) should always be kept in the Management Office.
- Floor Wardens should also receive training, including the following instructions to be issued to their employees at the time of an earthquake:
 - Keep calm and do not panic.
 - Take shelter away from windows and seek protection under tables, desks or other objects that offer protection from flying glass and debris. If you are closer to an interior doorway, brace yourself under it until things quiet down.
 - Do not leave the sheltered area until the quake is over. An earthquake usually lasts less than one minute.
 - Stay clear of bookcases, file cabinets, windows and similar items.
 - Turn off electrical equipment
 - Do not use matches if power fails.
 - Use the telephone only if there is an emergency.
 - Wait for instructions from the Fire/Life Safety Director.
 - Be prepared for aftershocks. **DO NOT LEAVE THE BUILDING.** You are safer inside the building than outside on the street.
 - Persons riding in an elevator at the time of an earthquake should stop at the nearest floor and exit the car. If the elevator comes to a stop between floors, remain calm and push the "Emergency Call" button. The operator will provide emergency instructions. Do not panic - **THE CAR WILL NOT FALL.**

The intercom system in each elevator car is monitored by the security company. During an Earthquake At the first sign of an earthquake, all property personnel will take cover away from windows, under tables, desks or other objects that offer protection from flying glass and debris, or in interior doorways.

After an Earthquake

The Manager will establish a command center, and overall supervision of the earthquake response will be coordinated from that location. Damage and injuries must be reported immediately to the command center.

Members of the Emergency Response Team will:

- Turn on their radios for emergency information and avoid using the telephones.
- Check for injuries; cover injured persons with blankets or coats to keep them warm, and stop any bleeding injury by applying direct pressure over the site of the wound.
- Prevent moving of any injured persons unless they are in immediate danger of further injury.
- Inspect assigned areas and immediately report any fires, smoke, ruptured pipes, or any other damage that requires immediate attention.
- Whenever possible, correct dangerous conditions that pose a hazard to personnel assembled.
- Use the fire extinguishers to put out any fires as soon as possible.
- **BE CALM AND REASSURING.**

Upon the arrival of Civil Defense or local Fire or Police Department personnel, property personnel will assist them as directed. Depending on the damage, certain areas of the property may need to be cordoned off or even evacuated to prevent further injuries and looting. The ranking security officer at the scene shall rope off an area and station security guards to prevent entry into the area. Evacuation of an area or the entire building will be determined by Civil Defense, Fire or Police Department authorities, or the ranking management person on duty. At the earliest opportunity, the Regional Manager and designated representatives of the owner must be given a complete verbal report of the situation. A written report, including photographs, will follow as quickly as possible.

Medical Emergency

Members of the Emergency Response Team are responsible for:

- Making the ill/injured person as comfortable as possible and trying to be reassuring. Rendering first aid, if properly trained.
- Immediately call 911 and tell them that there is a medical emergency at 27-43 Wormwood Street, Boston, Ma. Relay any details that you have regarding the emergency (location in the building, nature of illness, etc.)
- Calling the Management Office; reporting the building and suite number and the type of injury or illness.
- Directing any onlookers away from the area of the ill/injured person. Clearing the area of any objects that might impede rescue or interfere with emergency personnel.
- Designating a responsible person to go to the main entrance of the building, awaiting the arrival of emergency medical personnel, and escorting them to the location.
- Having an emergency elevator standing by for the paramedics, if possible.

Civil Disturbance

The following procedures will apply in the event of a demonstration/riot or a terrorism/hostage situation.

Demonstration/Riot

Prior to a demonstration or other type of outburst, all personnel who might be involved will be briefed on the issue of access to private property. Generally, demonstrators must be allowed access to public areas such as sidewalks and exterior common areas (i.e., plazas where the public is allowed to congregate).

Private property is considered to be building and garage interiors and private landscaped areas. Demonstrators should not be allowed access to these areas. The building will be secured and the elevators and stairs controlled so that no unauthorized persons enter the building.

If the situation is volatile, an announcement to the tenants will be made suggesting that they not leave the building until the disturbance is over. The appropriate local agencies (Police, Fire, Rescue, etc.) as well as the Building Emergency Response Team will be placed on stand-by in case the situation escalates out of control. If the situation develops into a riot, the Police will be contacted to quell the disturbance. Provisions will be made for heightened security coverage until such time as it is evident that all danger has passed. If a need for extra security officers is anticipated, the appropriate vendor will be contacted. Fire extinguishers will be made readily available at high-risk locations such as lobbies, retail stores, and parking structures. Window-boarding materials will be purchased, if necessary.

Only the crisis management spokesperson will release information to the media, and it will be kept at a minimum to avoid inflaming the situation. If the situation escalates into a community-wide problem, it will be up to the property personnel to maintain and secure the property. Local authorities may be tied up handling problems in other areas of their jurisdiction.

Care should be exercised, however, by property personnel not to use any more than the minimum force necessary to protect and secure the property and, most importantly, the tenants. This will help minimize any liability problems that might arise.

Terrorism/Hostage Situations

- Do not let panic or terror escalate the situation out of proportion.
- The Police Department will be notified immediately.
- The area affected will be secured, and all personnel will be kept out of the area.
- The building will be evacuated if necessary.
- The primary concern will be for the safety of the hostages.
- There should be NO HEROICS from anyone. The chances of someone being hurt or killed are too great, and the situation will become far worse. Talking and negotiating with terrorists are the keys to a safe release. This is best handled by the authorities.

Talk and time are invaluable. Time allows the terrorists to calm down and helps defuse the situation. It also allows the negotiator time to effectively learn of all demands and to respond with alternatives. Time also allows the negotiator to develop a kind of trust with the hostage takers. Psychologically, people who are desperate enough to take hostages need to be persuaded that someone understands how they feel and sees their point of view before any successful resolution of the situation can occur.

If a situation develops where you are the hostage, the following steps should be remembered:

- Stay Calm. Remember that you are in a highly charged, volatile situation. As emotions go up, reason goes down. If you can keep calm, you may help others stay that way.
- Pay Close Attention. Learn what you can about your captors by observation. Be careful not to violate their "space." (This "space" is that psychic area of about a foot or so around each person that they consider as theirs.) With friends, you get closer, but with strangers (especially in hostile situations) this "space" widens abruptly. By violating a captor's "space" you run a high risk of evoking a potentially violent negative reaction.
- Cooperate. Refusal to obey can only intensify the emotional tension of the situation. This is especially true in the first few minutes of the situation, which is especially volatile and emotion charged.
- Stay Alert. After the first hour or so, the worst that is going to happen probably already has. If it looks like the situation is going to continue for some time, attempt to rest as much as possible. Highly emotional situations drain energy at a high rate. You can afford to rest - your captors cannot. This is one advantage that you have over them. Be sure to use it. After the situation has been resolved and the hostages are freed, it is important to have some type of post-trauma support available for the victims. Maintain a log and report all events regarding the emergency.

Power Failure

An announcement will be made to the tenants explaining that the utility company has been notified, that there will be no - or very limited - elevator service, and to please remain calm. If the power outage is expected to be extended, notify tenants again so they can make decisions as to their business

operations. After the situation has been resolved and building power restored, restore normal business as soon as possible. Convey the fact that the property is "open and ready for business" to the tenants.

Tornado

A tornado is a violent storm in which the winds in a whirling funnel-shaped cloud cause great destruction in their narrow path.

Pre-Emergency Planning

Pre-planning for a tornado is as important as planning the actions to be taken once the tornado is over. The management team will be responsible for the following pre-emergency procedures:

- Seek out and secure outdoor objects that might blow away or do damage to a structure, i.e., trash containers, signs, furniture.

When a tornado has actually been spotted, the Civil Defense sirens will sound an alert, and all building personnel will take shelter until the tornado has passed. The following actions are recommended:

- Move away from the perimeter of the building and the exterior glass.
- Leave an exterior office and close the door.
- Go to an enclosed area in the building core, such as an elevator lobby, corridor, restroom or stairwell. Or take cover in a designated shelter or basement.
- Sit down and protect your head.
- Do not use elevators; if in transit in the building, take stairwell to the basement.

After a Tornado

Members of the Emergency Response Team must be extremely careful when moving around the property and should watch for live electrical wires, shattered glass, splintered wood, etc. They will:

- Care for injured persons.
- Open clogged pipes and catch basins.
- Prepare for possible flooding.
- Contact an adjuster, restoration contractor, and building inspector and get them to the site as soon as possible.
- Replenish emergency supplies.

Maintenance personnel will be kept on call if a storm threatens. In office buildings, office manager(s) will dictate the procedures their businesses should follow in the event of a severe storm, and the Manager will accommodate those wishes to the extent possible. Clearing walks of snow and ice will not be started more than one hour prior to the majority of tenants' arrival or departure from the building.

Elevator Entrapment

Phones and/or intercoms inside elevators will be checked by Security weekly to ensure proper working order and timely monitoring response. These checks will be logged in the Security Reports and any problems will be noted to ensure correction. Upon receiving a call regarding an entrapment, the Security Officer will obtain the following information:

- Building location.
- Which elevator is stopped (numbers should appear inside the phone doors or the cab for easy identification by entrapped occupants).

- Estimated location of the elevator (what does the floor indicator read).
- Condition of people on the elevator.
- Number of people on the elevator.

The Security Officer will notify the Management Office of an elevator entrapment and the location of the elevator. Engineers or representatives of Management or Security who are nearest the elevator will go quickly to the elevator and assure the occupants that steps are being taken to remove them. Remind them they are safe. Tell them to stand away from the doors and refrain from smoking.

During working hours, the Management Office will notify the elevator company responsible for the maintenance of the elevator about the entrapment and get an estimated rescue time. The Fire Department should be notified only if a life threatening situation exists. Security is responsible for these steps after working hours. Communication with elevator occupants should be frequent in order to determine the condition of the passengers, if lights are on, and other conditions inside the elevator. If sufficient support personnel are pre-sent, offer to make a phone call for the individual(s) entrapped. Communication should be reassuring regarding their safety and the impending rescue.

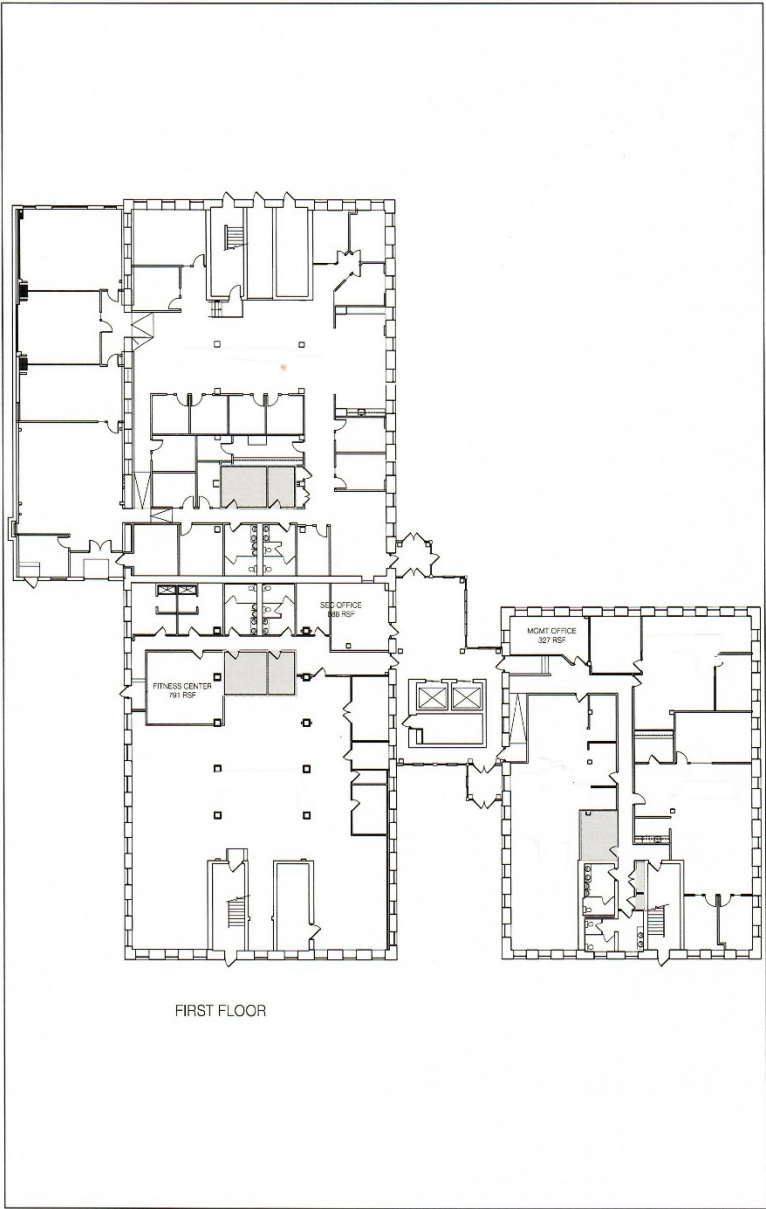
Do not open the doors unless the cab is level with the floor. Before opening doors, make sure that the power has been cut off to prevent movement of the cab. Utmost care must be taken to avoid injury to exiting passengers. If the elevator shaft is exposed when the exterior elevator doors on a stalled or incapacitated elevator are opened, passengers are only to be removed by trained professionals from the contracted elevator company or the Fire Department. Security will direct the rescue party from the lobby to the elevator location.

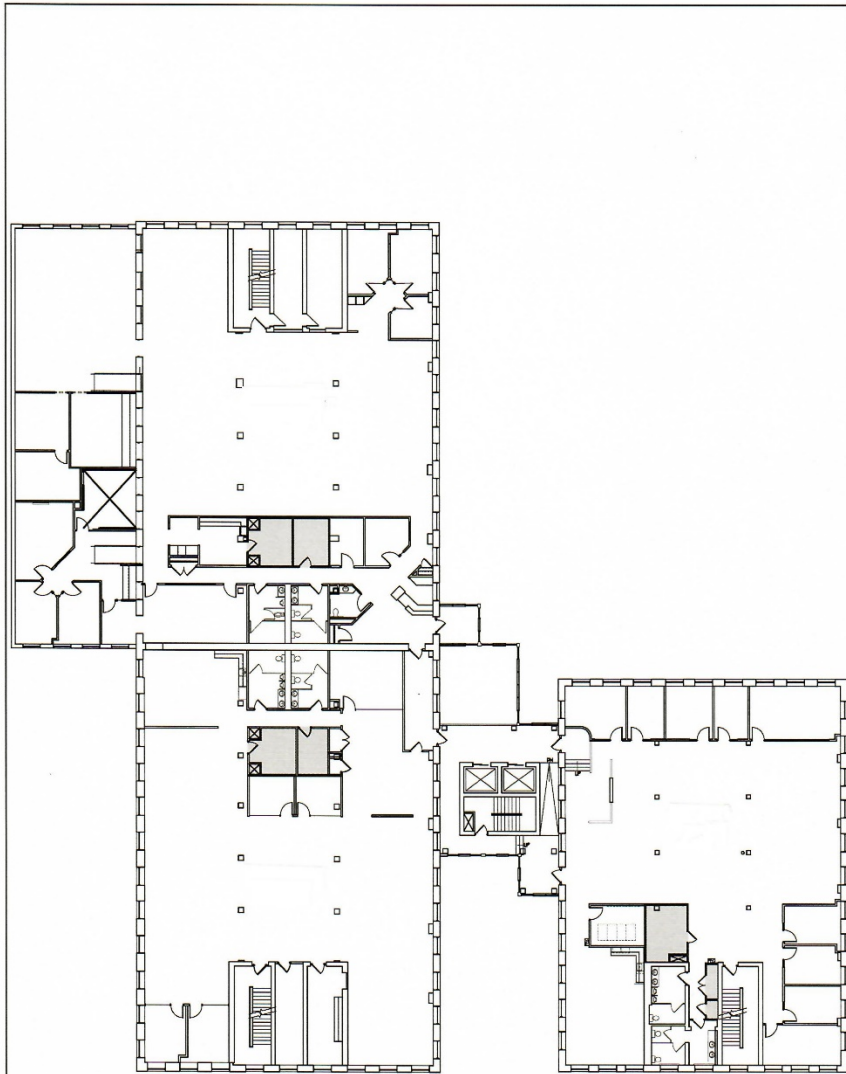
EVACUATION PROCEDURES

A full building evacuation rarely becomes necessary, but when the decision to evacuate has been made, it is important to clear the building in a calm and orderly manner. Building Personnel the Emergency Response Team will be responsible for evacuating the building. It will:

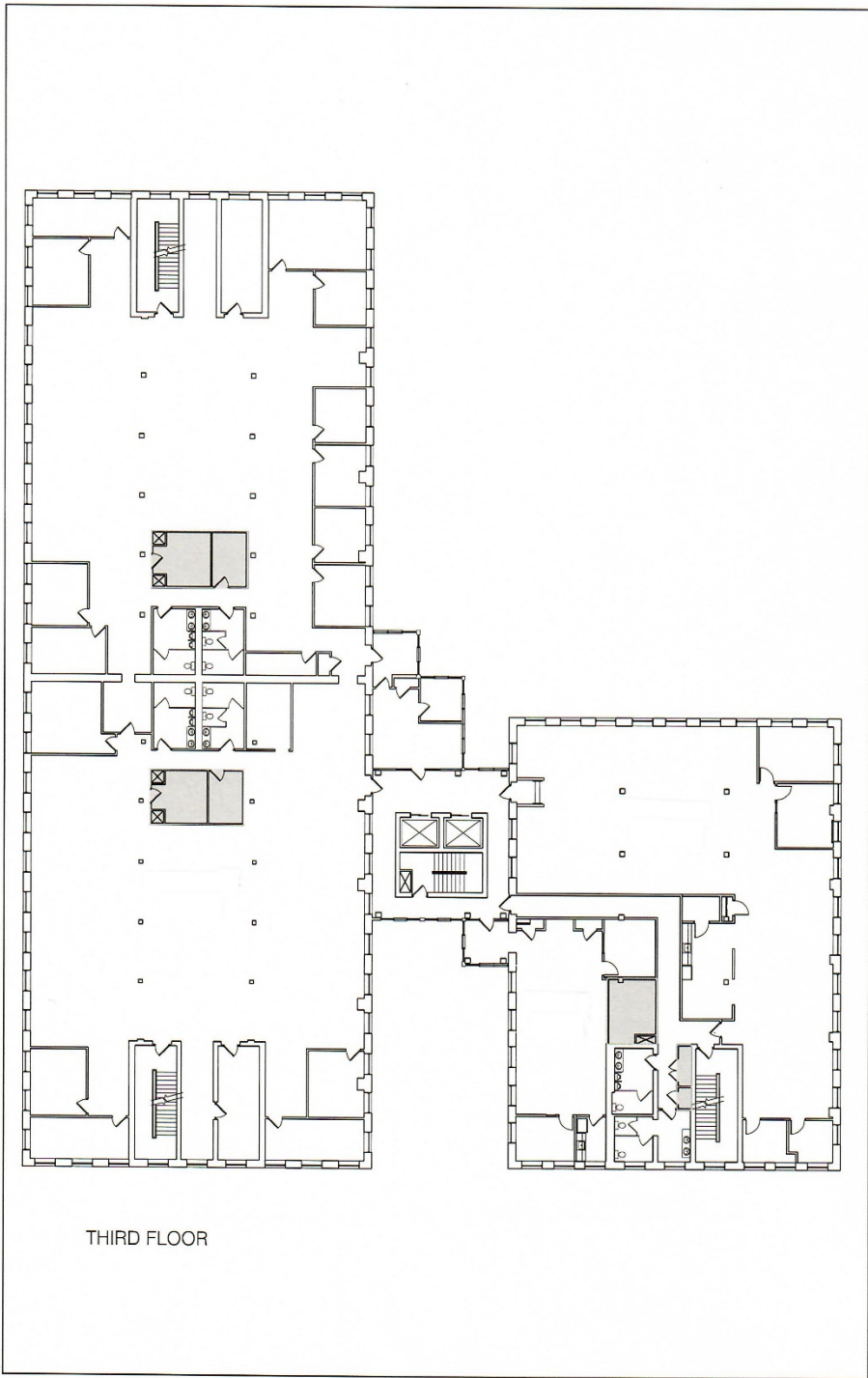
- Announce evacuation over the public address system.
- Provide information to Police and Fire Department personnel.
- Direct evacuees to refuge.
- Keep evacuated floors empty until an "all clear" is given by Police or Fire Department.
- Notify Regional Manager and owner

Floor Plans

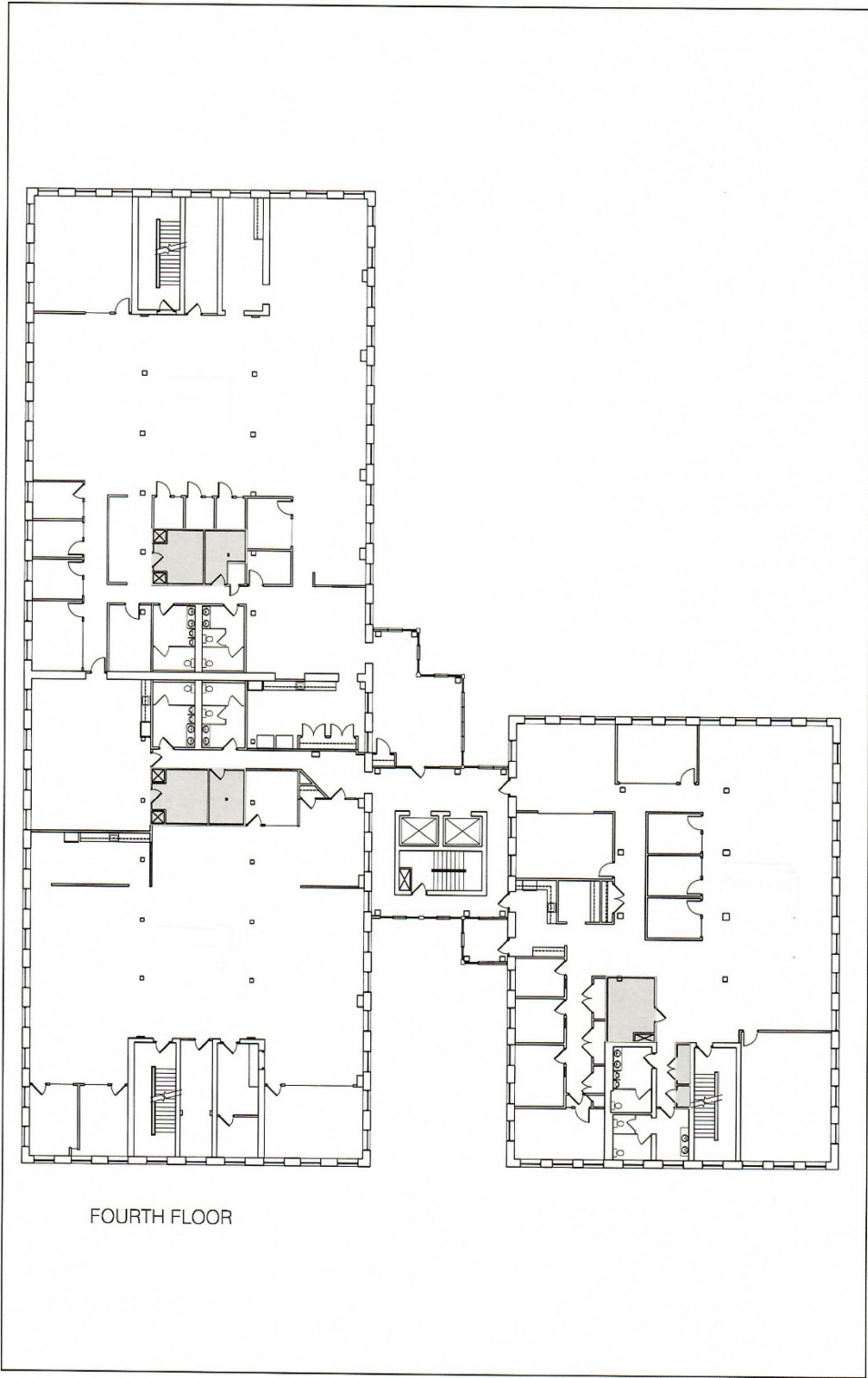




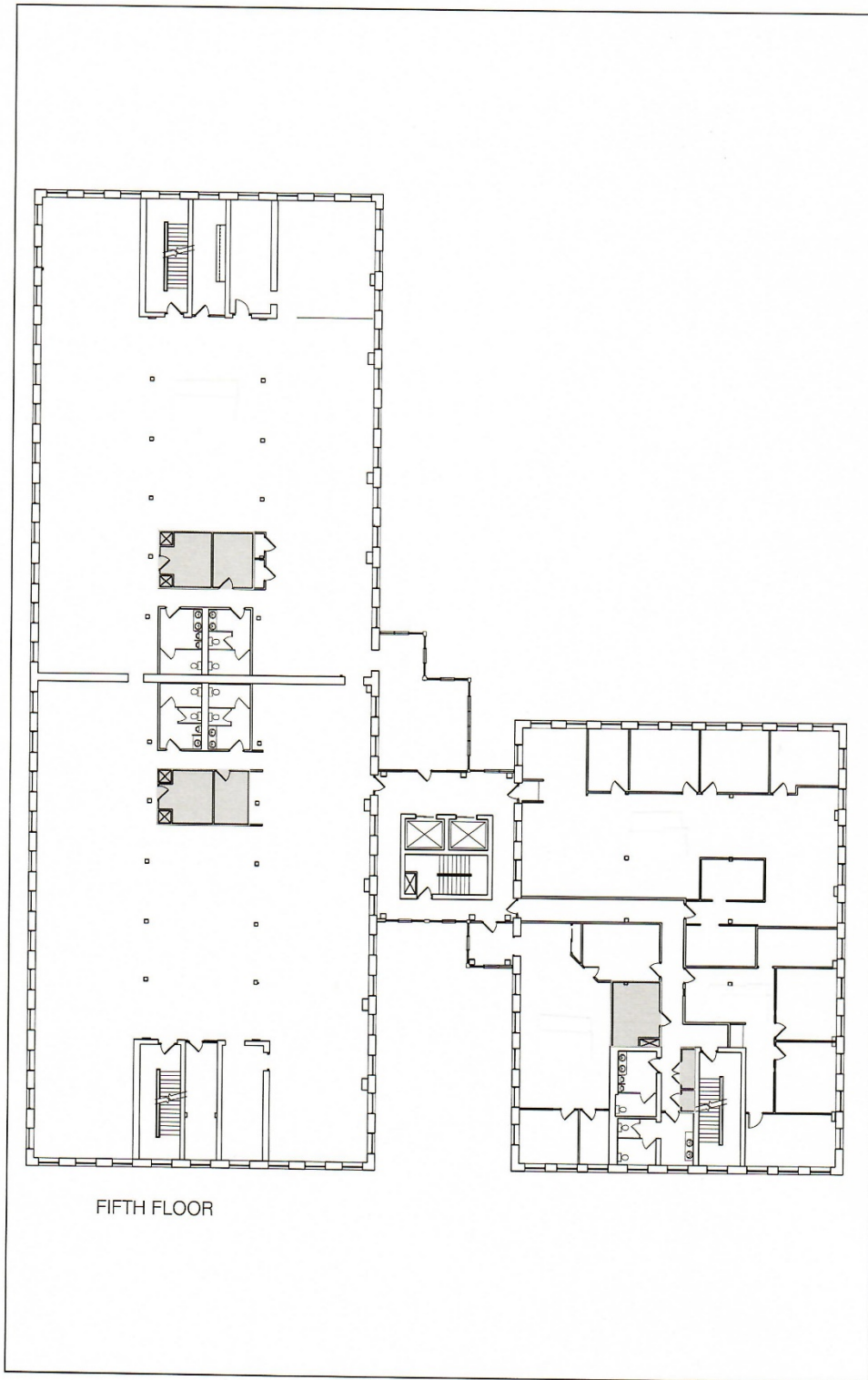
SECOND FLOOR



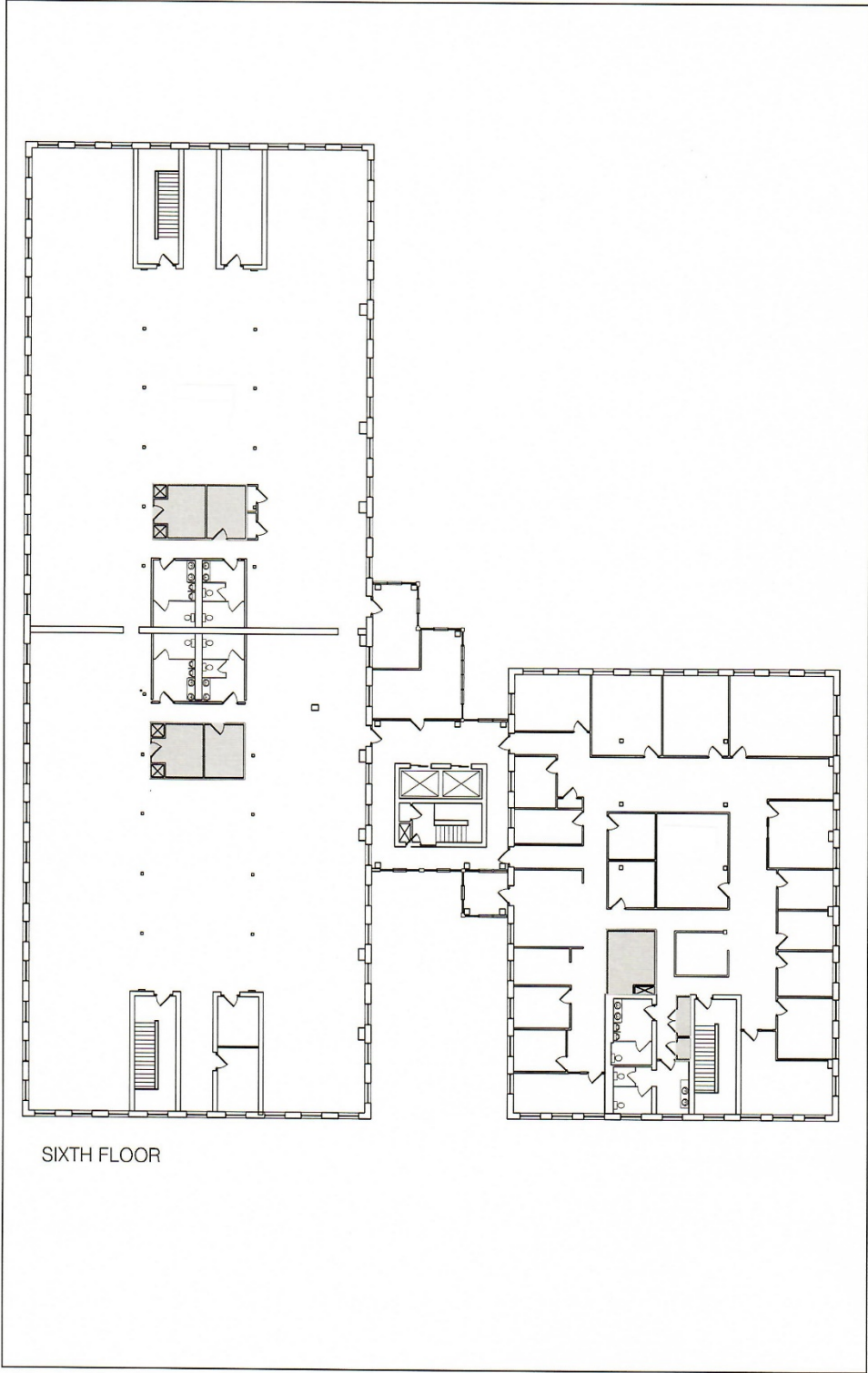
THIRD FLOOR



FOURTH FLOOR



FIFTH FLOOR



TRAINING AND DRILLS

Fire Drills

The main purpose of a scheduled fire drill is to familiarize the tenants and the property staff with fire evacuation procedures while monitoring the tenants' response. All property staff will be assigned different areas of responsibility.

Several key personnel will be strategically placed to facilitate the intent of this fire drill. They will be referred to as the Fire Brigade and will have designated positions during the fire drill as follows:

- The Building Management will proceed to the device to initiate on the alarming floor and also monitor the floor after initiation of alarm.
- The Fire Alarm Contractor will remain at large for observation and visibility throughout the fire drill.
- The Building Engineer will proceed to the fire control center and will be responsible for monitoring and dispersing the functions of the Fire Brigade.
- A Security Officer will proceed to operate the fire command center, responding in the same way as if the alarm was real.
- Security will maintain position at the console to assist the Captain with the fire drill procedure.

The first stage of the fire drill is the Pre-announcement over the All Call on the fire speaker system. After this announcement, the Chief Engineer will ask the Fire Brigade to acknowledge that they are in position. The Engineer will place all elevators on bypass. After the Fire Brigade has made its acknowledgements, Building Management will reply that the intentional alarm is ready to be initiated. At this time, the alarm will be initiated by means of synthetic smoke, after which the Assistant Chief will reply that the alarm device has been activated. Once the whoopers and recorded voice announcement have been activated, the Fire Brigade on the tenant floors will proceed to walk around the floors, monitoring the tenants, ensuring that the Fire Wardens are closing the exterior office doors, assisting the handicapped to the stairwells, and ensuring that everyone has evacuated the floor. Any elevators that do not return will be investigated to determine the cause. As the tenants enter the stairwell, the stairwell Fire Brigade personnel will direct them outside. The stairwell brigade will remind evacuating tenants not to disembark on any other floor, unless advised, and to stay against the wall. As the tenants begin to clear the floor, all Fire Brigade personnel will need to move down along with the tenants. After the Floor Wardens and Assistant Floor Wardens have ensured the floors have been completely evacuated, the Chief Engineer will give the all-clear to the Security Officer, who will then proceed as follows:

- Reset the alarm on the fire console.
- Make the fire drill all-clear announcement for the stairwells
- Remove all elevators from by-pass.
- Tell tenants it is safe to re-enter.

After ensuring that the stairwells are clear and the alarm is de-activated completely, all of the Floor Wardens and Assistant Floor Wardens will meet on the floor of occurrence to evaluate the thoroughness of the fire drill with the tenant participants. The Assistant Manager in charge of fire training will take notes on deficiencies. After a brief discussion, the Floor Wardens and Assistant Floor Wardens will reorganize to initiate the next stage of the fire drill until all five areas have been completed. On completion of all five stages of the fire drill, there will make the Fire Drill Post-Announcement over the All Call of the fire speaker system acknowledging that the fire drill is completed. All of the Floor Wardens, Assistant Floor Wardens, the Fire Marshall and any assisting personnel will meet at the

Security Console to discuss deficiencies and/or fire system abnormalities so a complete accounting can be compiled for proper documentation. The Assistant Manager in charge of Security and Fire Training will compile a list of all deficiencies and publish a memo to all parties responsible for addressing the deficiencies. The Chief Engineer will follow through on any system deficiencies. The Assistant Manager in charge of Fire Training will notify any tenants concerning lack of participation in the drills.

LOSS PREVENTION

The management, engineering, maintenance and security staffs are responsible for Tower Point's loss prevention program which is designed to minimize conditions that could lead to loss, damage or destruction.

Fire Prevention

The security force will regularly prepare a report that identifies safety and fire hazards, including:

- Storage of flammable materials in tenant areas.
- Materials or furniture that may block emergency egress.
- Emergency equipment that is not fully operational (for example, discharged fire extinguishers).

Tenants will be trained to recognize the kinds of fire hazards that can be caused by their employees, including:

- Untidy storage of paper products, copier supplies, and darkroom or other chemicals.
- Smoking in non-smoking areas.
- Blocking emergency equipment and egress.
- Misuse of extension cords and safety devices on appliances.

Building staff and service contractors must be observant for fire hazards so that:

- Electrical and telephone closets (particularly for full floor tenants) are kept clean and clear.
- Engineers' materials and equipment are kept safely stored.
- Service contractors (especially painters and electricians) keep their materials stored safely, perhaps in fireproof cabinets.
- Construction contractors seal all openings created in fire rated floors and walls.
- Any hazardous conditions are immediately reported to the Management Office. All reports will be properly maintained, especially those required by O.S.H.A. or other statutory or regulatory organizations. The Manager will work with the city's Fire Inspector, and obtain information from
- National Fire Protection Agency and other fire prevention organizations. All fires of any size will be reported to the Management Office or the security console.

Fire Prevention Tips

- Never throw matches or cigarette butts into waste containers.
- Do not empty ashtrays into wastebaskets or trash chutes without being sure contents are extinguished.
- Observe NO SMOKING signs wherever posted.
- Check for frayed or damaged electrical cords.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use, especially coffee makers.
- Do not let trash overflow in wastebaskets or collection areas.

- Do not block corridors and stairwells.
- Do not prop open stairwell, corridor or other fire doors. If these doors are propped open and there is a fire, smoke can easily spread throughout the building.
- Never store anything in the stairwells. There should be nothing in the stairwells that can burn or that can restrict traffic flow. Remember, the stairwells are your means of exiting in an emergency.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Store any permitted flammable liquids, oily rags or combustible materials in Fire Department approved containers.
- When you leave your office, keep doors closed. In the event of a fire, closed doors will limit the spread of fire and smoke.

Active Shooter

An “active shooter” is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selected victims.

- Victims are selected at random
- Event is unpredictable and evolves quickly
- Knowing what to do can save lives

When an Active Shooter is in your vicinity, you must be prepared to deal with the situation

You have three options:

1. Run
 - Have an escape route and plan in mind
 - Leave your belongings behind
 - Evacuate regardless of whether others agree to follow
 - Help others escape, if possible
 - Do not attempt to move the wounded
 - Prevent others from entering an area where active shooter may be
 - Keep your hands visible
 - Call 911 when you are safe
2. Hide
 - Hide in an area out of the shooter’s view
 - Lock door or block entry to your hiding place
 - Silence your cell phone (including vibrate mode) and remain quiet
3. Fight
 - Fight as a last resort and only when your life is in imminent danger
 - Attempt to incapacitate the shooter
 - Act with as much physical aggression as possible
 - Improvise weapons or throw items at the active shooter
 - Commit to your actions...your life depends on it.

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

When law enforcement arrives:

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers, such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not ask questions when evacuating

Information to provide to 911 operators

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location

Suspicious Packages

Do not handle package or envelope

- If you have handled the package, wash hands with soap and water
- ISOLATE it immediately
- DO NOT open, taste, or smell
- NOTIFY security or call 911



IN CASE OF SUSPICIOUS PACKAGE/MAIL

DO NOT HANDLE THE PACKAGE OR ENVELOPE

- If you have handled the package, wash with soap and water
- **ISOLATE** it immediately
- **DO NOT** open, taste or smell
- **NOTIFY** your supervisor or call 911

