



75 Arlington/10 St James Tenant Manual

Managed by: Newmark Grubb Knight Frank

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Section I – General Building Management Information

MANAGEMENT OFFICE

Newmark Grubb Knight Frank
10 St James Avenue
10th Floor
Boston, MA 02116

Phone: (617) 451-9436

Fax: (617) 451-0235

Office Hours: 8:30 a.m. – 5:30 p.m., Monday – Friday except holidays.

The building offers a variety of services and conveniences. Please direct all requests and inquiries to the Management Office at the above number. Engineers are on call 24 x 7 for emergencies.

MANAGEMENT CONTACTS

Meghan McCluskey, RPA, LEED GA

General Manager

Phone: 617-451-9436

Email: meghan.mccluskey@ngkf.com

Everett Palozej

Tenant Coordinator

Phone: 617-451-9436

Email: everett.palozej@ngkf.com

Jeff Smith

Senior Chief Engineer

Phone: 617-451-9436

Email: jeff.smith@ngkf.com

SECURITY CONTACTS

Galleria Security Control Center, 617-357-0961

Jack Clancy, Director of Security, Allied Universal, jglancy@aus.com

Brad Greenwood, Assistant Security Director, Allied Universal, bgreenwood@aus.com

PARKING GARAGE CONTACT

Yosief Woldegiogis, 617.482.6613

LEASING CONTACTS



For leasing information please contact:



Dave Martel
Executive Managing Director
617.863.8525
dmartel@ngkf.com



Bill Anderson
Executive Managing Director
617.863.8595
wanderson@ngkf.com



Ben Sutton
Managing Director
bsutton@ngkf.com



EMERGENCY NUMBERS

Medical and Other Emergencies	911
Management Office	(617) 451-9436
Security Desk	(617) 357-0961
Local Police Department	(617) 343-4200
Fire Department	(617) 343-3550
Area Hospital Tufts Medical Center	(617) 636-5000

INSURANCE REQUIREMENTS

Certificate of Insurance Requirements

Coverage limits are detailed below.

Commercial General Liability on an occurrence form, including coverage for premises and operations, clients and contractors' protective liability and completed operations for two years after completion of work, broad form property damage, personal, advertising and XCU coverage with limits not less than \$1,000,000 for each occurrence and \$2,000,000 aggregate.

Workers' Compensation per statutory limits and employer's liability not less than \$1,000,000 each accident and disease each employee.

Commercial Automobile Liability covering contractors and subcontractors used in performance of work or services with limits not less than \$1,000,000 combined single limit.

Umbrella or Excess Liability with limits not less than \$2,000,000 each occurrence and \$5,000,000 aggregate.

Professional Errors & Omissions with limits not less than \$1,000,000 per claim with coverage continuing for two years after completion.

Contractor's Pollution Liability with limits not less than \$1,000,000 per loss and \$2,000,000 aggregate with continuing coverage for two years after completed work.

Additional Insureds

MT Back Bay One LLC, a Delaware limited liability company, and its beneficiaries;

Mori America Management LLC, a Delaware limited liability company, and its beneficiaries;



G&E Real Estate Management Services, Inc., a Delaware corporation doing business as Newmark Grubb Knight Frank, individually and as agent for MT Back Bay One LLC, a Delaware limited liability company, and Mori America Management LLC, a Delaware limited liability company

Certificate Holder

**Mori America Management, LLC
G&E Real Estate Management Services, Inc. (DBA: NGKF)
c/o Newmark Grubb Knight Frank
10 St James Avenue
10th Floor
Boston, MA 02116**

Please email certificates to meghan.mccluskey@ngkf.com.

BUILDING ACCESS AND SECURITY

Access – During and After Business Hours

Normal operating hours for the property are:

Monday – Friday	8:00 AM – 6:00 PM
Saturday	9:00 AM – 1:00 PM
Sunday and Holidays	Closed

Access to the Galleria is available 24x7.

During normal business hours access to the building is available the main entries of 75 Arlington or 10 St. James as well as through the Galleria. A building ID badge is required for access through the turnstiles.

Please provide the Management Office with a list of the names and phone numbers of at least two individuals who may be called to authorize admittance into the building for an employee without a badge and/or any visitors without pre-approved access.

Security – After Business Hours

For after-hours assistance please contact security directly at 617-357-0961.

Security Coverage

Security coverage is provided 24 x 7. During normal business hours officers are posted in the 75 Arlington lobby, Galleria Security Control Center, loading dock and also perform frequent patrols throughout the property. Security is trained to respond to all emergencies and will dispatch calls to the appropriate contact as required. If you need to contact security, please call the Security Control Center at 617-357-0961.

Closed Circuit Cameras

Security cameras are installed at interior and exterior locations throughout the property.



Elevators

Each elevator cab is equipped with two-way communication linked directly to the Galleria Security Desk. If the elevator operation experiences difficulties, press the call to contact security who will then elevator service technician for immediate assistance.

Garage Escorts

The garage is well lit, however, our security is available to escort you to or from your vehicle. Please call the security desk at 617-357-0961 or stop by Galleria Security Control Center to request an escort.

General Safety Guidelines

For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify security of loiterers or suspicious persons in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Security Control Center and Management Office.
3. Always lock your suite when there is no one in the office.
4. Do not leave personal valuables unguarded in reception areas, on desk tops or in unlocked drawers.
5. Refrain from using the stairways when alone except in emergency situations.
6. Notify the police and the Management Office of any crimes that occur in your office.
7. Collect keys and building access cards from employees who have resigned or have been terminated from your firm. Notify security immediately of these employees so they can be removed from the building access control system.
8. Copy and distribute these general guidelines to your entire office staff.

Lost and Found

Please report any lost or missing items to the Management Office. Items found on the premises will be kept in a "Lost & Found" in the Security Command Center. If you wish to claim or report a lost or stolen item, please call 617-357-0961.

Photo Identificaiton Access Cards

Tenant employees are issued a photo identification card that will provide access through the exterior lobby doors, lobby turnstiles, and into the low-rise and/or high-rise elevators. Please contact the Management Office to secure photo identification cards for all employees prior to moving into 75 Arlington or 10 St James.

To order a new Photo ID Card for a new employee or a replacement ID (if lost or stolen), please complete an online work order through the building website. Security will issue the new or replacement badge.



Section III – Building Operations

Online Service Request System

The property's website is tenant resource. Please use the 75 Arlington or 10 St James Website for the following:

- To request service
- Pre-register a visitor
- Access tenant forms
- Locate building and area amenities
- Access building emergency procedures
- Participate in building emergency training
- Register as a fire warden or employee needing assistance

Account Set Up

Prior to moving into the property, please complete the **Tenant Resources Authorization Form** (located on the property website or under the Forms section of this Tenant Manual) and return it to the Management Office. Management will set up your tenant account(s) to enable log in, adding service requests and registering visitors.

Account Information and Password

Once the account has been set up, the tenant representative(s) will receive an email with user name and password information. Please keep this information confidential. Access to the online system is available by visiting www.10stjames.com or www.75arlington.com.

Visitor Access

Tenants and their employees are welcome to have visitors to the building. To help expedite the check-in process, every visitor must be pre-registered.

Please register a visitor by using the online Visitor Registration found on the main page of the building website www.10stjames.com or www.75arlington.com.

1. Click Register a Visitor
2. Enter user name and password information.
3. Go to Building Visitor Registration page. Complete the form on the left side of the screen and click the 'Submit' button.

Please note that proper identification is required for building admittance

Work Order Requests

1. Go to www.10stjames.com or www.75arlington.com.
2. Click on 'Place a Work Order'.
3. Enter your 'user name' and 'password'
4. Go to the Building Work Order Request Form. Complete the form on the right side of the screen and click the 'Submit' button.
5. A confirmation email will be sent.
6. A notification is generated and emailed directly to our building engineering team.



7. An email confirmation will be sent to you once the work order has been completed.

The work order system is monitored M-F 8:30 AM-5:30 PM. For emergencies, please call the Management Office at 617-451-9436 during normal business hours or contact security at 617-357-0961 after hours. Please use this online work order system for all non-emergency requests.

Janitorial Service

Janitorial service is provided weeknights after normal business hours. Routine office cleaning includes vacuuming, dusting and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.

Please do not place any object near or against trash receptacles if the material is not to be thrown away. For your convenience, trash/basura signs are available in the Management Office to designate boxes or other items for disposal.

Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.

Day Porters

Day porters are on duty weekdays to keep the lobbies, corridors, restrooms, and other common areas clean during working hours. If you observe a janitorial problem, please enter a service request through the online work order system.

HVAC

Heating and/or air conditioning provided weekdays, 8:00 am – 6:00 pm and Saturday mornings per your lease agreement. Base building HVAC is not provided during holidays or Sundays unless specifically requested. If after hours HVAC is required, please contact the Management Office via the online work order system, www.10stjames.com or www.75arlington.com at least 48 hours in advance. The current rate for overtime HVAC is \$45/hour.

Energy Conservation/Sustainability

Management is committed to providing an eco-friendly environment wherever possible. Some of our methods include green cleaning and a property-wide recycling program.

Management strives to reduce operating costs for both the entire building and each individual tenant. We encourage tenants to voluntarily conserve electricity by turning off office equipment, lighting, and any electronic equipment when not in use and when leaving for the day. We appreciate your cooperation and assistance in conserving energy. Please contact the Management Office for more information.

Parking

The 10 St. James Avenue parking garage is a 400-space four level underground public parking facility and is accessible to the public via both St James Avenue and Stuart Street. The parking garage offers direct elevator access to the Galleria.



VPNE Parking Solutions manages the parking garage at 10 St James. They offer hourly, daily or monthly rates. Garage operating hours are Monday – Thursday 6:00AM – 12:30AM, Friday – Saturday 6:00AM – 1:00AM and Sunday 8:00AM – Midnight. The VPNE Parking Solutions Management Office is located in the P1 Level garage elevator vestibule.

Valet services are provided to accommodate high volume/peak times. Additionally, all patrons utilizing a tandem space will be required to leave their keys with a parking attendant to ensure all vehicles are accessible at all times.

The garage pay station is located in the P1 garage elevator vestibule. Please make your payment here before driving to the exit gate. The paid ticket provides 10 minutes in lag time to depart the garage. Parking patrons utilizing a validated pre-paid parking ticket are not required to utilize the pay stations located in the P1 garage elevator vestibule and should proceed directly to their vehicle. Upon exiting the garage the original parking ticket should be inserted first into the ticket machine located at the exit, followed by the validation ticket.

Please contact VPNE at 617-482-6613 with any questions or concerns.

Bicycle Storage

Bicycle storage racks are located on level P1 of the garage. Controlled access for bicycle storage room is also located on P1. This amenity is available to building employees only at the current rate of \$25/month per bicycle. For more information, please contact the parking office at 617.482.6613.

Vendor Regulations

When arranging for services provided by an outside vendor for work in individual office suites, tenants and their vendors are asked to please comply with the following guidelines:

- Complete the Contractor Access Request form which can be found at the building website under the parking tab.
- A vendor shall be permitted access to the building pursuant to the request of a tenant and only for the purpose of direct deliveries to the specified suite. A Contractor Access Form should be completed in advance in order to avoid unnecessary delays.
- Vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if tenant has completed a Contractor Access Request Form (found in the Forms of this Manual).
- Vendors may not solicit work from other tenants in the building.
- Vendor must provide a Certificate of Insurance covering General Liability, Worker's Compensation, and Auto Liability consistent with building requirements.



Rent Payments

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be delivered to the Newmark Grubb Knight Frank Management Office located on the 10th floor of 10 St James Avenue. Please contact the Management Office for wiring instructions.

Mail and Other Deliveries

Incoming Mail

USPS Mailbox Locations

10 St James tenant mailboxes are located at the B1 level of 10 St James Avenue. 75 Arlington Street receives door-to-door mail delivery. Mail drop off is available at the B1 level of 10 St James Avenue. USPS mailboxes are located outside of the Galleria entrance on St James Avenue.

Express Mail Service

Federal Express drop boxes are located on the B1 level at 75 Arlington

Deliveries (Loading Dock)

All deliveries should be made via the building's loading dock.

Recycling

Management employs a single stream recycling program. Only food and food contaminated waste should be discarded in trash barrels and all recyclable materials should be placed in blue recycle barrels. Trash and recyclable materials are removed weeknights as part of daily cleaning. During normal business hours, large recycle bins can be emptied and returned by entering a work order through the building website. E-waste and Batteries can be recycled by entering a service request. For more information about recycling please call the Management Office at 617-451-9436.

SOLICITORS

No solicitors are allowed at the property.



IV – Building Rules and Regulations

Tenant shall faithfully observe and comply with the following Rules and Regulations.

RULES AND REGULATIONS

- (1) The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors, or halls shall not be obstructed or encumbered by Tenant or used for any purpose other than ingress and egress to and from the Premises and for delivery of merchandise and equipment in prompt and efficient manner, using elevators and passageways designated for such delivery by Landlord.
- (2) No awnings, air-conditioning units, fans or other projections shall be attached to the outside walls of the Building. No curtains, blinds, shades, or screens, other than those which conform to Building standards as established by Landlord from time to time, shall be attached to or hung in, or used in connection with, any window or door of the Premises, without the prior written consent of Landlord which shall not be unreasonably withheld or delayed. Such awnings, projections, curtains, blinds, shades, screens or other fixtures must be of a quality, type, design and color, and attached in the manner reasonably approved by Landlord. All electrical fixtures hung in offices or spaces along the perimeter of the Premises must be of a quality, type, design and bulb color approved by Landlord, which consent shall not be withheld or delayed unreasonably unless the prior consent of Landlord has been obtained for other lamping.
- (3) No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by Tenant on any part of the outside of the Premises or Building or on the inside of the Premises if the same can be seen from the outside of the Premises without the prior written consent of Landlord except that the name of Tenant may appear on the entrance door of the Premises. In the event of the violation of the foregoing by Tenant, if Tenant has refused to remove same after reasonable notice from Landlord, Landlord may remove same without any liability, and may charge the expense incurred by such removal to Tenant. Interior signs on doors and directory tablet shall be of a size, color and style reasonably acceptable to Landlord.
- (4) The exterior windows and doors that reflect or admit light and air into the Premises or the halls, passage ways or other public places in the Building, shall not be covered or obstructed by Tenant.
- (5) No showcases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors or vestibules, nor shall any article obstruct any air-conditioning supply or exhaust without the prior written consent of Landlord.
- (6) The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags, acids or other substances shall be deposited therein. All damages resulting from any misuse of the fixtures shall be borne by Tenant.



- (7) Subject to the provisions of Article 7 of this Lease, Tenant shall not mark, paint, drill into, or in any way deface any part of the Premises or the Building. No boring, cutting or Stringing of wires shall be permitted, except with the prior written consent of Landlord, which consent shall not be unreasonably withheld or delayed, and as Landlord may direct.
- (8) No space in the Building shall be used for manufacturing, for the storage of merchandise, or for the sale of merchandise, goods or property of any kind at auction.
- (9) Tenant shall not make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with occupants of the Building or neighboring buildings or premises or those having business with them whether by the use of any musical instrument, radio, television set, talking machine, unmusical noise, whistling, singing, or in any other way.
- (10) Neither Tenant, nor any of Tenant's employees, agents, visitors or licensees, shall at any time bring or keep upon the Premises any flammable, combustible or explosive fluid, chemical or substance except such as are incidental to usual office occupancy, provided, however, such items are stored in approved containers in compliance with all applicable Requirements.
- (11) No additional locks or bolts of any kind shall be placed upon any of the doors or windows by Tenant, nor shall any changes be made in existing locks or the mechanism thereof, unless Tenant promptly provides Landlord with the key or combination thereto. Tenant must, upon the termination of its tenancy, return to Landlord all keys of stores, offices and toilet rooms, and in the event of the loss of any keys furnished at Landlord's expense, Tenant shall pay to Landlord the cost thereof.
- (12) No bicycles, vehicles or animals of any kind except for Seeing Eye dogs shall be brought into or kept by Tenant in or about the Premises or the Building.
- (13) All removals, or the carrying in or out of any safes, freight, furniture or bulky matter of any description must take place in the manner and during the hours which Landlord or its agent reasonably may determine from time to time. Landlord reserves the right to inspect all safes, freight or other bulky articles to be brought into the Building and to exclude from the Building all safes, freight or other bulky articles which violate any of these Rules and Regulations or the Lease of which these Rules and Regulations are a part.
- (14) Tenant shall not occupy or permit any portion of the Premises demised to it to be occupied as an office for a public stenographer or typist, or for the possession, storage, manufacture, or sale of liquor, narcotics, dope, or as a barber or manicure shop, or as an employment bureau. Tenant shall not engage or pay any employees on the Premises, except those actually working for Tenant at the Premises, nor advertise for labor giving an address at the Premises.
- (15) Tenant shall not purchase spring water, ice, towels or other like service, or accept barbering or bootblacking services in the Premises, from any company or persons not approved



by Landlord, which approval shall not be withheld or delayed unreasonably and at hours and under regulations other than as reasonably fixed by Landlord.

(16) Landlord shall have the right to prohibit any advertising by Tenant which, in Landlord's reasonable opinion, tends to impair the reputation of the Building or its desirability as a building for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.

(17) Landlord reserves the right to exclude from the Building (i) after 6:00 P.M. and before 8:00 A.M. on Business Days and (ii) before 8:00 A.M. and after 1:00 P.M. on Saturdays and (iii) during all hours on Sundays and legal holidays on which governmental offices in Massachusetts or Suffolk County are closed and, if Landlord so elects, during Business Hours and Saturdays between 8:00 A.M. and 1:00 P.M., all persons who do not present a pass (if required) to the Building signed or approved by Landlord. Tenant shall be responsible for all persons for whom a pass shall be issued at the request of Tenant and shall be liable to Landlord for all acts of such persons.

(18) Tenant shall, at its expense, provide artificial light for the employees of Landlord while doing janitor service or other cleaning, and in making repairs or alterations in the Premises.

(19) The requirements of Tenant will be attended to only upon written application by Tenant's Designated Representative at the office of the Building, Building employees shall not perform any work or do anything outside of the regular duties, unless under special instructions from the office of landlord, and provided Tenant pays the then Building standard rates for same.

(20) Canvassing, soliciting and peddling in the Building is prohibited and Tenant shall cooperate to prevent the same, including, but not limited to, providing Landlord with notice of any such acts when Tenant becomes aware of same.

(21) There shall not be used in any space, or in the public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.

(22) Tenant shall not do any cooking (except in connection with a lunchroom for its employees and visitors to the Premises or in connection with conference room and special function catering), conduct any restaurant, luncheonette or cafeteria for the sale of food or beverages to its employees or to others, or cause or permit any odors of cooking or other processes or any unusual or objectionable odors to emanate from the Premises. In no event will Tenant cook using an open flame, propane or gas at the Premises other than sterno or another similar heating device customarily used in catering (provided the same is used in accordance with all applicable Requirements). Tenant shall not permit the delivery of any food or beverage to the Premises, except by such persons delivering the same as shall be approved by Landlord, which approval shall not be unreasonably withheld or delayed. Tenant shall not be required to use catering services offered by other tenants or occupants of the Building.

(23) Tenant shall keep the entrance door to the Premises closed at all times.



- (24) Landlord shall have the right to require that all messengers and other Persons delivering packages, papers and other materials to Tenant (i) be directed to deliver such packages, papers and other materials to a person designated by Landlord who will distribute the same to Tenant, or (ii) be escorted by a person designated by Landlord to deliver the same to Tenant.
- (25) Smoking shall not be permitted in any public or common areas of the Building.
- (26) Building fire drills are required by the City Boston Fire Code and will be conducted at a frequency to be determined by building management in cooperation with the Boston Fire Department. It is mandatory that all building tenants participate.



Section V – Building and Area Amenities

Building Amenities and Services

- Davio's Northern Italian Restaurant
- Davio's Eatery
- On-Site ATM Machine
- Umbrella Service
- Bike Storage
- Electric Car Charging Station
- On-Site Car Detailing and Car Wash

Area Amenities and Services

For a list of neighborhood amenities, please visit the building website at www.10stjames.com or www.75arlington.com and click the amenities tab at the top of the toolbar.



Section VI – Emergency Procedures

EMERGENCY TELEPHONE NUMBERS

All Emergencies	911
Management Office	(617) 451-9436
Security Desk	(617) 357-0961
Local Police Department	(617) 343-4200
Police Department (Emergency)	911
Fire Department	911
Area Hospital Tufts Medical Center	(617) 636-5000

EMERGENCIES

Introduction

These Emergency Procedures contain the information you need to be prepared for an emergency. Please be familiar with these procedures. We recommend that these procedures be distributed to all employees and posted in a lunchroom or other common area.

If you have any questions about the procedures and plans in this Guide, please contact the Management Office at 617.451.9436.

Evacuation Plan

Knowing and following the evacuation plan is essential to ensure your own safety and that of your co-workers. Each tenant is responsible to assign staff to expedite and control the movement of your employees and visitors during a full or partial building evacuation of the building.

The Evacuation Plan includes information on the following topics:

- Emergency Evacuation Team Members and Responsibilities
- Evacuation Relocation Sites
- Emergency Response Training
- Evacuation Drills
- Emergency Procedures for:
 - Evacuation



- Fire
- Medical Emergencies
- Power Failure
- Bomb Threats
- Chemical, Biological, or Radiological (CBR) Event
- Terrorist Activities
- Civil Disturbance
- Workplace Violence
- Earthquake
- Hurricane and Tropical Storms
- Tornado and Severe Weather

Emergency Evacuation Team Positions and Responsibilities

Each tenant should establish an Emergency Evacuation Team based on the positions described below as may be necessary. No two buildings are alike, so positions can be added to your Evacuation Team, if necessary, to provide ample coverage. Additionally, each tenant should establish an after-hours calling tree for contacting its' employees in the event of an emergency.

Depending on the tenant's number of employees, the Emergency Evacuation Team may include Floor Wardens, Suite Monitors, Searchers, Special Assistants, Stairwell and Elevator Monitors, and Alternates. It is each Emergency Evacuation Team member's responsibility to be familiar with the Plan and the path to and through emergency exits.

The following table outlines the roles and responsibilities of the Emergency Evacuation Team members.

Evacuation Team Member	Description	Key Responsibilities
Property Team: General Manager/ Operations Manager	<ul style="list-style-type: none"> • Manages the evacuation of the entire building; • Is subordinate to any local authorities upon their arrival; however, the management staff remains in charge of all property obligations. 	<ul style="list-style-type: none"> • Provides overall management/supervision of the emergency evacuation. • Handles all external (e.g. local authorities) and internal communications. • Makes decisions and/or recommendations related to building emergencies and evacuation.
Floor Wardens	<ul style="list-style-type: none"> • Manages the evacuation of the assigned suite and common areas of the floor. • Appointed by the tenant. • Is also the Suite Monitor for the assigned suite. 	<ul style="list-style-type: none"> • Organizes and directs the Tenant Emergency Evacuation Team for the assigned suite and common areas of the floor. • Keeps the property team informed of absences of Tenant Emergency Evacuation Team members who are responsible for common areas. • Ensures all common areas on their assigned floor are evacuated.

Evacuation Team Member	Description	Key Responsibilities
Suite Monitors	<ul style="list-style-type: none"> Manages the evacuation of the assigned suite. Appointed by each tenant for each suite. 	<ul style="list-style-type: none"> Organizes and directs the Tenant Emergency Evacuation Team for the assigned suite. Keeps property team informed of any change to the list of individuals requiring special assistance, as well as any absences or changes of the Tenant Emergency Evacuation Team for their suite.
Searchers	<ul style="list-style-type: none"> Ensures no one is left behind. Appointed by the tenant for each suite. Appointed by the Floor Warden for common areas. 	<ul style="list-style-type: none"> Searches and evacuates all rooms in the assigned suite Searches and evacuates common areas on the assigned floor. Informs the Suite Monitor when assigned area is fully evacuated.
Special Assistants	<ul style="list-style-type: none"> Aid persons requiring special assistance. Appointed by the tenant for each floor. 	<ul style="list-style-type: none"> Ensures that those needing special assistance are evacuated safely. Two Special Assistants are required for every individual requiring assistance.
Stairwell Monitors	<ul style="list-style-type: none"> Manages stairwell evacuation inside suites and common areas. Appointed by the tenant for each suite. Appointed by the Floor Warden for common areas. 	<ul style="list-style-type: none"> Ensures that the stairwell door is not hot to the touch and there is no smoke in the stairwell. Monitor #1: Holds the stairwell door, keeps talking to a minimum, does not allow food and beverages into the stairwell, and ensures those evacuating stay on the right side of the stairwell. Monitor #2: Stands on the stairwell landing to direct traffic flow and encourages evacuees to remain calm and quiet.
Elevator Monitors	<ul style="list-style-type: none"> Prevents use of elevators. Appointed by the tenant for each suite. Appointed by the Floor Warden for common areas. 	<ul style="list-style-type: none"> Ensures that no one uses the elevators in an emergency. Redirects occupants to stairwells.

Alternates

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

Tenant Designated Meeting Locations

Each tenant designates its 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.

Evacuation Training

Each tenant must establish an Emergency Evacuation Team based on the positions described above. The names of team members must be kept up to date and communicated to the Management Office.

All members of Emergency Evacuation teams will be asked to participate in property-sponsored training sessions.

Cross-training is recommended to enable knowledge and role sharing among team members. This is especially important if one or more team members is unexpectedly out of the office when an emergency occurs.

General Population Life Safety Training

Tenants should conduct their own in-house training in accordance with this Plan.

In addition the Building Website hosts BSS Guardian, the comprehensive Online Life Safety Training and Compliance Program customized to our building. The BSS Training Program is a valuable tool and provides a great deal of information on the building's emergency procedures and systems. Please make this online life safety training a high priority.

Building Website: www.10stjames.com or www.75arlington.com

- Tenant Resources
- Life Safety Training

Choose your company name from the dropdown menu.

Please contact your office administrator or the CBRE Management Office at 617-451-9436 for your company password.

[Watch Entire 9-Minute](#)

Floor Warden and Physically Impaired Employee Registration

Please register floor wardens and physically impaired employees via website www.10stjames.com or www.75arlington.com and the BSS website.

Evacuation Drills

The management team, often with the assistance of the fire department, conducts periodic emergency evacuation drills. A building-wide evacuation drill once per year. Conducting drills helps tenants and property teams prepare for the event of a true emergency.

Evacuation Procedures

The following process outlines procedures during an evacuation.

1. Tenants are notified of an emergency and relocation/evacuation.

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

Fire

General Information

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

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

Procedure

The Person Who Discovers the Smoke or Fire Should:



1. Leave the area immediately and close doors as exiting to prevent smoke and fire from spreading.
2. Pull the nearest pull station. Call 911 from a safe location and report:
 - Name
 - Type of Emergency
 - Location of the Fire
 - What is Burning
 - Company Name
 - Physical Address
 - Floor and Suite Number
 - Telephone Number

Fire Emergency Safety Tips

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

Medical Emergencies

General Information

Time is extremely important in the case of a medical emergency. All tenants should keep a first aid kit and emergency supplies.

The Person Who Discovers The Emergency Should:

1. Call 911
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 Security at 617-357-0961 to report the emergency so they can prepare for first responders by holding elevators to expedite access.

NOTE: It is crucial that the injured person is not moved unless a life-threatening hazard exists.

First Aid/Emergency Supplies

The following is the minimum recommended to have available onhand:

- 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 will be available in the stairwells, powered by either a battery-back up system or emergency generator. Generally, HVAC equipment, lights, outlets, and telephone equipment will not be operational. Emergency power is available to the passenger elevators.

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. During an outage, the building/property will be closed.
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 Evacuation Team meet in the elevator lobby to determine if any people are trapped in the elevators. If so, ask the occupants to remain calm and determine if anyone is injured. Let them know that you are requesting assistance. Call 911 if people are injured or in danger. Floor Wardens contact the Management Office – 617-451-9436 or Security – 617-357-0961 and inform them of the entrapment, status and location of the elevator car.
4. Elevator Monitors stay in contact with the trapped individuals until assistance arrives. Reassure them that assistance is on the way.
5. If the power outage becomes lengthy (an hour or more) and the electric company does not know how long the power will be out, the management team will provide information and direction to the tenants. [See the Evacuation Section of this Guide].

6. The Emergency Evacuation Team reports to their posts and prepares to evacuate the floor according to the Evacuation Plan when notified by the Floor Warden.

Bomb Threats

General Information

The success of the building's preventive strategy requires the full cooperation of all tenants. All suspicious individuals, activities, articles, packages or situations should be reported to the Management Office – 617.451.9436 or Security – 617.357.0961 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. 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 Checklist, located in this manual. 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.
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 Checklist (located in the Forms section of this manual.)
6. Listen to the dispatcher for any additional instructions before hanging up.
7. Call the Management Office – 617.451.9436 or Security – 617.357.0961. Management will make a determination whether or not to evacuate the building/property. That said, it will be up to each tenant to decide whether or not to remain in occupancy.



Bomb Threat Checklist

Property Name: _____

Address: _____

City, State Zip Code: _____

Exact Wording of the Threat: _____

Information to record:

Dial *69 record number: _____

Gender of caller: _____ Accent/Type: _____

Age: _____ Length of call: _____

Number call received at: _____

Exact date and time of call: _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause the bomb to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your name? _____
10. What is your address? _____

Caller's Voice:

- | | |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Normal | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Whisper |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Familiar | <input type="checkbox"/> Slurred |

Background Sound:

- | | |
|--|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Animal Noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Static |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Local |
| <input type="checkbox"/> Music | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor Noises | <input type="checkbox"/> Cellular |
| <input type="checkbox"/> Children | |
| <input type="checkbox"/> Other: | |

Threat Language:

- | | |
|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Educated | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message Read |

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

Chemical, Biological, or Radiological (CBR) Event General Information

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

Procedure

If You Discover a CBR Incident:

1. Call 911.
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 Security – 617.357.0961.
5. Remain calm.
 - Evacuate the area, move occupants up wind at least 300 feet away from the contaminated site, closing doors as you move away.
 - Notify the 911 Security.
6. A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Management Office will call each tenant's primary contact to inform him or her of the incident.
7. If danger is unsubstantiated, the building may remain open for business, The Management Office will call each tenant's primary contact to inform him or her of the incident. It is up to each tenant, to decide whether to evacuate the building or remain open for business. If the building remains open and your company chooses to close and evacuate the building, please notify the Management Office so there is a record that your suite is empty. This information will be important if the incident escalates.

Terrorist Activities

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



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

- **Isolate-** Do not attempt to move or pick up the suspicious package/substance, restrict access to the area if safe to do so.
- **Evacuate-** Evacuate if danger is obvious, otherwise await direction from authorities.
- **Notify-** Call 911 and contact Security – 617.357.0961.

The following are resources for additional information:

- Center for Disease Control (CDC) Emergency Response at (770) 488-7000 or <http://www.bt.cdc.gov/agent/anthrax>.
- U.S. Department of Defense (DOD) at 1-800-424-9098 or Federal Bureau of Investigation (FBI), special Information.
- Homeland Security Website <http://www.dhs.gov/index.shtm>

Civil Disturbance

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

Emergency procedures may include one or more of the following:

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

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

Workplace Violence

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

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

If you observe an incident of workplace violence:

- Do not attempt to confront or stop the perpetrator.
- Quietly move out of the area and signal others to follow.



- Call 911 from a safe area.
- Call Security – 617.357.0961 from a safe area.
- Alert supervisors and individuals working on the floor, and ask them to move out of the office to a safe location until the local authorities have the situation under control.

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

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

Earthquakes

General Information

In the event of an earthquake, **it may be safer to shelter in place**. Reports indicate that you are safer within a building until the tremors subside to avoid falling debris and downed power lines. If evacuation is necessary, know where the locations of possible safe refuge areas are located outside and away from the building. Have a plan for reuniting with your family. Have a predetermined out-of-state person for your family members to contact.

Procedure

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

After the Earthquake:

1. Be prepared for aftershocks.
2. Check for injured and assist if possible. Do not move a seriously injured person unless they are in immediate danger. Call 911 and notify the Management Office - 617-451-9436 or Security – 617-357-0961 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 Management Office - 617-451-9436 or Security – 617-357-0961.
4. Open doors carefully. Watch for falling debris.
5. Stay away from windows/glassed areas.



6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls ONLY.
7. Listen to the radio for emergency reports.
8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
9. Report all damage to the Management Office - 617-451-9436 as soon as possible.
10. Notify the Management Office - 617-451-9436 or Security – 617-357-0961 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 may close in advance. The Management Office may 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 aware 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 Management Office - 617-451-9436 or Security – 617-357-0961 as soon as possible.

TORNADO OR SEVERE WEATHER

General Information

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan areas. Severe weather includes but is not limited to thunderstorms, tornados,



windstorms, snowstorms, etc. If a tornado warning has been issued by the weather service, a tornado siren may sound in your area to notify you that a tornado warning is in effect.

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

1. The Emergency Evacuation 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 Evacuation Team will direct employees to return to regularly scheduled duties
5. Call 911 and notify the Management Office - 617-451-9436 or Security – 617-357-0961 of injuries. [See the Medical Emergencies section of this Guide – Page 25]
6. Report any damage such as broken windows, leaks, or fire to the Management Office - 617-451-9436.
7. Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather. [See the Medical Emergencies - First Aid/Emergency Supplies section of this Guide.]

BSS Emergency Training Program

In addition to the Emergency Procedures Handbook, the building utilizes a comprehensive Online Life Safety Training and Compliance Program customized to each of our buildings. The BSS Training Program is a valuable tool and provides a great deal of information on the building's emergency procedures and systems. We take the safety of our occupants very seriously and we encourage all tenants and employees to make this online life training a high priority.

Features of BSS Guardian:

Program is available 24/7 via the web

Modules train employees to respond to various emergencies

Status reports give you up-to-date employee-training compliance

Physically impaired employees can securely register for evacuation assistance

Building Management & Security are notified automatically with each update

Employees can register as Floor Wardens

All employees are encouraged to participate in the online training and Floor Wardens and employees that may need assistance evacuating the building in an emergency are encouraged to register utilizing the BSS website. Property Management and Security maintain this information on file for use in an emergency.



To access the BSS Training Program, please login to the building website and located under the Tenant Resources tab, click either 10 St James Ave. Life Safety Training or 75 Arlington St. Life Safety Training. You will need to obtain your company username and password from your tenant administrator.

If you have any questions about the BSS Guardian programs, please contact BSS Support at 800-315-5676 or the CBRE/NE Property Management Office at 617-451-9436.

Section VII – Important Forms

Move-In

The following forms should be completed and returned to the Office of the Building two weeks prior to your scheduled move. Send an original, completed copy to the Management Office and retain one copy for your records. For replacement forms, please contact the Management Office at 617-451-9436.

- A. Move-In Day Information
- B. Lobby Directory Form
- C. Emergency Procedures Acknowledgement

Move-In Day Information

10 ST JAMES | 75 ARLINGTON

Tenant Name: _____

Tenant Move-In Coordinator: _____

Current Address: _____

Current Phone #: _____

Moving Date: _____

Moving Time: Start: _____ Finish: _____

Moving Company: _____

Moving Company Telephone: _____

Moving Company Supervisor: _____

Moving Company Contacted for Certificate of Insurance?: Yes ___ No ___

Number of Movers: _____

Oversized Furniture or Equipment:



Special Move-In Cleaning Requirements:

Additional Security Requirements:

Emergency Tenant Names and Phone Numbers During Move:

Name: _____ Phone #: _____

Name: _____ Phone #: _____

Name: _____ Phone #: _____

Moving Company Guidelines

The following rules pertain to moving furniture, equipment and supplies in and out of 75 Arlington/10 St James.

The mover must provide and install clean Masonite sections on all finished floor areas where heavy furniture or equipment is being moved with wheel or skip type dollies. The Masonite must be at least one-fourth inch thick. All sections of Masonite must be taped together to prohibit sliding.

- 1) The mover must provide and install approved protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.
- 2) Only the freight elevator shall be used for the movement of furniture, equipment and supplies unless prior approval to use an additional elevator is granted by the Management Office.
- 3) Moving or furniture, equipment or supplies will be allowed outside of business hours with the prior consent of the Management Office.
- 4) A representative of the tenant must coordinate with the moving company and the building office to make arrangements for use of the dock and freight elevator for each move.
- 5) The moving company must provide a current Certificate of Insurance at least 24 hours prior to the moving date.



Lobby Directory

10 ST JAMES AVENUE | 75 ARLINGTON STREET

Company Name: _____

Date: _____

Phone #: _____

Contact Person: _____

Suite #: _____

Your Firm Name can be up to 24 characters (including spaces and punctuation).

Firm Name(s) (Must be typewritten)

Form Completed
By: _____
Name / Title



Emergency Procedures Acknowledgement

75 Arlington/10 St James

Each tenant is required by law to observe and cooperate with the 75 Arlington/10 St James Emergency Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of the 10 St James Avenue | 75 Arlington Street Emergency Manual; acknowledges that the information provided is clear; and Acknowledges the responsibility to share the contents of the manual with tenant's entire Staff and any new employees that join the company.

Tenant Company

Name:

Authorized Individual:

Authorized Signature:

Date:

Please return this form to the Office of the Building within 30 days of tenancy. Retain one copy for your records.



VII. FORMS

Daily Operations

The following forms are for use throughout the life of your tenancy. To use a form, please make a copy from the original, returning the original to this Manual for future use. Send one copy of your completed form to the Management Office and retain one copy for your records. If you use or misplace an original form, please contact the Management Office at 617-451-9436 and we will send you a new one.

- A. Contractor Access Form
- B. Tenant Data Sheet