

I. INTRODUCTION

This Floor Warden Manual has been developed as an integral part of the building occupants' response to emergencies. The contents of this manual are designed as an operational tool for effective and responsive action when occupants are forced to cope with various emergency situations.

As outlined in the following pages, this emergency plan establishes a sequential plan of response for initially recognizing, identifying and reporting the existence of specific emergency situations threatening the Building and/or its inhabitants; then provides for the safety and protection of endangered personnel and/or assets.

If you become aware of any conditions that might develop into an emergency situation, please notify the Property Management Office immediately at 617-497-7711.

The Property Management Office is located off the Main Lobby, of One Main Street. Security in the lobby can direct you to our office.

II. GENERAL INFORMATION

A. Building Fire Safety Features

Riverfront Office Park was constructed with consideration to the many fire safety features available that, in combination, provide excellent fire protection. These can be placed into four (4) categories: Prevention, Detection, Evacuation and Control.

1. Prevention

- a. Fire Resistant Construction Materials include fire proofed structural steel, brick, glass and metal exterior walls, flame retardant gypsum board, NFPA and City Code approved carpet, concrete over metal deck floor and fire-resistant mineral fiber ceilings suspended on metal supports
- b. Stairwells are two-hour fire rated.
- c. All building mechanical and electrical functions are located in separate areas on each floor.

2. Detection

- a. Smoke detectors are installed in several locations on each floor, such as elevator lobbies and mechanical rooms. All are connected to the Building Fire Alarm System.
- b. There are fire alarm pull stations on each floor located next to stairwell doors.
- c. Sprinklers are located by code every 4 feet and will activate when they are exposed to heat. They are all connected to the building Fire Alarm system.
- d. Upon initiation of any alarm, the building Fire Alarm system will automatically notify the Cambridge Fire Department.

3. Evacuation

- a. Fire alarm horns and strobes are located throughout each floor, as well as the main lobby and garage. These are used to announce the emergency and may be used by building management or the fire department to communicate verbal instructions.
- b. Each Building contains two stairwells for emergency evacuation:

One Main Street

- Blue Stairwell - Exit to North hallway
- Red Stairwell - Exit to main lobby

101 Main Street

- Blue Stairwell - Exit to main lobby
- Red Stairwell - Exit to North hallway

Please refer to the attached Building Map (in the back of this manual) for exact locations.

- c. Some tenants have internal stairways connecting their floors. These should not be used in an evacuation. Building stairwells are capable of withstanding a fire for two hours, thus allowing safe evacuation past a fire floor.
- d. Stairwell doors employ electric locksets which automatically release when an alarm sounds or a sprinkler discharges. This will allow you to enter a refuge floor or to switch stairwells on any floor should that be necessary by direction of the Cambridge Fire Department.
- e. Each stairwell contains pressurization fans, which will create a positive pressure preventing smoke from entering stairwells. These fans are turned on automatically whenever an alarm is initiated. Stairwell doors should never be propped open.
- f. Whenever an alarm is initiated from an elevator lobby smoke detector, all elevators serving the affected floors will recall to the Lobby. This is to provide access for the Fire Department to the affected floors. Do not use the elevators in an alarm condition - always use the stairs.
- g. Any individual who cannot evacuate via the stairwell due to a disability or physical impairment should be taken to the service elevator lobby by a floor warden or another person directed by the floor warden. It is imperative that Property Management be notified that a person is waiting in this area. Property Management will notify the Cambridge Fire Department, who will assist or direct the safe evacuation of the physically challenged person(s).
- h. The keystone of the Building fire protection system is a multi-zone fire monitoring and notification system. In addition to controlling all fire alarms, it will also alert building staff to any smoke alarm or sprinkler discharge and indicate its location. It will also initiate smoke exhaust fans on the affected floor, turn on stairwell pressurization fans, and will cause the electric locks to release on the stairwell doors.
- i. During the alarmed event, the Fire Department may use the public address feature of the system to speak to all or selected floors and to initiate or control full or partial evacuations. This is an invaluable aide to both the Fire Department and Property Management.

4. Control

- a. Each floor, all service areas, and the garage have full automatic sprinkler protection. The sprinklers will activate as a result of a build-up of heat at the sprinkler location. The sprinkler system is electronically monitored to alert Property Management of tampering.
- b. When a fire or smoke is detected, the air handlers on the floor of the incident are automatically turned off so that the fire is not fed with the air from the fan.
- c. Each floor is equipped with ABC Dry Chemical Fire Extinguishers. These may be used on all classes of fire common to an office building.
- d. Each floor has a fire hose stand pipe connection for Fire Department use.

B. Emergency Plan

The successful execution of the Emergency Procedures will depend upon the degree of confidence, cooperation, and coordination mutually achieved by the Floor Warden and his/her fellow employees.

To prepare for a successful plan, Floor Wardens should:

1. Assign responsible personnel to assist Floor Wardens and Deputies.
2. Read and understand this Emergency Procedure Plan and Evacuation Plan in its entirety.
3. Assure that applicable portions of this Emergency Procedure Plan are adequately communicated to employees.
4. Participate in periodic training sessions, so that they are equipped to perform specialized emergency assignments.
5. Enthusiastically support the overall objectives of the Building's Emergency Procedures.

Floor Wardens are encouraged to inquire about their company's specific emergency procedures applicable to their individual operations, e.g. procedures to safeguard monies, negotiable instruments, original contracts, etc.

III. FLOOR WARDEN RESPONSIBILITIES

A. Floor Wardens

In the case of tenants occupying one or more full floors, each floor should have at least two Floor Wardens and two Deputy Floor Wardens. Partial floor tenants should have at least one Floor Warden and one Deputy Floor Warden. The Floor Warden is appointed by each tenant of the Building. Floor Wardens are responsible for implementing the evacuation of their floor upon notification from the Cambridge Fire Department, Property Management or as common sense dictates. Floor Wardens are the connecting link between the Property Management office and their respective employees and co-workers. The Deputy Floor Warden shall perform in the absence of the Floor Warden or assist the Floor Warden in the event that both are present.

Floor Wardens duties and responsibilities:

1. Remain cool, calm and responsive and able to help eliminate confusion, fear and/or panic among their co-workers.
2. Execute any emergency duties and responsibilities assigned during an emergency.
- 3.. Floor wardens or their alternates (Deputy Floor Wardens) should be present at all times while the building is occupied.
4. Be familiar with the Building evacuation plans, floor layouts and location and use of fire equipment, including stairwells, extinguishers, disabled co-workers, etc.
5. Communicate the appropriate pre-planned emergency procedures their co-workers.
6. Assure that during absences from the building there are other qualified associates who are always familiar with and available to perform their emergency duties.

B. Method for Reporting Changes in Floor Wardens and their Back-ups

Because the Floor Wardens are essential in the response to an emergency in the building, and because they are the appointed connecting link between the Property Management office and their respective area(s), communication of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.

Any changes in the employment status and/or replacement of each Floor Warden or their officially designated back-ups must be reported immediately (in writing) to the Property Management office. Effort must be made immediately to train the

replacement Floor Warden or back-up in all aspects the Emergency Plan. This can be accomplished through the Property Management office.

C. Testing of the Building's Emergency Plan Procedures

Various aspects of the building's Emergency Plan Procedures will be tested on a semi- annual basis, in accordance with instructions from the Property Manager and/or the Fire Department.

Such testing will familiarize key personnel with their emergency duties and responsibilities as well as to identify existing deficiencies and the need to make corrections or adjustments.

D. Conduct with the News Media

For the protection and safety of all occupants of the building, tenant employees are requested to refer News Media inquiries to their respective companies' Public Relations Representative, or to the Property Manager.

IV. FIRE EMERGENCY

In the event of a fire-related emergency, control and direction comes from the Cambridge Fire Department. The Cambridge Fire Department responds to all alarms and the Chief, upon his arrival, takes control of the situation providing instruction and direction. The Chief has control of all building and life safety systems from the Fire Command Center.

Evacuation orders are the responsibility of the Fire Chief. In the event that the situation or common sense dictates evacuation before the Chief has arrived or been able to assess the circumstances, the Property Manager, Floor Warden or Tenant supervisor may initiate orderly evacuation. Evacuation must be via building stairwells to the exterior of the building. Property Management must be notified if evacuation commences.

The Property Management staff responds to alarms by sending a representative to the Fire Command Center to determine the area of the alarm. A second staff member is dispatched to the alarm area to investigate. A third staff member reports to the street where the Cambridge Fire Department is met and briefed. A fourth staff member locates and brings the service elevator to ground floor for firemen's use.

A. Fires During Business Hours

1. Initiate the Fire Alarm by pulling the alarm pull-station by the stairwell and begin the evacuation process.
2. Upon discovery or your being notified of a fire, call the Property Management Office immediately and communicate the information listed below. Keep Calm. Wait for further instructions.
 - a. Exact location of the fire.
 - b. What is burning - electrical equipment or wiring, liquids, paper or wood, furnishings, etc.
 - c. The severity of the fire.
 - d. Your name, phone number, location.
 - e. Known injuries.
 - f. Assistance needed with physically impaired people.
 - g. The Property Management Office will then initiate fire fighting procedures.
3. If the fire is small enough to be controlled by fire extinguishers, use the hand-held chemical fire extinguishers that are located on each floor. While tenant spaces may be equipped with fire extinguishers in various areas, there are extinguishes

on each floor in the common area hallways next to the Stairwell doors in glass cabinets. NEVER attempt to control the fire if it poses a threat to your safety. To operate the fire extinguisher:

- a. Pull it from the wall and remove the locking pin.
- b. Point the fire hose extinguisher at the base of the fire and spray in a sweeping motion.

Fire Department Number 911

B. Fires During Non Business Hours

Follow the instructions listed for "Business Hours" emergencies, AND:

1. Notify other employees located on the floor of the situation.
2. Notify security at the Lobby Desk of other persons who may be working late.

After hours, the Management phones are answered by Security at 617-497-7711 then press 1.

V. BUILDING EVACUATION

A. Evacuation Procedure

When evacuation is necessary and the order for building evacuation has been given by the Property Manager or Fire Department, the following steps should be taken:

1. Tenants should immediately initiate an orderly evacuation via the stairwells, remembering at all times to keep right (single file) in the stairwells. Talking should be kept to a minimum so people can hear instructions as necessary.
2. The Floor Warden should direct the evacuation effort on their respective floor.
3. The Floor Warden or Deputy should inform all personnel in their area as to when and where to evacuate.
4. The Warden or Deputy should remain behind to make sure all personnel have left their assigned area.
5. **IMPORTANT** - Identify and give priority to the movement and evacuation of ill and physically challenged personnel. The Floor Warden and Deputy should be constantly aware of injured or physically challenged personnel that occupy or visit their area. Upon initiation of the evacuation plan, nervous, emotional or panic-stricken personnel should be evacuated first along with the injured, ill or disabled. It is the Floor Warden's responsibility to assign appropriate personnel to assist the disabled or ill during the evacuation procedure. If these individuals can evacuate via the stairwells with assistance, then the floor warden should coordinate the effort to assist them. If stairwell evacuation of these persons is not appropriate, then they should be brought to the service freight elevator lobby. NOTIFY PROPERTY MANAGEMENT (497-7711) that such persons are in need of assistance in evacuating the building. Property Management will inform the Fire Chief, who will provide further instruction and evacuation planning for these persons. The Floor Warden's and Deputy's primary responsibility is to evacuate the personnel on their floor. Individual injuries or illnesses of floor personnel that require administration of first aid or CPR should be reported as soon as possible to the management and / or the trained first aid personnel of the response team (EMTs, Fire Department, etc...).
6. Assign your assistants:
 - a. Preferably, two-person teams should be assigned to assist disabled or ill personnel. The stairwell should be utilized for evacuation of these individuals if they are able to navigate the stairs relatively easily. If stairwell evacuation is not an option, these individuals should be brought to the service elevator vestibule and Property Management notified immediately.

- b. To take flashlights or other portable lights if available in case of an electrical power failure.
 - c. To take the company first aid kit if it is readily available, and not too heavy.
 - d. To properly secure and safeguard Special Company Records, i.e. documents, original contracts, negotiable instruments, etc., and to lock the appropriate files, vaults, closets, desks, etc. This should be directed by individual company policy.
 - e. To unplug appropriate electrical equipment and machines (hot plates, coffee makers, etc.) if accessible.
 - f. To check for any remaining employees and visitors, TURN OFF lights, and close office doors, but do not lock.
7. As you evacuate, announce the refuge floor and rendezvous point. Always evacuate down unless instructed by the Fire Chief to do otherwise.
 8. As you evacuate via the stairwell, suggest to persons wearing high-heeled shoes to remove them so they will have less difficulty walking. Remind everyone to keep to the right of the stairwells.
 9. Employees will not be allowed to re-enter the building during the emergency, but will be given an all-clear message either by the local response team or Property Management.
 10. Remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
 11. Assure your employees and visitors that the plans have been established and tested, and personnel have been trained to handle this specific type of emergency.
 - a. When evacuation is complete, assemble and account for all your personnel.
Note:
 - i. Total number of employees moved or evacuated.
 - ii. Total number of visitors moved or evacuated.
 - iii. Total number of personnel missing.
 - iv. Names of the missing persons.

Use the above as a guide. Obviously it will not always be possible to account for all individuals.

12. In a typical fire emergency, initially two floors are evacuated: the floor of incident, and one floor above. Other floors will be evacuated on instruction of the Fire Department based on their assessment of the situation.
13. Elevators will be used for evacuation only by orders from the Fire Department.
14. ***IMPORTANT:*** If you determine that your employees and visitors are in imminent danger, and you cannot get in touch with the Property Management office in a reasonable length of time, you may determine it prudent to exercise independent judgment and move or evacuate your personnel without being given specific routes to follow. In this case, evacuate to the exterior of the building, staying far enough away to avoid possible falling glass.

REMEMBER:

Tenant Contacts, Floor Wardens and their Assistants must continually demonstrate during the emergency, by what they say and do, that they are capable of leading their employees and visitors to safety. Their lives and safety may depend on you.

VI. MEDICAL EMERGENCIES

- A. If a medical team is necessary, dial 911. Provide your name, nature and location of the emergency, then request the medical team to meet a security officer at the loading dock.
- B. Call the Property Management Office at 617-497-7711, giving the following information:
 - a. Nature of the Medical Emergency.
 - b. Exact location and name of the sick or injured person.
- C. Make sure that an ambulance or doctor have been notified. This call should be made prior to calling the Property Management Office.
 - a. If you have not called 911, notify the Property Management office and the Property Management Office will contact the 911 Medical Team and make ready their entrance into the building, if necessary.
 - b. If the sick or injured person requests that you call their doctor, please do so and notify the Property Management office so that assistance can be given to the doctor when entering into the building.
- D. Assign one of your assistants to stand by on the floor where the sick or injured person is located to meet the doctor and/or ambulance attendants at the Service Elevator and guide them to the sick or injured person.

If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and help them at the hospital until a relative arrives.

Following the conclusion of the Medical Emergency:

- a. Consult with your assistants and determine if they encountered any special problem or incidents during the performance of their emergency duties.
- b. For future reference by the Property Management Office, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the Tenant Reports to the Property Management Office as soon as possible.

VII. BOMB/BIOHAZARD THREATS

A. Standard Operating Procedure

It has been proven that a large majority of bomb threat calls are false alarms, meant only to disturb or disrupt the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. All tenants who receive outside calls through direct numbers not answered by a switchboard should receive bomb/biohazard threat training. The following bomb threat form provided at the end of this section should be used, and kept by every phone that received outside calls. The following list of guidelines should be kept in mind when a threatening call is received.

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message.
2. Obtain as much information from the caller as possible:
 - a. Location of the bomb.
 - b. Time of detonation.
 - c. Outside appearance or description of bomb.
 - d. Reason for planting the bomb.
3. Tell the caller that the building is occupied and it might cause the death of innocent people.
4. Listen for background noises that might help in determining where the call was made.
5. At the conclusion of the call, immediately report the call to the Property Management office providing as much of the following:
 - a. Your name, location and phone number.
 - b. Name of the initial recipient.
 - c. Name of anyone listening in to the threat.
 - d. Name of any employee threatened by the caller.
 - e. Normal work location of any threatened employee.
 - f. TIME the bomb is supposed to explode.

- g. Exact LOCATION where the bomb is supposed to be.
- h. OUTSIDE APPEARANCE OR DESCRIPTION of the bomb.
- i. REASON given for the bomb.
- j. Your name.
- k. Time.

An example of a bomb threat information sheet is included at the end of this section. After normal business hours, please contact the Security Desk at One or 101 Main Street. Provide all information indicated above to the Security Officer.

- 6. Notify your supervisor about the Bomb Threat Call.
 - a. Have all written records or notes of the bomb threat call available for the Property Manager or their representative to analyze.

IMPORTANT: Open phone lines are essential to effectively control this emergency. Please make only necessary phone calls.

- b. Quickly and thoroughly search your company area for suspicious, unusual, or foreign items and report any findings, but do not touch, move, disturb or cover any suspicious items that are found. Report any findings to the Property Management Office.
- c. If evacuation is necessary, as determined by your company or the Cambridge Police Department, evacuate using the Evacuation plan. Property Management will not call for evacuation unless information supports that the threat may be real. The decision to evacuate is primarily that of the Tenant.

IMPORTANT: Identify and give priority to the movement or evacuation of nervous, emotional, ill or disabled personnel.

If you evacuate, establish and announce a rendezvous point or Employee's meeting place for personnel safety and control, communication of emergency and re-entry information and roll call.

- 7. Following the conclusion of the Bomb Threat Call emergency:
 - a. Ask your employees and any special Emergency Assistant if they encountered any special problems or incidents while performing their emergency duties. If so, tell them to prepare brief written reports as quickly as possible and give them to you for prompt submission to the Property Management Office.

- b. As soon as possible, prepare a brief written report of your efforts and actions in response to the bomb threat call emergency, including any special problems or incidents that you experienced.
- c. All of the reports about the emergency prepared by you, your back-ups and Emergency Assistants should be submitted to the Property Management Office.

B. Suspected Bomb - Safety Precautions

The Safety Precautions enumerated below are designed to acquaint you with the dangers inherent in the search, discovery and handling of suspected bombs.

While some of the following Safety Precautions may seem elementary, do not dismiss them as unimportant, nor take them for granted. Adequate knowledge of their precautionary provisions may save your life, the lives of your fellow employees and tenants, and the lives of individual customers and visitors.

1. Do not use radio equipment to transmit messages.
2. Do not move light switches.
3. Do not smoke.
4. Do not accept the contents of any container as bona fide, simply because it was delivered by routine means.
5. Do not accept container markings and/or appearance as sole evidence of their contents' identification and legitimacy.
6. Do not touch a suspected bomb.
7. Do not shake, shock or jar a suspected bomb.
8. Do not cover a suspected bomb.
9. Do not carry a suspected bomb.
10. Do not assume that a suspected bomb is of a specific (high explosive or incendiary) type.
11. Do not open any suspicious container or object.
12. Do not cut a string, cord or wire on a suspicious container or object.

13. Do not cut or remove the wrapper on a suspicious container or object.
14. Do not unscrew the cover of a suspicious container or object.
15. Do not move the latch or hook on the cover of a suspicious container or object.
16. Do not raise or remove the cover of a suspicious container or object.
17. Do not change the position of a suspicious container or object.
18. Do not place a suspicious container or object into water.

BOMB/BIOHAZARD THREAT TELEPHONE REPORT

Name of Person receiving call: _____

Date of Call: _____ Time Received: _____ Time Reported: _____

Name of Supervisor Notified: _____

Time Notified: _____

Actual words used by caller (as close as possible): _____

Call Came from: Local _____ Long Distance _____ Phone Booth _____ Internal _____

Name of company call was directed to: _____

Location of Bomb: _____

Time Bomb is to explode: _____

Reason for threat: _____

Voice of caller:	Male _____	Female _____
	Loud _____	Soft _____
	High Pitch _____	Deep _____
	Raspy _____	Pleasant _____
	Nasal _____	Poor _____
	Intoxicated _____	Other _____

Speech:	Fast _____	Stutter _____
	Slow _____	Distant _____
	Distorted _____	Other _____

Language:	Good _____	Foul _____
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Accent:	Local _____	Foreign _____
	Ethnicity _____	Regional _____

Manner:	Calm _____	Angry _____
	Rational _____	Irrational _____
	Incoherent _____	Emotional _____
	Coherent _____	Nervous Laugh _____
	Righteous _____	Deliberate _____

Other _____

Background Noise:

Office Machines _____

Trains _____

Factory Machines _____

Music _____

Animals _____

Quiet _____

Airplanes _____

Voices _____

Street Traffic _____

Other _____

Who did you inform about the call?

If caller seemed familiar with our building indicate how: _____

Signature _____

**KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE.
DO NOT HANG UP! DO NOT PUT ON HOLD!**

VIII. OTHER EMERGENCIES

A. Explosions

Upon receiving notification that an explosion has occurred, the Tenant should record the following facts:

1. Name of person calling
2. Location of person calling
3. Exact location of explosion
4. Cause of explosion
5. Extent of casualties
6. Did explosion cause a fire or other imminent danger, and if so, what location?
7. Your name

Immediately report the explosion to the Property Management Office. If the explosion occurred during non-working hours, dial 617-497-7711. Give the Security Officer the following information:

1. Your name, location and phone number.
2. Your Company's name
3. Exact location of the explosion
4. Cause of explosion
5. Any reason you have to believe explosion was caused by a bomb
6. Extent of casualties and number and type of injuries
7. Whether explosion caused fires - if so, location of fire. Notify emergency service if necessary.

Determine necessity of notifying other employees and visitors. Move or evacuate employees and visitors from your tenant areas if necessary. Prepare a brief written report describing the emergency including any special problems or incidents reported.

B. Elevator Emergency

The elevators at Riverfront Office Park contain numerous safety features. If a problem with any elevator is noticed, please report it to the Property Management office immediately. Make every effort to identify which elevator is having the problem (e.g. car #7). Please refer to the elevator diagram in the last section.

Elevator emergency calls are monitored 24 hours per day by security personnel. Should there be a problem in an elevator, remain calm and press the alarm button. This activates the intercom to either the security desk or the contracted elevator company's response team. If you experience a problem in an elevator, NEVER try to pry open the doors, or in the event that the elevator stops between floors, NEVER try to crawl out. Remember to stay calm and follow instructions until help arrives.

C. Natural Disasters

Tornadoes or Funnel Clouds

In most cases, advance warning in the event of a tornado is not likely. Therefore, if a tornado is sighted approaching the building, please notify the Property Management office and begin moving your people towards the interior corridors and elevator lobbies of the building. The greatest danger will be that of flying glass and objects, therefore, attempt to locate where a maximum number of walls are between you and the exterior of the building.

Hurricanes

When a hurricane warning and evacuation order has been issued by the National Weather Service and Civil Defense Authorities, the building Property Management will notify all tenants of the orderly evacuation and closing of the office tower.

Notification of tenants will be by telephone and the posting of notices in public areas, lobbies, elevators and entry areas. All valuable documents, files and furnishings should be moved to inner offices to guard against water damage should a window be broken. Tenants not reached by phone will have evacuation notices posted on their entrance doors.

D. Civil Disturbances

1. Upon receiving notification that a civil disturbance threatens the building, contact the Property Management office and give the following information:
 - a. Exact location of the demonstrators
 - b. Approximate number of the demonstrators
 - c. Demonstrators' current activity
 - d. Your name, company, phone number and time
2. Notify your employees and visitors about the civil disturbance.

3. Contact your assistants, and assign them specific emergency duties.
 - a. Assign them to execute the following emergency procedures. For the safety and protection of your company's assets:
 - b. Lock all doors except your main entrance door.
 - c. Lock, or have someone stand by to lock, all "sensitive areas" as appropriate, e.g. office doors, equipment doors, equipment rooms, store rooms, mail rooms, disks, file cabinets, vaults, etc. to protect company assets, employees and visitors.
 - d. Notify all employees and visitors about the Civil Disturbance and warn them to avoid personal contact with the demonstrators, and not to make any comments or statements to further anger the demonstrators.
 - e. Advise all employees and visitors to avoid leaving the building, until there is no threat of confrontation with demonstrators.

(IMPORTANT: Warn occupants of the building that the elevator service could be reduced or even cut off during the emergency to prevent demonstrators from going up into the building.)

- f. Advise all employees and visitors to avoid walking through the Lobby areas while the demonstrators present the threat of breaking and shattering ground level windows.

IMPORTANT: Periodically assure all employees and visitors that there is no immediate danger, and that preplanned procedures are being implemented to protect them from the intrusion of and confrontation with the demonstrators.

4. If you are advised by the Property Manager or Representative, or if you determine that the demonstrators have invaded the building (and they are on your floor):
 - a. Immediately contact the Property Manager, your assistants, employees and visitors:
 - i. Advise them of this change in status of the emergency.
 - ii. Warn them that their movements within the building will be impeded, because the Passenger Elevators may be turned off to prevent the Demonstrators from going up into (or through) the building.

- b. Assign your assistants to execute the following (additional) emergency procedures for the safety and protection of your personnel and company assets:
 - i. Lock all entrance door(s).

(NOTE: Have a responsible employee stand by at entrance door(s) with a key to allow authorized personnel (only) to access/egress.
 - ii. Lock all "sensitive" areas, as appropriate.
 - iii. Should demonstrators invade your floor(s) and offices, your employees should make notes of all rooms and/or areas "invaded" by the Demonstrators in order to facilitate a later search for suspicious items, document damage or missing items.
- 5. When the Demonstrators leave, or are removed by the Police and the Civil Disturbance is no longer threatening the building:
 - a. Immediately contact the Property Management Office and give them a list of your floor(s) and offices that were "invaded".
 - b. Direct your assistants to initiate a quick search of your floor(s) and offices for any items that are unusual or foreign to the normal environment.

IMPORTANT: Warn them to be alert for unattended and suspicious items that were carried by the Demonstrators, e.g., clothing, knapsacks, bags, etc. Also warn them not to touch, move, jar, disturb or cover any suspicious items that are found. Tell them to advise you immediately, when they finish their search, as to whether or not they have found any suspicious items so that you can immediately relay the information to the Property Management Office.

E. Armed Intruder Procedures

1. If you are personally aware of a possible or verified armed intruder:
 - a. Consider your personal safety first before you proceed with these procedures.
 - b. Call 911 and give them as much information as you can about the suspect.
 - c. Call the Property Management Office at 617-497-7711.
 - d. Notify your supervisor and co-workers.
 - e. See next category.

2. Upon being informed of a possible or verifies armed intruder:
 - a. Stay calm.
 - b. Lock your suite doors.
 - c. Try to get into a secure area within the suite (behind a locked office door).
 - d. Stay away from windows.
 - e. Do not activate the pull stations.
 - f. Listen for and follow instructions by management or police personnel over the public address intercom (in the event of a verified-armed intruder) or by your tenant contact (in the event of a possible intruder).
 - g. Do not attempt to leave the building, do not use the elevators and do not use the stairwells unless authorized personnel direct you to do so.