

EMERGENCY PROCEDURES AND EVACUATION PLAN

100 Federal Street



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1.0 EMERGENCY PROCEDURES AND EVACUATION PLAN

Overview

The purpose of this manual is to acquaint all tenant Evacuation Team members with the 100 Federal Street's Emergency Procedures and Evacuation Plan.

The 100 Federal Street's Emergency Procedures and Evacuation Plan is comprised of:

- Life Safety Systems
- Emergency Management Team
- Floor Evacuation Teams
- Evacuation Drills
- Employee Awareness.

Life Safety Systems

Alarm initiation devices such as smoke detectors, heat detectors and manual fire alarm pull stations automatically alert the Boston Fire Department and 100 Federal Street Security when fire or smoke is detected. Sprinkler systems discharge water to contain a fire while simultaneously activating an alarm to summon the Boston Fire Department.

Stairwell doors automatically unlock when an alarm activates to permit access onto any floor.

A **voice communication system** enables 100 Federal Street Security, 100 Federal Street Management and the Boston Fire Department to communicate information throughout the 100 Federal Street.

Back-up power for emergency lighting and life safety system components, if needed, is provided by generators and batteries.

Emergency Management Team

100 Federal Street utilizes a management team approach to ensure that emergency situations are handled in a well-ordered manner. Depending on specific circumstances, an Emergency Management Team will be assembled under the direction of the 100 Federal Street Executive Emergency Coordinator. In most incidents, the Executive Emergency Coordinator is the 100 Federal Street Property Manager.

The Emergency Management Team works very closely with tenant management, the Boston Fire Department, Boston Police and Emergency Medical Services during an emergency. When the emergency has been mitigated and the danger to life safety has subsided, the Emergency Management Team shifts its focus to recovery and clean up operations to enable the affected area to be re-occupied and restored to normal conditions.

Floor Evacuation Teams

Tenant management should select employees on each floor to comprise an evacuation team. Each team includes a **Floor Evacuation Director**, **Search Wardens**, **Exit Wardens**, **Elevator Wardens**, and **Aides to the Disabled**. Each warden is assigned specific duties, which are described herein, to direct, guide or assist people in an orderly evacuation.

Evacuation Drills

Evacuation drills are offered annually to all tenants to provide familiarity with the 100 Federal Street's life safety systems, exit routes and evacuation procedures. These training exercises are a critical component of our Plan, and we strongly encourage active participation by all tenant employees. 100 Federal Street Management will schedule the drills with our tenant representative contacts and/or the Floor Evacuation Directors.

Employee Awareness

Tenant management should conduct periodic training sessions and inform all their employees of the life safety policies and emergency procedures of 100 Federal Street. A representative of Boston Properties is available to participate in tenant safety and security awareness sessions.

2.0 HOW TO REPORT AN EMERGENCY

Fire or Smoke

- Activate the nearest fire alarm pull station located next to the emergency stairwells by breaking the glass and pulling the handle down. By activating this alarm, the Boston Fire Department will automatically be summoned to that specific location.
 - Notify 100 Federal Street Security at 617-434-3210 to confirm the fire location.
 - Walk to the nearest stairwell and begin evacuation procedures or await instructions from the Boston Fire Department or 100 Federal Street Management.
-

Other Emergencies

- For medical emergencies, bomb threats, suspected criminal activity, water leaks or other emergencies, immediately call 100 Federal Street Security at 617-434-3210, or notify the appropriate emergency agency directly by dialing 911.
 - If the emergency agency is contacted directly, you must also notify 100 Federal Street Security at 617-434-3210. Response to the specific location of the emergency will be faster if 100 Federal Street Security is aware of, and prepared for, the arrival of the emergency agency you summoned.
-

3.0 FIRE ALARMS

Activation Sequence

When the fire alarm system has been activated, the following sequence of events will occur:

- An **alert signal**, a series of four (4) "beep tones" repeated three times, is broadcast throughout the building over the voice communication system and the **flashing strobe lights** on the alarm notification devices will activate to gain the attention of building occupants.
 - A **pre-recorded voice message** is then broadcast three times throughout the building as follows: "Attention please. The signal tone you have just heard indicates an emergency in this building. If your floor evacuation signal sounds after this message, walk to the nearest stairway exit and leave the floor. While the report is being verified, occupants on other floors should await further instructions."
 - The **evacuation signal**, which is a temporal "gong" tone, is broadcast **only** to the floor of alarm and the next contiguous floors directly above and below the alarm floor.
 - **Live messages** over the voice communication system from 100 Federal Street Security or the Boston Fire Department may provide supplemental information and instructions.
 - **Building elevators** may be automatically recalled to the lobby level during certain types of alarms.
-

What to Do When the Fire Alarm System Activates

- **Listen carefully.**
- **Wait for the evacuation signal** to be given to your floor. The evacuation signal will only sound on the floor of alarm and the next contiguous floors directly above and below the alarm floor.
- If you hear the evacuation signal faintly sounding from an adjacent floor, **prepare for a possible evacuation.**
- **Remain in place and listen for further instructions** given over the voice communication system or for the evacuation signal to activate directly on your floor.
- **It is generally not necessary to evacuate the entire building.** Only the Boston Fire Department, based upon their assessment of the emergency, orders a total building evacuation during a fire or smoke condition.

What to Do When the Evacuation Signal Sounds

- **Remain calm** – do not panic.
 - **Look, listen, smell, and feel** for smoke or fire in your office area or in the corridor.
 - **Do not use** the elevators.
-

- Walk; **do not run** to the nearest stairwell exit and leave the floor.
 - **Proceed down the stairwell to the designated relocation floor**, generally three floors below, unless otherwise instructed.
 - If the stairwell you are using appears impassable, **cross over to the other stairwell and continue down**. You should only proceed to a higher floor if specifically instructed by the voice communication system.
 - **Remain on your relocation floor until an “all clear” announcement** is given over the voice communication system.
 - **Occupants with mobility impairments** should wait in the corridor adjacent to the stairwell nearest the freight elevator lobby for assistance by the Boston Fire Department. If the corridor becomes untenable, then the occupants should enter the stairwell and wait at the landing area for assistance. If the occupant cannot physically descend the stairs, the stairwell is fire rated and offers refuge until emergency personnel arrive to provide evacuation assistance.
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Evacuation Beyond the Relocation Floor

It is only necessary to **evacuate all the way down the stairwell**, beyond the relocation floor, if one of the following events occur:

- The evacuation signal is sounding on the relocation floor.
- You see smoke or fire on the relocation floor.
- You are instructed over the voice communication system to evacuate the building.

If one of the above events does occur:

- **Continue all the way down the stairwell** to the lobby or the building's loading dock and **leave the building**.
- **Wait outside the building** at your assembly area for further instructions.

4.0 EMERGENCY EVACUATION TEAM

High Rise Evacuations

High rise office buildings present special challenges in dealing with emergencies. Evacuations could be ordered for a variety of hazards including but not limited to fire or smoke, explosion, power failure, flooding or hazardous chemical release.

It is generally unnecessary and impractical to immediately commence the total evacuation of a high-rise structure. The objective of this Plan is to immediately begin the movement of occupants within and directly adjacent to the floor in alarm condition to a lower location in the building, beneath the alarm floor. This is considered a preliminary step pending arrival of the Boston Fire Department.

Upon arrival, the Boston Fire Department will take control of the building and

will decide whether further evacuation is necessary, or if the occupants should remain where they are or return to their normal office locations.

The Boston Fire Department will also control the alarm system, requiring the alarm evacuation signals to continue sounding until the Boston Fire Department official in charge at the scene is satisfied that no threat exists for the occupants and provides an "All Clear" command to 100 Federal Street Management.

Floor Evacuation Teams

The success of any emergency plan relies heavily on the personnel assigned to coordinate the movement of occupants. Flexibility is a cornerstone of any emergency plan and can best be accomplished by having knowledgeable and experienced evacuation teams that will command respect and have the authority to make decisions.

Each floor should have one or more evacuation teams. The number of wardens on each evacuation team may vary according to the layout and population of the floor as well as scheduled work shifts. Personnel designated as wardens may perform multiple warden tasks. Alternate wardens are appointed to provide direction in the absence of the primary wardens. All wardens should be issued a distinctive item such as a reflective armband or vest that will enable them to be identified as wardens by occupants and emergency response personnel.

Floor Evacuation Director

- Appoint floor evacuation team members and ensure that the floor emergency evacuation team roster is continuously updated. (Refer to the form in the Exhibits section in the rear of this manual.)
 - Ensure that Exit Wardens, Search Wardens, Elevator Wardens and Aides to the Disabled are aware of their responsibilities.
 - Be familiar with the floor layout, including the location of all exits, manual fire alarm pull stations and fire extinguishers.
 - Designate a meeting place at which all wardens should meet upon completion of their assigned duties. The Floor Evacuation Director and wardens should be the last occupants to leave the floor and should evacuate as a group.
 - Notify 100 Federal Street Security at 617-434-3210 of any emergency situations.
 - Provide continuous direction to wardens and floor occupants during an emergency to maintain a controlled and orderly evacuation.
-

Search Wardens

- Search the assigned area and alert all people of the emergency on the floor. This includes areas such as conference and meeting rooms, private offices, file rooms, computer rooms and restrooms. (One male and one female should be assigned these responsibilities.)
 - In areas which cannot be entered, Search Wardens should knock on the door and make it known to potential occupants that an emergency situation is occurring.
 - Be aware of both emergency stairwell locations on the floor and give direction as needed.
 - After completing all tasks, report to the Floor Evacuation Director for further instructions.
-

Exit Wardens

- Be familiar with the assigned stairwell location and designated relocation floor.
 - Ensure the stairwell vestibule and landing is clear and free of obstructions.
 - If an evacuation is necessary, hold open the stairwell door and direct personnel to use the handrail and keep to the right to allow passage on the left for the Boston Fire Department.
 - Ensure an orderly exit flow is maintained to preclude pushing or overcrowding of people. After all people have been evacuated, close the stairwell door, and proceed to the relocation floor, or to a location as otherwise instructed.
 - Unless otherwise instructed, ensure all people are accounted for and have reached the designated relocation floor. If any person is missing, report this to the Floor Evacuation Director.
 - Ensure that all people remain at the designated relocation area until the "All Clear" announcement is given as directed by the Boston Fire Department.
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Elevator Wardens

- Be familiar with the location of all stairwells.
 - Stand in the elevator lobby and direct people not to use the passenger elevators during a fire alarm emergency.
 - Direct passengers exiting the elevators to the nearest emergency stairwell.
 - Be available to assist the Floor Evacuation Director and the Boston Fire Department as needed.
-

Aides to the Disabled

- Two aides, in good physical condition, who are each able to be contacted immediately when an emergency arises, should be assigned to each disabled person.
 - During an evacuation, the aides should assist the disabled person to the corridor adjacent to the stairwell door nearest the freight elevator lobby on the floor. If the corridor becomes filled with smoke or is otherwise untenable, then the disabled person and aides should enter the stairwell. The stairwell landing on each floor serves as the designated waiting area for disabled personnel and their aides to obtain assistance from the Boston Fire Department. While waiting in the corridor, or on the stairwell landing, all disabled personnel and their aides should remain off to the side as to not block others who may be using the stairwell.
 - Aides to the disabled should summon evacuation assistance by calling 100 Federal Street Security at 617-434-3210. Security should be given the floor location, the number of disabled people, description of their disability and their names. This information will be forwarded to firefighters engaged in evacuation operations. Depending upon the circumstances, it may NOT be necessary to evacuate, and firefighters may advise to stay in place on the stairwell landing until further notice.
 - If the emergency stairwell landing cannot be reached, contact 100 Federal Street Security at 617-434-3210 and notify them of your location on the floor.
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Assembly Areas

- Each tenant company should establish an assembly area outside the building where all floor occupants will gather, should it be necessary to evacuate outside the building. The assembly area should be within walking distance, but remote enough from the complex to provide safety from hazards occurring at the affected building.
 - In the event of an actual emergency where media coverage is probable, the Floor Evacuation Director should remind all floor occupants to contact family members to inform them of their status as soon as the situation allows.
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5.0 BOMB THREATS

Types of Threats

Bomb threats can be delivered in a variety of ways. The majority of threats are telephone threats. Occasionally, a bomb threat is communicated in writing or via a voice mail recording.

Rationale of Bomb Threats

Terrorist organizations and criminal bombers wishing to cause personal injury or property damage generally do not make bomb threats. They simply plant and detonate an explosive device without warning. They will sometimes claim responsibility for the incident after the fact. Therefore, the two most common reasons a bomb threat is made are:

1. The caller has definite knowledge, or truly believes, that an explosive device has been, or will be, placed in the facility and wishes to minimize personal injury or property damage. This caller may be the actual person who placed the device, or someone who has become aware of it.
2. The caller wishes to create an atmosphere of anxiety or panic which in turn results in a disruption of business or a cessation of other activities in the receiving facility.

Almost all threats fall into the second category and are classified as hoaxes after a proper assessment. However, any bomb threat will certainly cause some sort of reaction. A primary objective of this Plan is to minimize any potentially uncontrollable reactions.

Threat Assessment

Although most bomb threats are hoaxes, all threats must be taken seriously and reported immediately. Evacuation will be ordered only if an assessment of the threat indicates a reasonable likelihood that an actual explosive or incendiary device is present.

100 Federal Street Management's decision to evacuate after a bomb threat is based on the amount of specific information obtained from the actual threat and consultation with the local police. An immediate evacuation is likely to be exactly what the perpetrator is expecting.

If a full or partial building evacuation is warranted, the building's PA system is generally utilized to communicate information to the affected occupants.

Note: Regardless of 100 Federal Street Management's position, it always remains the individual **tenant management's** decision as to whether to evacuate their own employees.

Receptionists, telephone operators and all tenant evacuation team members should be familiar with the Bomb Threat Checklist procedure and should keep this form handy (refer to the Exhibits section of this manual).

Telephone Threats	The call receiver should refer to the Bomb Threat Checklist in the Exhibit section of this manual to assist in gathering accurate information and should also: • Remain calm – do not panic. • Take the caller seriously. • Write down every word spoken. • Ask the caller for specifics, such as bomb location and detonation time, why he or she has planted the device, etc. • Listen closely to the background sounds. Is there music? Does it sound like an outdoor phone? cars? trains? etc. • Note the caller's mannerisms: accent, expressions, speech impediments. • Keep the caller on the line as long as possible. • Notify 100 Federal Street Security immediately at 617-434-3210. • Complete the Bomb Threat Checklist, while the information is still fresh. • If the threat is on voicemail, save the recording.
Written Threats	• The person receiving the threat should save all material including the note, envelope or package wrappings. • After the written threat is identified, avoid unnecessary handling of the letter or package to preserve any latent fingerprints or other evidence. • Do not move the letter or package from its current location. • Notify 100 Federal Street Security immediately at 617-434-3210.
100 Federal Street Management Response	100 Federal Street Management will notify the Boston Police Bomb Squad and assemble the Emergency Management Team. In implementing the Emergency Procedures and Evacuation Plan, 100 Federal Street Management will: • Gather information and perform a preliminary impact assessment. • Determine whether evacuation is appropriate and/or to close 100 Federal Street. • Notify tenant contacts. • Install notification signage at the building entrances, where feasible. • Begin conducting a search of the common areas, where appropriate, by on-site security and maintenance departments. • Coordinate with the Boston Police Bomb Squad. • Continue to monitor the situation and assess any new information. • Prepare and deliver media communications and updates as appropriate. • Notify tenant contacts upon completion of search and Bomb Squad assessment. • Remove notification signage from the building entrances.

Tenant Response

Upon receipt of a threat directly, or upon notification by 100 Federal Street Management:

- Remain calm - do not panic.
 - Implement your company's internal procedures regarding notifications of the threat to your executive management and/or your employee population.
 - Notify tenant evacuation team members to be prepared for a partial or full evacuation, if it is determined that an emergency evacuation is warranted.
 - All inquiries by customers or media should be referred to 100 Federal Street Management.
 - If the threat was specific to a floor or company, or if requested by 100 Federal Street Management, tenants should conduct a search of their office space (refer to the Exhibits for detailed search instructions). Please note that the Bomb Squad **will not search** your area, because the most efficient search can only be conducted by those familiar with the facility or floor.
 - A search can be conducted by employees searching their own work areas and can be accomplished quickly with minimal disruption to normal activities. Employee search teams can be organized by using existing employee Floor Evacuation teams.
 - Each search team member is instructed:
 1. **Search** for items that appear to be "out of place" or that "do not belong" in the search area(s), especially noting any new objects or signs of alteration.
 2. **Do not touch** any suspicious or "out of place" item. No attempt to examine or move the suspect item should be made.
 3. **Notify** 100 Federal Street Security to investigate if any such suspicious or "out of place" items are found. At this point the Bomb Squad will respond and take over.
 4. **Notify** tenant management when the search of the assigned area is complete.
 - Tenant management should notify 100 Federal Street Management when all affected tenant space has been searched.
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6.0 SHELTER IN PLACE

Definition

Shelter in place is the terminology used by public safety officials and building managers to advise occupants within a building or facility to remain where they are and take temporary refuge during an actual emergency.

Shelter in place is typically used only when physical conditions outside an occupied building present a clear or immediate potential danger to the occupants of that facility. Shelter in place can also be ordered when physical conditions present a localized hazard within a building. In both cases, it may be safer for occupants to remain where they are rather than to attempt to exit the building.

Shelter in Place Emergencies

Emergencies for which shelter in place orders may be issued include both man-made and natural phenomena.

The following are examples of specific emergencies for which shelter in place may be used to protect life safety:

- Severe weather
- Major building system failure (power loss, internal flooding, etc.)
- Natural disasters (earthquake, external flooding, etc.)
- Violent criminal activity
- Civil unrest and disturbances
- Hazardous chemical, radiological or biological substance release

In commercial buildings, a shelter in place order is usually issued for durations of a few hours, not days or weeks. There is little chance that occupants will exhaust necessities (water, food, oxygen) to sustain life during a shelter in place emergency.

Orders to Shelter in Place

Public safety officials, building owners or managers, or other professionals who are directly and/or lawfully engaged in the emergency, are typically the only persons authorized to order occupants of a building or facility to shelter in place.

Shelter in place orders are issued on the premise that it may be safer for occupants to remain where they are rather than to attempt an evacuation or relocation from their present location.

Directions to Tenants and Building Occupants

When shelter in place orders are issued, it can be assumed that an immediate hazard exists other than that in which occupants are currently located.

Occupants should be directed to follow these basic principles during a shelter in place emergency:

- Remain calm, do not panic.
- Do not attempt to leave the building unless directed by authorized

- officials.
- Stay on your primary floor; do not travel from floor to floor in your building.
- Listen to live public address announcements from the building.

Follow instructions and directions given by public safety and/or building management.

7.0 ACTIVE SHOOTER

Overview

The possibility of being involved in an active shooter incident is very remote. However, these type incidents have occurred more frequently in society over the past several years and it is appropriate to provide some guidance in this manual. The following information was excerpted from a document developed by the U.S. Department of Homeland Security. This advice and guidance is provided by them and it is incorporated into this manual for your reference.

Profile of an Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

How to Respond When an Active Shooter is in Your Vicinity

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate:

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be present
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide:

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (an enclosed/locked room)
- Not trap you or restrict your options for movement

**How to Respond
When an Active
Shooter is in Your
Vicinity (cont.)**

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter:

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions
-

**How to Respond
When Law
Enforcement
Arrives**

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands and push people to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep your hands visible at all times
- Avoid making quick movements toward officers
- Do not attempt to hold on to officers for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating
- Proceed in the direction from which officers are entering the premises

**How to Respond
When Law
Enforcement
Arrives (cont.)****Information to provide to law enforcement or 911 operator:**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooters
- Number and type of weapons held by the shooters
- Number of potential victims at the location

Law enforcement and EMS procedures:

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

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

8.0 HAZARDOUS MATERIALS/CBR

Overview

The use and misuse of chemical, biological or radiological (CBR) agents is an increasingly common concern for all buildings, whether a building handles hazardous material itself or a neighbor handles them at a nearby site, they are transported on the roads surrounding the building, or they are intentionally released in an act of terrorism or other criminal activity. An accidental or intentional release of these agents could potentially result in fire, explosion, loss of life or personal illness, building damages, temporary or permanent closure.

Unlike an industrial setting, 100 Federal Street is relatively free of hazardous and toxic chemicals. Nevertheless, the possibility of an overexposure incident caused by a spill, release or intentional act such as delivery via mail or parcel within or outside of 100 Federal Street can not be discounted.

CBR materials as well as industrial agents can be dispersed in the air we breath, the water we drink, or on surfaces we physically contact.

- Chemical incidents are characterized by the rapid onset of medical symptoms (minutes to hours) and easily observed signatures (colored residue, dead foliage, pungent odor, and dead insect and animal life).
- In the case of a biological incident, the onset of symptoms requires days to weeks and there typically will be no characteristic signatures.
- In the case of a radiological incident, the onset of symptoms requires days to weeks and there typically will be no characteristic signatures. Radiological materials are not recognizable by the senses and are colorless and odorless.

Indicators of a Possible CBR Incident

Visible Substances:

Unusual powders or liquids/droplets/mists/clouds especially found near air intake/HVAC systems, enclosed spaces, letters or parcels.

Physical Symptoms:

Individuals experiencing unexplained water-like blisters, wheals (like bee stings), pinpointed pupils, choking, respiratory ailments and/or rashes.

Mass Casualties:

Individuals exhibiting unexplained serious health problems ranging from nausea to disorientation to difficulty in breathing to convulsions to death.

Unexplained Odors:

Smells may range from fruity to flowery to sharp/pungent to garlic/horseradish-like to bitter almonds/peach kernels to new mown hay. It is important to note that the particular odor is completely out of character with its surroundings.

Abandoned Spray Devices or Unusual/Unscheduled Spraying:

Devices will have no distinct odors.

Precautions

If a CBR incident is suspected, or a hazardous spill is found, the location and all relevant information such as the approximate size of the spill, should be reported immediately to 100 Federal Street Security at **617-434-3210**. When approaching a scene that may involve CBR materials, the most critical consideration is the safety of oneself. Be cognizant that the presence and identification of hazardous agents may not be immediately verifiable, especially in the case of biological and radiological agents. Personal safety is the primary concern.

If an area is suspected of being contaminated, do not enter it. Do not walk into or touch spilled materials. Do not try or allow anyone to attempt to clean up the substance. Carefully cover the spilled contents immediately with anything available. Avoid inhaling smoke and fumes. Remember that toxic gases may be invisible and odorless.

Most CBR threats represent an inhalation or contact hazard. To minimize further contamination, individuals who encounter an unusual substance should cover their nose and mouth with a cloth that can filter air but still allow breathing while leaving the area. They should avoid touching surfaces and wash their hands thoroughly. Cuts in the skin are also susceptible and should be covered.

**100 Federal Street
Management
Response**

Upon notification of a suspected hazardous material/CBR incident, 100 Federal Street Management will:

- Gather information and perform a preliminary assessment.
 - Notify appropriate public emergency response agencies.
 - Shutdown the HVAC system for the affected area or building.
 - Coordinate with the appropriate public emergency response agencies.
 - Determine whether to evacuate the affected area or building and/or to close 100 Federal Street.
 - Determine whether HVAC systems should remain shutdown or be reactivated to pressurize or exhaust the affected area or building.
 - Notify tenant contacts.
 - Continue to monitor the situation and assess any new information.
 - Prepare and deliver media communications and updates as appropriate.
 - Notify tenant contacts with updates as appropriate and/or upon completion of incident.
-

Tenant Response

Upon notification by 100 Federal Street Management:

- Remain calm - do not panic.
 - Implement your company's internal procedures regarding notifications of the threat to your executive management and/or your employee population.
 - Begin preparations for an evacuation but remain in place until an evacuation is ordered. It may be more prudent to stay inside (see Shelter in Place procedures). If immediate evacuation is warranted, the building PA system will be utilized.
 - Tenants with their own internal HVAC systems may be requested to shutdown their systems. Restaurants/cafeterias may also be required to shutdown cooking operations to minimize cooking fumes and smoke while the HVAC systems are off.
 - Do not discuss the situation with customers.
 - All inquiries by customers or media should be referred to 100 Federal Street Management.
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Building Closure and Evacuation

Public agency emergency response personnel will respond to the scene and will advise on the best course of action.

In the event of a hazardous material/CBR spill or release, it may become necessary to temporarily close parts of 100 Federal Street to the general public.

Additionally, if the hazardous material/CBR spill or release is on the exterior, it may be necessary to close 100 Federal Street, but advise building occupants to remain in place and stay inside.

Signs provided by Management shall be placed at the entrance to inform the public to seek an alternate entrance into or out of 100 Federal Street.

Management may direct that public address announcements be made to provide notification and direction to tenants and building occupants of the closure and alternate route(s), or to remain in place. Management may also direct that calls be made to tenant contacts to inform their employees of the closure and external condition.

Remember, regardless of 100 Federal Street Management's position, it always remains the individual tenant management's decision as to whether to evacuate their own employees.

9.0 OTHER EMERGENCY PROCEDURES

Emergency Management and Notification

100 Federal Street has a comprehensive Emergency Management Program in place to facilitate efficient management of a crisis or emergency. The 100 Federal Street evacuation procedures may be needed for a variety of other emergencies such as major water leaks, power failures, or natural disasters.

Because many emergencies may potentially impact multiple tenants or areas, such as a bomb threat or major water leak, each tenant must notify 100 Federal Street Security at 617-434-3210 of any emergency affecting their area. After an initial impact assessment, 100 Federal Street Management will forward information to other tenants as appropriate.

Major Water Leaks

Although not frequent, major water leaks are the most common emergency incident due to the number of sources of water in the building that can malfunction (i.e., kitchens, restrooms, heating and cooling systems, sprinkler systems, etc.). If a major water leak is observed:

- Notify 100 Federal Street Security at 617-434-3210.
 - Evacuate the affected area.
 - Turn off all sources of electricity if the switch is accessible and away from the water.
 - 100 Federal Street Management will turn off the water source and shut down electrical power as required.
 - Depending upon the severity of the leak, 100 Federal Street Management will notify tenants whether evacuation of the area is necessary.
-

Power Failures

Power failures generally do not pose an immediate threat of personal injury. All critical life safety system components are supported by back-up emergency power. Sufficient back-up lighting is provided in tenant spaces, common areas and in the stairwells. Should a power failure occur:

- Stay calm.
 - Remain where you are and listen carefully to instructions received over the voice communication system.
 - 100 Federal Street Management will notify tenant contacts regarding the expected duration of the outage and whether the area should be evacuated.
 - Should evacuation be necessary, the emergency evacuation procedures detailed in this manual should be followed. Do not use elevators, unless directed otherwise. Power consumption for the elevators will be limited and reserved for emergency response personnel.
-

Natural Disasters

Although natural disasters, such as hurricanes, tornadoes, and earthquakes, do not occur frequently in New England, it is prudent to be prepared.

Should a natural disaster strike while in the building, there are several generic

safety precautions recommended for all occupants. It is important to note that falling objects and/or flying glass and debris are generally the greatest danger.

During an Incident

- Remain calm.
- Get under a sturdy table or desk, where feasible.
- Stay away from windows and the building's exterior walls.
- Move to an inside corridor and/or walls adjacent to the center core of the building, where possible.
- Stay on your floor, unless otherwise directed. Remaining in the building is generally considered safer than outdoors.
- Do not use elevators.

After an Incident

- Check for injuries to other occupants on the floor. Do not attempt to move seriously injured persons unless there is immediate threat of further injury.
- Wear shoes for protection from debris and broken glass.
- Use a flashlight if additional lighting is needed. Do not use matches, cigarette lighters or electric switches or appliances for lighting.
- Do not use telephones, except for emergencies.
- Remain in place and listen for instructions. Remaining in place may initially be the safest location.
- Stay calm and be patient. It will take time to perform a damage assessment and research the most appropriate time and means of evacuation.
- If the floor becomes untenable, proceed to the nearest stairwell exit and relocate down at least three floors to a lower floor that is tenable.
- Avoid going all the way down to the building's lobby or outdoors unless otherwise directed.

Again, remaining in the building may be the safest temporary location. Until an assessment is complete, it may be more dangerous outdoors. Additionally, natural disasters are generally geographically widespread and initially there may be no other place to go to wait or to seek alternative shelter. Roads and public transportation may be temporarily closed. Priority will be placed on emergency services and dealing with injured persons.

It is recommended that all tenants have a thorough internal natural disaster preparedness plan, including a pre-incident survey and checklist, as well as internal business resumption plans for dealing with the aftermath of a natural disaster.

10.0 EMPLOYEE AWARENESS

Tenant Employee Training and Participation

The success of any Life Safety and Security Program depends on the informed participation and cooperation of all tenant employees. All employees should receive periodic training and instruction by tenant management regarding the 100 Federal Street's Life Safety and Security Program.

This manual includes several Exhibits that are designed as handouts to be photocopied and given to each employee. They can be included in a tenant's new employee orientation program and as part of a tenant's ongoing periodic emergency procedures training program.

A representative of Boston Properties is available to participate in any type of tenant training and awareness programs. Please call the Assistant Director, Safety and Security at 617-236-2308 or the Director, Safety and Security at 617-236-2306 at anytime to arrange tenant training sessions for your employees.

11.0 EXHIBITS

EXHIBITS

LIFE SAFETY SYSTEMS

System Overview	All of the systems and components described below are designed to detect, report and, in some cases, control the spread of fire. Each system has emergency power capabilities supplied from generators and internal batteries should a loss of normal electrical power occur. Each system is periodically tested by licensed fire alarm technicians and sprinkler contractors.
Sprinkler Systems	Sprinklers are activated by high temperatures that cause the sprinkler to discharge water in each area. Sprinklers are designed to suppress and contain a fire until it can be fully extinguished by firefighters. Additional sprinklers will activate in succession should the fire spread beyond its point of origin. Water pressure is maintained by automatic fire pumps to ensure a continuous flow of water is applied to the fire. The sprinkler system is integrated with the fire alarm system to activate the fire alarm sequence of operation and notify the Boston Fire Department if water is discharged from a sprinkler.
Manual Fire Alarm Pull Stations	Manual fire alarm pull stations are located at stairwell exits and are designed to initiate an alarm and notify the Boston Fire Department. You should be familiar with the location of these devices on your floor. The device is activated by breaking the protective glass and pulling the lever down fully.
Smoke Detectors	Smoke detectors are located on every floor and in each elevator lobby. Smoke detectors are also located in building mechanical rooms and electrical closets. Additionally, detectors are installed in the ventilation ductwork on each floor. Activation of any of these devices will summon the Boston Fire Department and start the fire alarm system sequence.
Speaker / Strobe Devices	Speaker/strobe units are alarm notification devices designed to alert building occupants of an active fire alarm and to provide live voice communication during an emergency. These devices are located throughout each floor to enable 100 Federal Street Security, 100 Federal Street Management and the Boston Fire Department to communicate information throughout the building.
Stairwell Doors	Stairwell doors are fire rated to provide protection from smoke or fire for occupants during an evacuation. These doors are normally locked from the stairwell side to prevent unauthorized access onto a floor but will always allow entry into the stairwell. When a fire alarm occurs, all stairwell doors will automatically unlock to allow re-entry onto any floor during an evacuation. The doors are designed to close and latch to minimize the spread of smoke into the stairwell and should not be held or blocked open during a fire alarm event.

EMERGENCY EVACUATION TEAM OVERVIEW

Floor Evacuation Director

- Selects personnel to serve as wardens.
- Instructs wardens and personnel in evacuation procedures and of exit routes.
- Oversees the floor evacuation during actual emergencies and drills.
- Designates a meeting place for wardens and evacuates with them as a group.

Search Warden

- Announces the alarm condition or emergency to floor occupants.
- Directs personnel to proceed to the stairwell exits.
- Searches every room for people who may not be aware of the alarm or who may need assistance.
- Advises the Floor Evacuation Director of special needs, problems or injured persons.

Exit Warden

- Checks the exit route to ensure that it is free of fire, smoke or obstructions.
- Directs personnel to the designated relocation floor via the stairwells and ensures an orderly exit flow.
- Ensures all personnel are accounted for in the designated relocation area.

Elevator Warden

- Advises personnel not to use the elevators during a fire alarm emergency and directs those people to the exit stairwells.

Aides to the Disabled

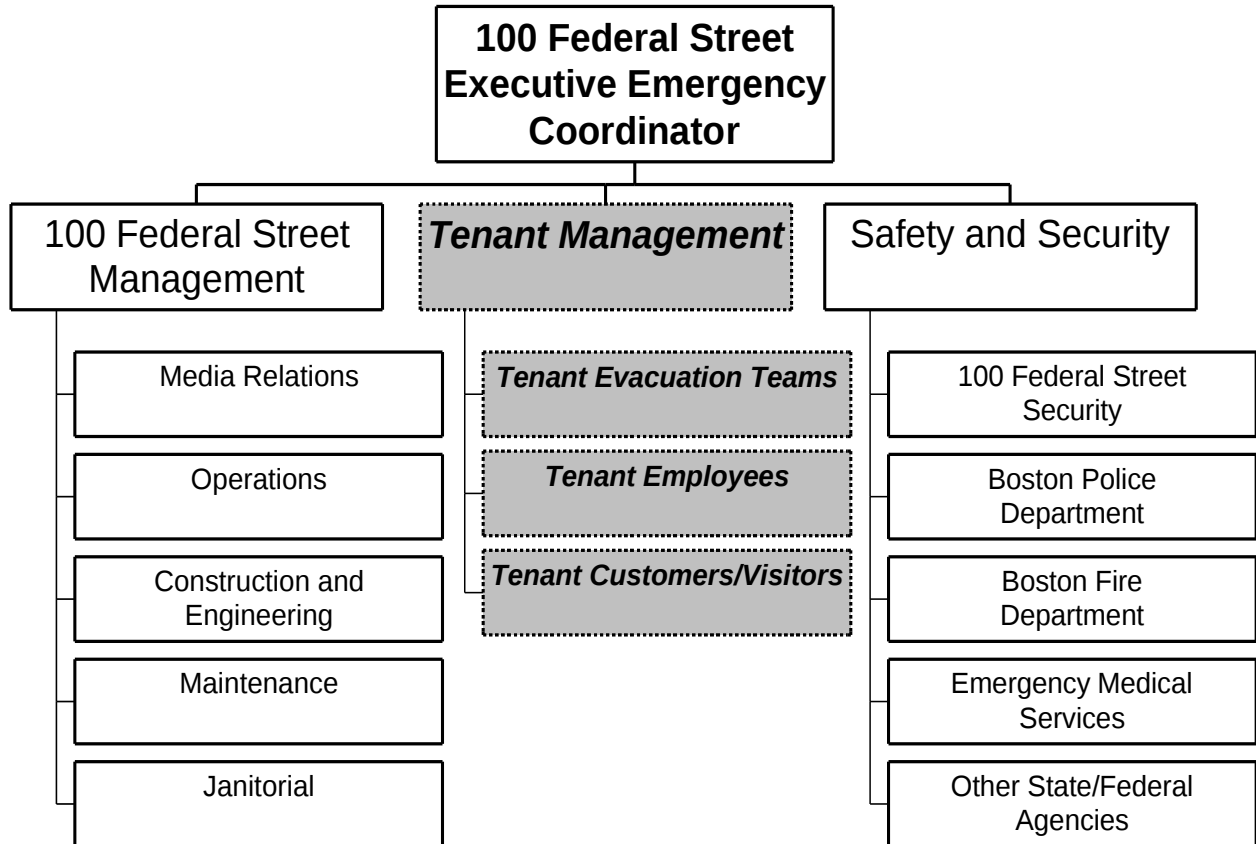
- Identifies people who may need assistance during an emergency situation and assists them in an evacuation.
- Provides reassurance to injured or disabled people and waits with them for assistance by public safety personnel.
- Summons additional assistance from the Boston Fire Department or 100 Federal Street Security as needed.

FLOOR EVACUATION TEAM ROSTER

Report All Emergencies to 100 Federal Street Security at
617-434-3210 or 1-877-297-4411.

		Tenant _____		Floor _____	
Position	Primary Person	Telephone	Alternate Person	Telephone	
Evacuation Director					
Exit Wardens					
Search Wardens					
Aides to the Disabled					
Elevator Wardens					
Additional					

EMERGENCY MANAGEMENT TEAM



ACTIVE SHOOTER

HOW TO RESPOND

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. EVACUATE

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE OUT

- Hide in an area out of the active shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

3. TAKE ACTION

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND

WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

INFORMATION

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

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

COPING

WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

PROFILE

OF AN ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

CHARACTERISTICS

OF AN ACTIVE SHOOTER SITUATION

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation



CALL 911 WHEN IT IS SAFE TO DO SO

BOMB SEARCH PROTOCOL

Bomb Search Areas Bomb searches are normally conducted by personnel most familiar with the affected areas. Generally, the Bomb Squad **will not** search for a device since they are least familiar with the property or area in the threat condition.

Common area search teams are comprised of building security, janitorial, garage and maintenance personnel. These team members typically search publicly accessible common areas, to include:

- Building entrances
- Main lobbies
- Public area rest rooms
- Public stairways
- Elevators
- Garage/loading docks
- Exterior areas
- Mechanical floors and spaces

Based upon the facts surrounding the incident, it may be warranted to conduct a specific search of tenant occupied office space. A search can be conducted by tenant employees searching their own work areas and can be accomplished quickly with minimal disruption to normal activities.

Employee search teams can be organized by using existing employee Floor Evacuation Teams. These Team members search accessible tenant common areas on their floor, to include:

- Reception areas
- Floor corridors
- Copy/fax/mail rooms
- Conference rooms
- Unlocked closets and storage areas
- Unoccupied offices

Bomb Search Instructions

Each search team member is assigned a specific area and provided the instructions below:

- **Search** for items that appear to be “out of place” or that “do not belong” in the search area(s), especially noting any new objects or signs of alteration.
- **Do not touch** any suspicious or “out of place” item. No attempt to examine or move the suspect item should be made.
- **Notify** 100 Federal Street Security to investigate, if any such suspicious or “out of place” items are found. At this point, the Bomb Squad will respond and take over.
- **Notify** the Floor Evacuation Director when the search of the assigned area is complete.

**Room Search
Technique**

The next three pages contain visual diagrams depicting the room search technique guidelines below:

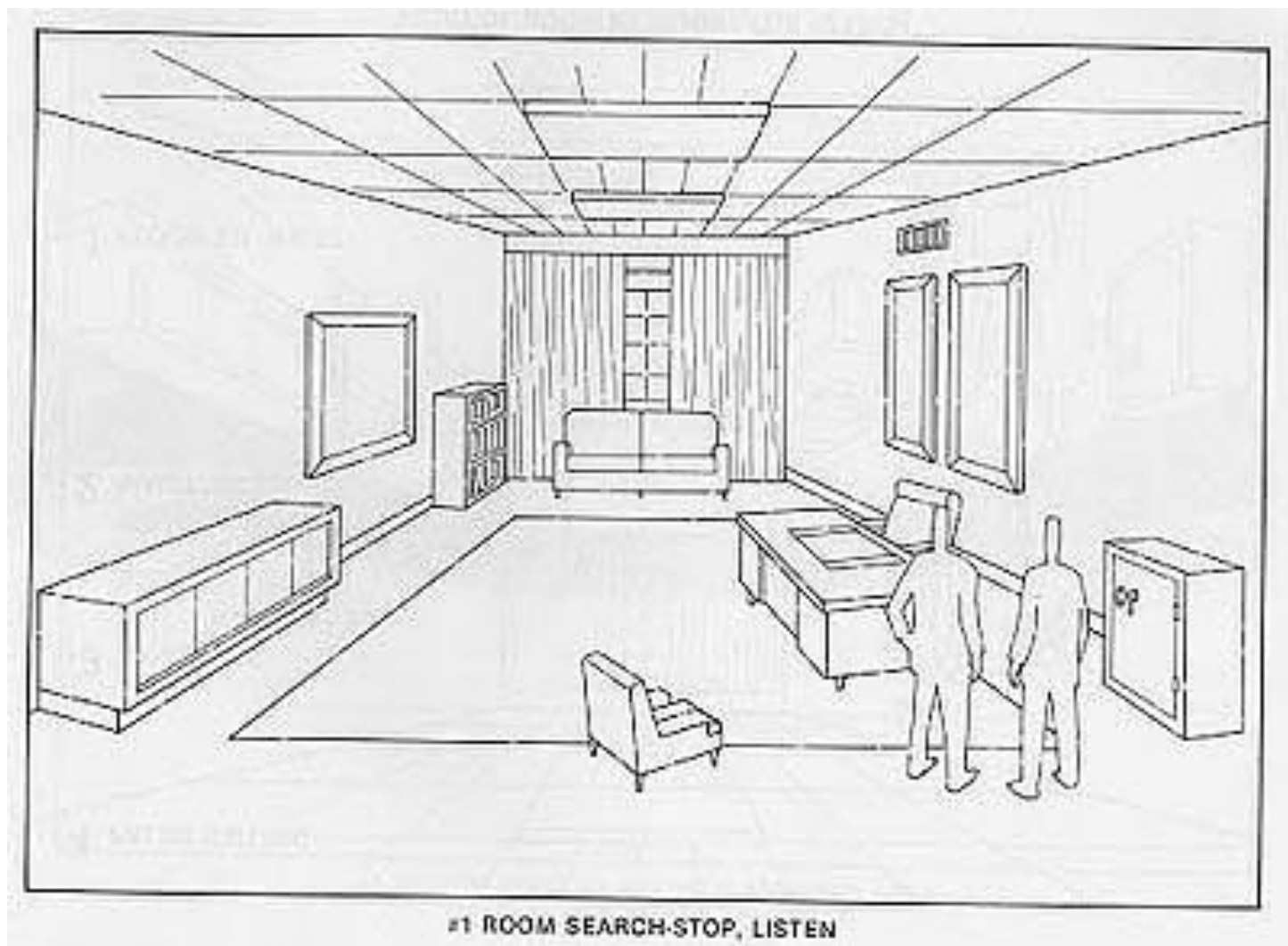
1. Conduct a visual sweep of the room and listen for unusual sounds. (If an unusual sound is heard, skip to step #5.)
2. Divide the room by height into stages as outlined below:
 - Floor to waist level
 - Waist level to eye level
 - Eye level to ceiling

Note: A search of the area above a suspended ceiling, if warranted, should only be conducted by building staff. Notify 100 Federal Street Security if a ceiling tile appears to be out of place.

3. If there are multiple searchers for a room, divide the room into areas of responsibility by the height stages above. Overlap the areas slightly for better coverage.
 4. The physical search should begin at the walls and work inward to the center. As areas are completed, chalk, tape or Post-It notes can be used to mark a completed zone.
 5. Refer to Bomb Search Instructions, if a suspicious device or package is found or when search is complete.
-

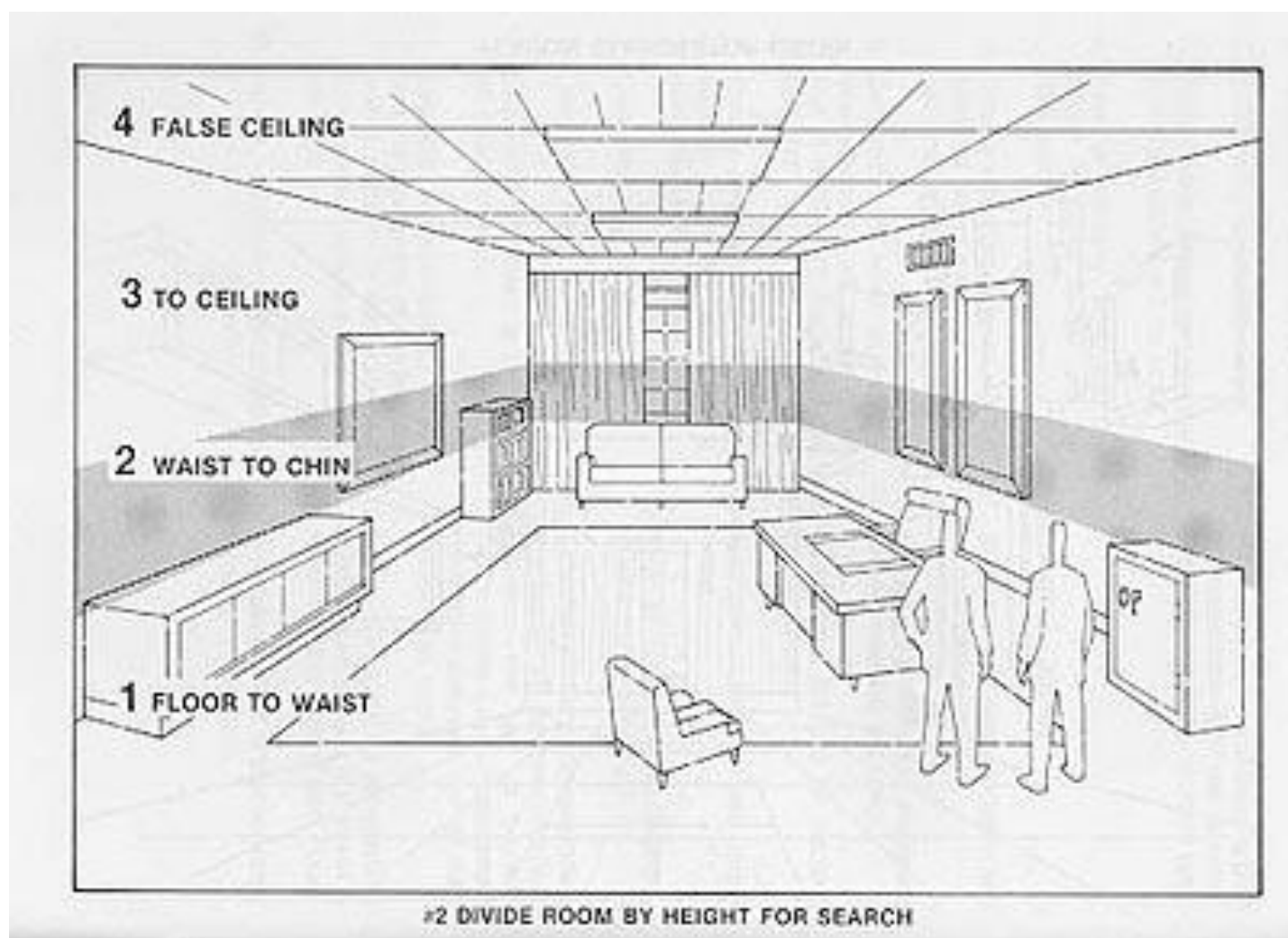
STEP 1 – BOMB SEARCH TECHNIQUE

Boston Police Department **BOMB SQUAD**



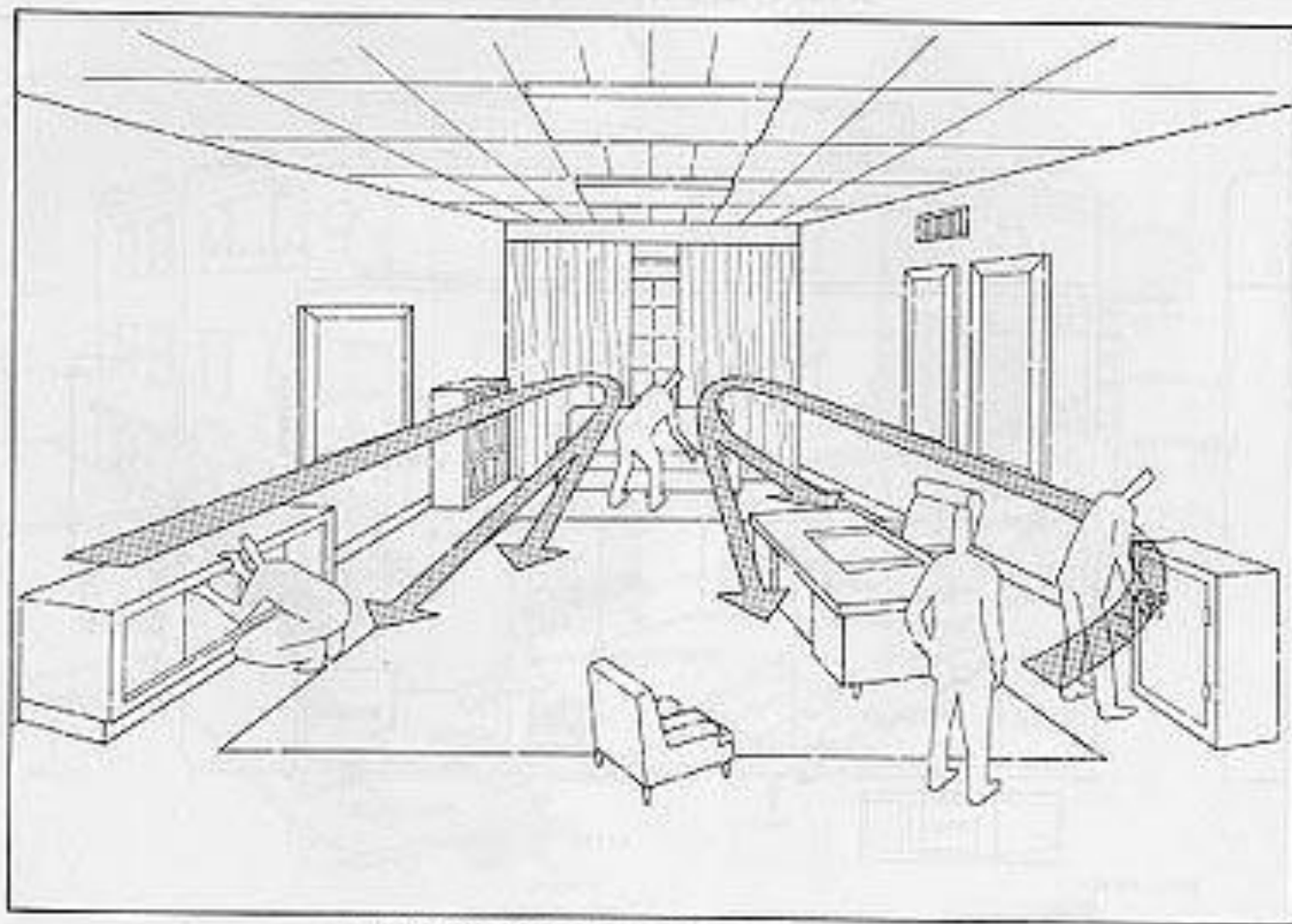
STEP 2 – BOMB SEARCH TECHNIQUE

Boston Police Department BOMB SQUAD



STEP 3 – BOMB SEARCH TECHNIQUE

Boston Police Department **BOMB SQUAD**



#3 SEARCH ROOM BY HEIGHT & ASSIGNED AREA,
OVERLAP FOR BETTER COVERAGE

BOSTON POLICE BOMB SQUAD WARNING



WHAT NOT TO DO!

DON'T ignore bomb threats
DON'T touch suspect explosives
DON'T move suspect packages
DON'T open suspect packages
DON'T place in water
DON'T shake or move
DON'T cut or pull wires/strings
DON'T pull or stamp out fuses
DON'T undo glued packages
DON'T release hooks
DON'T smoke near suspect packages
DON'T carry bombs outside
DON'T place near heat or cold
DON'T place near vital equipment
DON'T MOVE BOMBS! MOVE PEOPLE
STAY AWAY FROM BOMBS
EMERGENCY
CALL 911

MAIL WARNING INDICATORS



UNITED STATES
POSTAL SERVICE



SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

If a parcel is open and/or a threat is identified . . .

For a Bomb:

Evacuate Immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Radiological:

Limit Exposure - Don't Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Biological or Chemical:

Isolate - Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

BOMB THREAT CHECKLIST

Time: _____ Date: _____ Length of call: _____ #/Name Visible on Caller ID: _____

EXACT WORDING OF THREAT:

Questions to ask:

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

Caller's Voice: Apparent Age: _____ Apparent Sex: _____

- | | | | |
|--|------------------------------------|-----------------------------------|---|
| ☐ Slow | ☐ Calm | ☐ Rapid | ☐ Distinct |
| ☐ Lisp | ☐ Crying | ☐ Laughing | ☐ Familiar |
| ☐ Slurred | ☐ Disguised | ☐ Normal | ☐ Loud |
| ☐ Intoxicated | ☐ Excited | ☐ Stutter | ☐ Voice Cracking |
| ☐ Deep Breathing | ☐ Nasal | ☐ Angry | ☐ Accent or Dialect: _____ |
| ☐ Throat Clearing | | | |

Background Sounds: Local: _____ Distant: _____

- | | | |
|---|--------------------------------------|---|
| ☐ Subway | ☐ Static | ☐ Street Noises |
| ☐ Music | ☐ House | ☐ Animal Noises |
| ☐ Office Machinery | ☐ Motors | ☐ Factory Machines |
| ☐ Voices | ☐ Phone Booth | |
| ☐ Clear | ☐ Other _____ | |

Threat Language:

- | |
|---|
| ☐ Obscene |
| ☐ Well Spoken |
| ☐ Incoherent |
| ☐ Irrational |
| ☐ Taped |
| ☐ Message Read by Threat Maker |

If the voice was familiar, whom did it sound like? _____

Did you identify this location to the caller? _____

Number at which call was received: _____

Your Name: _____ Company: _____

Your Position: _____ Phone: _____

**REPORT THIS CALL IMMEDIATELY TO 100 FEDERAL STREET SECURITY
TELEPHONE: (617) 434-3210**