

# Tenant Emergency Response Guide



OXFORD

500 Boylston & 222 Berkeley  
500 Boylston & 222 Berkeley, Boston, MA 02116

## EMERGENCY TELEPHONE NUMBERS

All Emergencies ..... 911

Non-Emergencies:

Fire Department ..... 617-343-3550

Police Department ..... 617-343-4200

Building Emergency # ..... 617-316-1700

EVERSOURCE ..... 800-592-2000

Boston Water and Sewer ..... 617-989-7000

Massachusetts General Hospital ..... 617-726-2000



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## **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 supercede 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 (EPIC)**

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, as well as for emergency and event management. The system was designed to provide clear lines of authority, clear objectives and clear communication.

Oxford Office 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 is responsible for making decisions and issuing commands on behalf of Oxford Office during the event.

The most senior member of the Oxford team on site during the emergency is the Oxford Person in Charge. 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, until an Oxford team member arrives on site.

The Oxford Person in Charge 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 Office activities. Above all, the Oxford Person in Charge 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 follow the Evacuation Plan as outlined below, assign responsible personnel to assist the property team, and to be responsible for controlling the movement of your employees and visitors during a full or partial evacuation of the building. Oxford Office will adhere to Federal, State and local codes and statutes.

The Evacuation Plan includes information on:

- Emergency Response Team Positions and Responsibilities
- Initial Assembly Area
- Tenant Designated Meeting Location
- Oxford Properties Partial Relocation and Full Evacuation Standards
- Emergency Response Team Training
- Evacuation Drills
- Emergency Supplies
- Emergencies procedures for:
  - Fire
  - Medical Emergencies
  - Power Failure
  - Bomb Threats
  - Chemical, Biological, or Radiological Unconventional Weapons
  - Terrorist Activities
  - Civil Disturbances
  - Workplace Violence
  - Earthquakes
  - Hurricanes and Floods
  - Tornado and Severe Weather

## EMERGENCY RESPONSE TEAM POSITIONS AND RESPONSIBILITIES

Each tenant should establish an Emergency Response Team based on the positions described below. We understand that no two buildings are alike, therefore, positions can be added to your Emergency Response 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 for each floor consists of Floor Wardens, Suite Monitors, Searchers, Special Assistants, Stairwell & 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 system equipment, and fire extinguishers.

The Plan outlines responsibilities for Emergency Response Team members. Specific roles and responsibilities include:



## **OXFORD PERSON IN CHARGE (Oxford Office: manages the evacuation)**

- Appointed by Oxford Properties. The most senior member of the property team ON-SITE during an emergency.
- Reports to the local authorities.
- Overall management / supervision of the emergency evacuation.
- Coordinates notification to the building occupants in an emergency, and directs the Emergency Response Team to relocate or evacuate via the Public Address System (PA), Alarm System, or by other means.

## **FLOOR WARDENS (Tenants: manage the evacuation of the their suite, and common areas on their floor)**

- Appointed by the tenant.
- Floor Wardens have a dual role, Floor Warden and Suite Monitor. They are responsible for evacuating the common areas on their floor, and all areas in their suite.
- Assemble responsible and dependable employees to implement emergency evacuation procedures. These roles include Searchers, Special Assistants, Stairwell and Elevator Monitors and Alternates. Each tenant must have their own Emergency Response Team.
- Direct the evacuation of occupants in the event of an emergency.
- Follow direction provided by the Oxford Person in Charge and the local authorities during an emergency.
- Report the names and locations of all individuals waiting for assistance in relocating/evacuating to the local authorities.
- Inform the teams' Alternates and the management team of any vacations, leaves of absence, transfers, or time off of anyone on the Emergency Response Team including Floor Warden in order to make necessary team adjustments.

## **ALTERNATE FLOOR WARDENS (Tenants: manage evacuation of tenant space)**

- Appointed by the tenant.
- In the absence of the Floor Warden, the alternate assumes the duties and responsibilities of that position, including that of Suite Monitor for their suite.
- Assist the Floor Warden during an emergency.

## **SUITE MONITORS (Tenants: manage the evacuation of the suite)**

- Appointed by the tenant in each suite.



- Assemble responsible and dependable employees to implement emergency evacuation procedures for their suite. These roles include Searchers, Special Assistants, and Alternates.
- Keep a record of the names and locations of individuals in your suite that require special assistance to evacuate. Forms can be obtained from the management team. This form should be completed by each Suite Monitor, updated as necessary, and sent to the Building Emergency # promptly following any revisions.
- Direct the Emergency Response Team and occupants in the event of an emergency.
- Follow direction provided by the Oxford Person in Charge and by the local authorities during an emergency.
- Evacuate the team from the floor.
- Report the names and locations of all individuals waiting for assistance in relocating/evacuating to the local authorities.
- Take attendance of suite occupants and visitors at the designated Initial Assembly Area, or your suite's Designated Meeting Location to ensure that all individuals are accounted for. Report missing persons to the local authorities.
- Inform teams' Alternates and the management team of vacations, leaves of absence, transfers, or time off of anyone on the Emergency Response Team including Suite Monitor in order to make necessary team adjustments.

### **ALTERNATE SUITE MONITORS (Tenants: manage the evacuation of the suite)**

- Appointed by the tenant for each suite.
- In the absence of the Suite Monitor, assume the duties and responsibilities of that position.
- Assist the Suite Monitor during an emergency.

### **SEARCHERS (Tenants: make sure no one is left behind)**

- Appointed by the tenant for each suite.
- Appointed by the Floor Warden for common areas.
- Responsible for searching for and evacuating occupants from all rooms and common areas on each floor such as offices, restrooms, kitchens, reception areas, elevator lobbies, conference rooms, fitness centers, etc. Tenants may need several searchers depending on the size of the suite and the number of common areas to be searched. If the suite is large, divide it into quadrants and permanently assign a Searcher to a specific quadrant. If there are several common areas to be searched, assign Searchers to specific common areas.



- If time permits, close each door after the room is searched and place a Post-it® note on the lower third of the door saying “Search Completed”. This alerts the fire fighters that the room has already been searched and gives them more time to fight the fire. It is recommended that searchers have the Post-it® notes pre-printed on white paper with large black bold lettering.
- Direct all remaining occupants on the floor to evacuate.

## **SPECIAL ASSISTANTS (Tenants: aid persons requiring special assistance)**

- Appointed by the tenant for each suite.
- Make sure that all persons requiring special assistance are evacuated safely. Special attention must be given to individuals who have difficulty hearing, opening doors, or negotiating stairwells. Include individuals confined to a wheel chair, walk with the aid of a cane, walker, crutch, artificial limb, temporary cast, or who have limiting conditions such as arthritis, rheumatism, heart conditions, excessive weight, are pregnant, or have any other condition that prevents or impedes following emergency instructions.
- Two Special Assistants are required for every person requiring assistance.
- **Persons who do not require special assistance evacuate first.** The individuals requiring special assistance can then evacuate without slowing the evacuation. If there is evidence of fire, relocate the individual to the emergency stairwell farthest away from the fire or other emergency.
- Wheelchairs should be left behind when evacuating via the stairwells.
- Move into the stairwell or safe refuge area, close the door behind you, and remain on the landing. If floors above are evacuating, and the floor you are on is not affected by smoke or fire, move back onto the floor until the upper floors have evacuated so you don't slow the evacuation.
- If imminent danger exists, the Emergency Response Team may assist in evacuating the individual to a safe area.
- Report the names and locations of persons waiting for assistance to evacuate/relocate to the Suite Monitor and local authorities.

## **STAIRWELL MONITORS (Tenants: manage stairwell evacuation)**

- Appointed by the Floor Warden for common area stairwells
- Appointed by the tenant for each suite for internal private stairwells.
- Report to the assigned stairwell and check the environment inside the stairwell before you allow anyone access.



- If the door is hot to the touch or if the stairwell is affected by smoke, direct individuals to an alternate emergency stairwell and inform the Floor Warden to ensure that the local authorities are notified.
- Do not allow evacuees to take food and beverages along when evacuating. Spilling of food and beverages will cause a slip and fall hazard that will slow the evacuation and possibly cause injuries. Hot beverages can also cause burn injuries if spilled directly on individuals. When evacuating time is of the essence, it can save lives.
- Two Stairwell Monitors are to be stationed at each stairwell. One at the stairwell door holding the stairwell door open, directing individuals to walk **quietly in a single line**, and the other at the first landing directing individuals to walk on the **right side** of the stairwell. Walking on the right side of the stairwell helps evacuees down the stairwell safely because stairwells generally have a continuous handrail on the right side that can guide individuals in the dark. Keeping to one side of the stairwell also allows the fire department to ascend freely on the left side of the stairwell.
- Tenants must remain calm and adhere to strict stairwell discipline. Evacuees must be silent to allow everyone in the stairwell to hear emergency announcements and commands.
- Evacuate individuals down the stairwell in a systematic and orderly manner.

### **ELEVATOR MONITORS (Tenants: prevent the use of elevators)**

- Appointed by the Floor Warden for elevators in common areas.
- Appointed by the tenant for each suite for private or internal elevators.
- **DO NOT USE ELEVATORS IN A FIRE EMERGENCY.**
- Report to the elevator lobby and redirect traffic to the nearest emergency stairwell in a fire emergency, and maintain order in an elevator evacuation.

### **ALTERNATES (Tenants: fill open positions)**

- Appointed by the tenant for each suite.
- Each tenant should assign a sufficient number of Alternates for each position specified above so that an Alternate is in the building at all times during working hours to ensure a safe evacuation.

### **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. The assembly area the Water Wall feature of the courtyard at Liberty Mutual Headquarters (30 St James).

## **TENANT DESIGNATED MEETING LOCATION**

Each tenant is responsible for designating its 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 OFFICE 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 are 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. Oxford offers two training sessions for tenants every fall.

## **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.

## **EMERGENCY SUPPLIES**

The building maintains an emergency supply closet stocked with the following items: It is recommended that you and your employees have the following items available:

- Glow sticks
- Water
- Box of N95 Masks
- Folder of Site Floor Plans
- Durable Gloves
- Radio
- Radio Base Station
- Battery-powered radio and extra batteries
- Flashlight and extra batteries
- First aid kit
- Whistle
- Dust or filter masks
- Moist towelettes for sanitation
- Wrench or pliers to turn off utilities
- Plastic sheeting and duct tape to "seal the room"
- Garbage bags and plastic ties for personal sanitation

It is recommended that you and your employees keep similar supplies on hand within your premises.



# FIRE

## GENERAL INFORMATION

The building may be fully or partially evacuated when a fire alarm signal is activated. An effective evacuation depends on the orderly 'phasing' of floor clearance, which means that the fire floor, the floor above and the floor below are evacuated first and immediately. Specific evacuation procedures vary by location and code. The Oxford Person in Charge will be in charge of the evacuation until the fire department arrives, and at that time, the fire department takes control of the building, the emergency and the evacuation.

## PROCEDURE

### THE PERSON WHO DISCOVERS THE FIRE SHOULD:

1. Close the door nearest to the source of smoke, only if it is safe, and time permits.
2. Move everyone out of the area and instruct him or her to close doors behind them when exiting. This will help control the fire by limiting the oxygen supply and prevent the spread of smoke and fire. Searchers are responsible for checking offices/rooms outside of the immediate area.
3. Dial 911 or the local emergency number from a safe location, and provide the dispatcher with the following information:
  - Name
  - Type of Emergency
  - Location of the Fire
  - What is burning
  - Company Name
  - Physical Address [not building name]
  - Floor and Suite number
  - Telephone Number
4. Call the Building Emergency # and report the emergency.

## EVACUATION PROCEDURES

1. Generally the Floor Warden will be notified of fire via the alarm system or by the property team to commence evacuation procedures. This floor will begin evacuating down to a specified floor or out of the building.
2. In some situations, the fire department may fight the fire from the stairwell due to the location of the fire, standpipes, and hose connections. If this is the case, be prepared to move evacuees to an alternate stairwell so they may continue evacuating without interfering with the fire fighting process.
3. If fire or smoke exists and the alarm is not activated, the Emergency Response Team must implement the Plan on its own. Floor Wardens and Suite Monitors are to contact Searchers, Special Assistants, Stairwell and Elevator Monitors for their suite and common areas of the floor. Together the team will commence the evacuation and assume full control of the implementation of the Plan on their floors. Do not panic, control and decorum must be observed for maximum effectiveness.



## **FLOOR WARDENS / ALTERNATES (Tenants: manage evacuation of tenant space)**

- Direct the Emergency Response Team for their suite and common areas on the floor in the event of an alarm or fire.
- Floor wardens have dual roles they are responsible for their suite and common areas on the floor.
- Ensure that their suite and common areas on their floor are evacuated.
- Follow direction provided by the Oxford Person in Charge and the fire department during an alarm or fire.
- Report the names and locations of all individuals waiting for assistance to evacuate/relocate to the local authorities.

## **SUITE MONITORS / ALTERNATES (Tenants: manage evacuation of a tenant suite)**

- Direct the Emergency Response Team and occupants in the event of an alarm or fire.
- Follow direction provided by the Oxford Person in Charge and the fire department during an alarm or fire emergency.
- Take attendance of suite occupants and visitors at your suite's Designated Meeting Location to ensure that all individuals are accounted for. Report missing persons to the local authorities.

## **SEARCHERS (Tenants: make sure no one is left behind)**

- Search for and evacuate occupants from all suites and common areas on the floor such as offices, restrooms, kitchens, reception areas, elevator lobbies, conference centers, fitness centers, etc. Tenants may need several Searchers depending on the size of the suite and the number of common areas to be searched. If the suite is large, divide it into quadrants and permanently assign a Searcher to a specific quadrant. If there are several common areas to be searched, assign Searchers to specific common areas.
- If time permits, close each door after the room is searched and place a Post-it® note on the lower third of the door saying "Search Completed". This alerts the fire fighters that the room has already been searched and gives them more time to fight the fire. It is recommended that Searchers have the Post-it® notes pre-printed on white paper with large black bold lettering.
- Direct all remaining occupants on the floor to evacuate.

## **SPECIAL ASSISTANTS (Tenants: aid persons requiring special assistance)**

- Two individuals must be assigned to every person requiring assistance.
- Report to the assigned individual requiring aid.



- Commence relocating the individual requiring aid to the nearest safe location. If there is evidence of a fire, relocate the individual to the emergency stairwell farthest away from the fire.
- **Persons who do not require special assistance evacuate first.** The individuals requiring special assistance can then evacuate without slowing the evacuation. Do not slow or impede the evacuation, this may cause panic.
- Wheelchairs should be left behind when evacuating via the stairwells.
- Move into the stairwell or safe refuge area, close the door behind you, and remain on the landing. If floors above are evacuating, and the floor you are on is not affected by smoke or fire, move back onto the floor until the upper floors have evacuated so you don't slow the evacuation.
- If imminent danger exists, the Emergency Response Team may assist in evacuating the individual to a safe area.
- Report the names and locations of persons waiting for assistance to evacuate/relocate to the local authorities.

### **STAIRWELL MONITORS (Tenants: manage stairwell evacuation)**

- Report to the assigned stairwell and check the environment inside the stairwell before you allow anyone access.
- If the door is hot to the touch or if the stairwell is affected by smoke, direct individuals to an alternate emergency stairwell and notify the Floor Warden to ensure that the local authorities are informed.
- Do not allow evacuees to take food or beverages along when evacuating. Spilling of food and beverages will cause a slip and fall hazard that will slow the evacuation and possibly cause injuries. Hot beverages can also cause burn injuries if spilled directly on individuals. When evacuating time is of the essence, it can save lives.
- Two Stairwell Monitors are to be stationed at each stairwell. One at the stairwell door holding the stairwell door open, directing individuals to walk **quietly in a single line**, and the other at the first landing directing individuals to walk on the **right side** of the stairwell. Walking on the right side of the stairwell helps evacuees down the stairwell safely because stairwells generally have a continuous handrail on the right side that can guide individuals in the dark. Keeping to one side of the stairwell also allows the fire department to ascend freely on the left side of the stairwell.
- Tenants must remain calm and adhere to strict stairwell discipline. Evacuees must be silent to allow everyone in the stairwell to hear all emergency announcements and commands.
- Evacuate individuals down the stairwell in a systematic and orderly manner.



## **ELEVATOR MONITORS (Tenants: prevent the use of elevators)**

- **DO NOT USE ELEVATORS IN A FIRE EMERGENCY.**
- Report to the elevator lobby and redirect traffic to the nearest emergency stairwell in a fire emergency.

## **GENERAL CONDUCT DURING AN EVACUATION**

- Remain calm and quiet, to ensure that everyone is able to hear emergency evacuation announcements and instructions.
- Walk quickly, do not run or push.
- Remove shoes that will slow the evacuation i.e. high heals, platforms...
- Use handrails on the right side of the stairwells to prevent trips and falls during the evacuation.
- Do not eat or drink during an evacuation, spills can occur that will cause slip and fall hazards, and hot beverages can injure if spilled directly on individuals.
- Assist slower moving individuals.
- Walk in a single file line on the right side of the stairwells using the handrails to guide you. Allow emergency personnel to ascend on the right without obstruction.
- All injured evacuees are to be treated on a stairwell landing and await rescue from the fire department.

**Make sure all stairwell doors are closed after the last person evacuates the floor. This will prevent the spread of fire and smoke.**

All evacuees must follow the direction of the Oxford Person in Charge and fire department and either remain on the floor that they were directed to relocate to, or to continue moving down the stairwell if directed to do so. If you ultimately evacuate out of the building, walk toward the Initial Assembly Area as directed, then move to your company's Designated Meeting Location for further instructions from your Suite Monitor.

## **FIRE LIFE SAFETY TIPS IN A FIRE EMERGENCY**

- Stay low to the ground; move on your hands and knees. Smoke is the number one killer in a fire. Smoke, heat and noxious gases rise, the temperature in a fire can easily reach 1300 degrees at the ceiling, 600 degrees at 6 feet, and only 95 degrees at floor level. Staying low can save your life.
- 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 can be nearly impossible to see in a fire because of the smoke. Knowing the number of doorways, and hallways between you and



the fire exits helps to ensure that you will find the exit and evacuate safely.

- Keep a flashlight at your desk to help see in a fire.
- Keep a pair of walking shoes at your desk to help you evacuate quickly.
- If your clothing catches fire **drop to the ground and roll**.

## IF YOU ARE TRAPPED IN A BUILDING

- Move quickly away from the fire closing all doors between you and the fire.
- If all other options to escape have been unsuccessful, move to a room with a telephone and an outside window. This option is a last resort.
- Call 911, give them your **exact location** and tell them you are **trapped**. Stay on the telephone with the dispatcher until help arrives.
- Keep smoke out of the room by using clothing, paper towels, newspapers, to seal the cracks around door and vents. Wet materials work the best because they create a tight seal.
- Wave something brightly colored in the window to attract attention and help rescuers find you. If possible, create a sign listing the floor you are on i.e. "HELP – 15<sup>th</sup> Floor".
- Do your best to remain calm.

## FIRE PREVENTION TIPS

- Keep all hallways, and stairwells free of boxes, stored materials and trash. These areas must be kept open and unobstructed to provide a clear pathway in the event of an emergency evacuation.
- Do not prop stairwell doors or any other fire doors open, such as a door from a suite, into a common area hallway. Stairwell and fire doors are designed to keep fire and smoke compartmentalized and out of your area.
- Remove all discarded files and paper trash from your office. An accumulation of these items can fuel a fire.
- Do not overload electrical outlets with extension power strips or multi-plugs.
- Turn off all electrical equipment at the end of the day including: coffee pots, printers, copiers, computers, etc.
- Inspect electrical cords and keep them in good condition. Replace those that are cut or frayed.
- Generally, sprinkler heads require a clearance of 18 inches from the bottom of the sprinkler head and the top of any object underneath in order



to operate properly and extinguish a fire. Be careful to follow local codes and guidelines for clearance levels beneath sprinkler heads.

- Keep electrical rooms and areas with electrical panels clear and free from stored material.
- Flammable solvents are generally not permitted in tenant areas. Remove all flammable solvents immediately.

## FIRE EXTINGUISHERS

When used properly, dry chemical fire extinguishers can save lives. They are useful in two ways:

1. Containing very small fires no larger than a small trash can while waiting for the fire department to arrive, always put yourself between the fire and an exit, and
2. Helping trapped individuals escape – discharge the fire extinguisher on the fire, then run through it to escape. Protect yourself by covering your face, head and other exposed areas of your body before you use the fire extinguisher.

Fire extinguishers come in different classes to fight different types of fires. You need to know what material is burning in order to use the correct class of extinguisher. Using the wrong class of extinguisher can actually make a fire worse. Fire extinguishers come in four classes:

- Class A – Ordinary Combustibles – Wood, Paper, Plastics, Cloth.
- Class B – Flammable Liquids – Grease, Oil.
- Class C – Electrical Equipment – Computer, Printer, TV, VCR, etc.
- Class D – Flammable Metals – Magnesium.

Generally, office buildings use ABC rated extinguishers, which are acceptable to use on all A, B, and C class fires.

Knowing how to use an extinguisher prior to use is extremely important.

1. Hold the extinguisher upright.
2. Stand back 8 to 10 feet from the fire.
3. Cover your mouth and nose with a cloth if possible when you extinguish a fire, because a large amount of smoke may be generated.

## REMEMBER - P A S S:

- **P**ull the retaining pin
- **A**im the nozzle at the base of the flames
- **S**queeze the handle completely
- **S**weep from side to side; go slightly beyond the fire with each sweep



# MEDICAL EMERGENCIES

## GENERAL INFORMATION

Time is extremely important in the case of a medical emergency. Oxford Properties recommends that all tenants keep first aid kits, including emergency supplies, unlocked and fully stocked in their suites. It is the tenant's responsibility to make sure that employees are aware of its location and proper use of the supplies.

## PROCEDURE

### THE PERSON WHO DISCOVERS THE EMERGENCY SHOULD:

1. Dial 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 Building Emergency # 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. Floor Wardens should contact the Building Emergency # and inform them of the entrapment, status and location of the elevator car. See Medical Emergencies if individuals are injured or ill.
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 should take their positions and prepare 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 Building Emergency # 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 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 Building Emergency #.

## 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 LEVELS

1. Bomb threats can be classified into two categories: Low Level Threat and High Level Threat as identified below:
  - **Low Level Threat** – Caller lacks details, no description of the bomb is given, no location identified, no detonation time provided, no device found.
  - **High Level Threat** – Caller provides specific details regarding the type of bomb, what it looks like, location, detonation time, or reason for wanting to bomb the building. A high level threat also goes into effect if a device or suspicious article is found.
2. If a Low Level Bomb Threat is received, the building may remain open for business. In a Low Level Threat, the Building Emergency # may call each tenant's primary contact, to inform him or her of the threat. If the building chooses to remain open for business, it is up to each individual tenant, to decide independently whether to evacuate the building or remain open for business. The property team will prepare to handle any tenant evacuation once a desire is expressed by a tenant to evacuate.
3. If a High Level Threat is received, a partial or full building evacuation should be considered if the threat is deemed credible, if a suspicious article is located, or if the local authorities mandate the evacuation. The Building Emergency # will call each tenant's primary contact to inform him or her of the threat. If the building chooses to remain open for business, it is up to each individual tenant, to decide independently whether to evacuate the building or remain open for business. The property team will prepare to handle any tenant evacuation once a desire is expressed by a tenant to evacuate.



4. If your company chooses to close and evacuate the building, please notify the Building Emergency # so we have a record that your suite is empty. This information will be important to have if the threat escalates.



## **EXPLOSIONS**

In the event of an explosion, your main objective is to protect yourself.

- **DROP** to the floor.
- Take **COVER** under heavy furniture.
- **HOLD** your position and protect your head and body with your legs and arms.

Protect yourself from falling objects by staying away from windows, shelves, and other loose or unstable objects. Do not light matches or turn on electrical switches, evacuate the area as quickly as possible utilizing the emergency stairwells. Do not use the elevators; the explosion may have impaired the operation of the elevators, or may have caused a fire in another part of the building. Report injuries to the local authorities and the Building Emergency #.

## **MAIL BOMBS AND SUSPICIOUS PACKAGE**

Mail bombs can arrive as parcels, padded envelopes, or any other type of envelope. If you encounter a suspicious package, **DO NOT TOUCH IT, HANDLE IT, SHAKE IT, OR OPEN IT**. Call 911 and then contact the Building Emergency #.

- **ISOLATION** – isolate the object
- **EVACUATION** – evacuate the area
- **NOTIFICATION** - notify the authorities

Suspect letter and package indicators:

- Excess postage
- Address or name misspelled, wrong name, wrong title, badly typed or written
- No return address or unusual return address
- Restrictive markings i.e. personal, confidential
- Parcel that is lopsided, lumpy, or has protrusions or protruding wires
- Oil stains on wrapper
- Parcel has an odor
- Package arriving before or after a phone call from an unknown person asking if it was received



## Bomb Threat Report Form

**Property Name:** 500 Boylston & 222 Berkeley  
**Address:** 500 Boylston & 222 Berkeley  
**City, State Zip Code:** Boston, MA 02116

**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 – UNCONVENTIONAL WEAPONS**

In today's world, we have 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 Building Emergency #.
5. Remain calm.
  - Isolate the 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 local authorities and the Building Emergency #.
6. Control access to the contaminated area, keep others away from the contaminant
7. Isolate contaminated individuals do not allow them to contaminate others.
8. You may flush a contaminated area with water. Persons who have been contaminated should undress and flush with water, and take a shower with soap and water as soon as possible.
9. A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Building Emergency # will call each tenant's primary contact to inform him or her of the incident.

If danger is unsubstantiated, the building may remain open for business. The Building Emergency # will call each tenant's primary contact to inform him or her of the incident. It is up to each individual tenant, to decide independently 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 Building Emergency # so there is a record that your suite is empty. This information will be important if the incident escalates.

## TERRORIST ACTIVITIES

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 trains its staff and the various floor wardens to react to emergencies to help guide tenants to safe areas in the event of a terrorist incident.



# CIVIL DISTURBANCE

Civil disturbances are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become problematic when they obstruct business. 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. It is important to avoid the area around the demonstration and not provoke the demonstrators.

Emergency procedures may include one or more of the following:

- Secure entry to the building
- Secure all stairwells
- Secure elevators on a given floor
- Restrict access to the building
- Partial building evacuation

In the event of a civil disturbance, tenants may be asked to remain in the building under the advisement of law enforcement agencies until the disturbance is under their control.

If your company chooses to close and evacuate the building, please notify the Building Emergency # so there is a record that your suite is empty. This information will be helpful if the situation escalates.



# 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, good, 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 Building Emergency # 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-sic.gov/SLTC/workplaceviolence/>
- <http://www.cdc.gov/niosh/violcont.html>
- <http://mowrkviolence.com/articles/artilces.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 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

1. Remain calm. Do not exit the building. **DO NOT USE ELEVATORS.** If you are in an elevator, exit as soon as possible.
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.**
4. Do not move to take cover in a stairwell, it is important that you take cover immediately. However, if you are at a stairwell when the earthquake occurs, use it.

### AFTER

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 Building Emergency # 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 Building Emergency #.
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. Cooperate with the local authorities.
10. Report all damage to the Building Emergency # as soon as possible.



11. Notify the Building Emergency # 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 Building Emergency # as soon as possible.
8. Notify the Building Emergency # if your company chooses to close and leave the building.



# 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 be sounded 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 Building Emergency # of injuries. [See the Medical Emergencies section of this Guide]
6. Report any damage such as broken windows, leaks, or fire to the Building Emergency #.
7. Tenants should maintain an inventory of first aid and emergency supplies. [See the Medical Emergencies - First Aid/Emergency Supplies section of this Guide.]



**O|X|F|O|R|D**

# **EXHIBIT A - BUILDING SPECIFIC SECURITY AND LIFE SAFETY INFORMATION**

<b>FIRE ALARM SYSTEM -</b>	<i>Simplex Model 4100U located in the FCC (Fire Command Center) in main lobby of each building.</i>
<b>PULL STATIONS -</b>	Pull Stations are located at each stairwell and at each lobby egress.
<b>AUDIOVISUAL DEVICES -</b>	Located in areas of building so as to be seen and heard from any building location.
<b>STAIRWELLS -</b>	There are two emergency egress stairwells in the building. All stairwell doors will unlock automatically in the event of a fire alarm.
<b>FIRE EXTINGUISHERS -</b>	Fire extinguishers are located in the stairwell on each floor of the building.
<b>SMOKE DETECTORS -</b>	Smoke detectors are located throughout the building.
<b>ELEVATOR RECALL -</b>	In the event that a smoke detector in an elevator lobby or elevator machine room is activated all of the elevators in the building will be automatically recalled to the ground floor of the building.
<b>FIRE SUPPRESSION SYSTEM -</b>	The building is fully sprinklered.
<b>STANDPIPES -</b>	The standpipes, or sprinkler system riser pipes, are located in each stairwell. Fire hose connections are also connected to the standpipe in each stairwell on each floor for Fire Department use.
<b>EMERGENCY GENERATOR -</b>	The generator will start automatically in the event of a power outage in the building. It will provide power to one elevator in each bank as well as the service elevator, all stairwell lighting.
<b>PUBLIC ADDRESS -</b>	There is a Public Address System contained in the Fire Alarm System panel in the FCC room of each building.



# **EXHIBIT B – BUILDING SPECIFIC LOCAL CODES AND STATUES**

Local Code	Boston Fire Department Order 93-1  Certification and request for fire alarm acceptance test per Boston Fire Department Order 93-1 that fire alarm system has been 100% inspected, and functions in complete compliance with the system, specifications, and manufacturer's recommendations.
State Code	Massachusetts State Building Code  <b>FIRE PROTECTION SYSTEMS</b> <i>(This Chapter is Entirely Unique to Massachusetts)</i> 780 CMR 901.0 GENERAL 901.1 Scope: The provisions of 780 CMR 9 shall specify where <i>fire protection systems</i> are required and shall apply to the design, installation, maintenance and operation of all <i>fire protection systems</i> in all buildings and structures.
National Code	National Fire Protection Association 25 Testing for Sprinkler  The minimum requirements for the periodic inspection, testing, and maintenance of water-based fire protection systems. The types of systems addressed by this standard include, but are not limited to, sprinkler, standpipe and hose, fixed water spray, and foam water. Included are the water supplies that are part of these systems, such as private fire service mains and appurtenances, fire pumps and water storage tanks, and valves that control system flow. The document also addresses impairment handling and reporting. This standard applies to fire protection systems that have been properly installed in accordance with generally accepted practices.
National Code	National Electric Code 2004 Edition  The National Electric Codes helps to ensure the safety of people and property against the hazards associated with electricity. While many electrical codes are in use today, by far the most common electrical code used by virtually all state and local code inspectors is the National Electrical Code ( NEC ).



**O|X|F|O|R|D**

# **EXHIBIT C – BUILDING SPECIFIC FLOOR PLANS**

**SEE ATTACHED FLOOR PLANS BY FLOOR**

