

China Trade Center Boston, Massachusetts

Tenant Handbook



INTRODUCTION

Welcome to China Trade Center at 2 Boylston Street!

From all of us at Colliers International New England, LLC, we would like to welcome you to the building.

This Tenant Handbook has been designed to provide you with all the building information, procedures and policies which will help to provide you with a pleasant work environment.

As the owner's agent, Colliers International is responsible for coordination of activities within the building. Although the procedures that follow have been developed using Colliers International's experience in building management, changes may occur. Therefore, we will be providing updates and revisions as necessary.

Should you have any questions or need additional information, please feel free to contact the Management Office at 617-330-8000.

**SECTION 1:
TENANT MANUAL**

**SECTION 2:
BUILDING RULES & REGULATIONS**

**SECTION 3:
CONTRACTOR RULES & REGULATIONS**

**SECTION 4:
EMERGENCY PROCEDURES**

SECTION 1

TENANT MANUAL

BUILDING PROCEDURES

The following categories are included in this section:

- Property Management
 - Team Members and Contact Information
- Building Access / Hours of Operation
 - Holidays
 - Visitors and Guests
- Deliveries / Move Guidelines
- Certificate of Insurance Requirements
- Miscellaneous
 - Cleaning Services / Window Cleaning
 - Waste Removal
 - Recycling
 - Heating, Ventilation and Air Conditioning (HVAC)
 - Mail Service
 - Tenant Service Requests
 - Smoking Policy
- Security
 - Important Phone Numbers
 - Safety Precautions
- After Hours Emergencies

PROPERTY MANAGEMENT

Colliers International is available for routine items during normal business hours. We will, of course, respond to after hours and emergency needs regardless of office/staffing hours.

Phone Number: 617-330-8000 during business hours
800-303-6625 after hours (24 hour answering service)

Security Desk: 617-338-9134

Fax Number: 617-330-8150

Mailing Address: Colliers International
160 Federal Street
Boston, MA 02110

Property Management Team:

Property Manager: Valerie Reid
Office: 617-330-8108
Email: Valerie.reid@colliers.com

Tenant Coordinator: Carolyn Keefe-Keating
Office: 617-330-8177
Email: Carolyn.keefe-keating@colliers.com

Engineer: Mike McDowell

Day Porter: Antonio

Any questions regarding the building and its operation should be directed to the Management Team.

BUILDING ACCESS

Building Access / After Hours Access

The building is open from 7:00 AM – 9:00 PM Monday through Friday, excluding holidays.

Tenants may access the building by using their building access card at the front entrance or rear loading dock doors. After business hours, weekends and holidays, a building access card is required for access to the building.

Holidays

As per the leases, holidays for the purposes of building operations are as follows:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

There will be no HVAC or cleaning services scheduled for these holidays. The Management Office team will be on call for emergency needs.

If you are in need of any services (i.e. cleaning, HVAC) on a holiday, please notify the Management Office a minimum of 48 hours in advance so the necessary arrangements can be made. There will be additional service fees for any holiday services.

Security

Building security is provided 7am-11pm, 7 days per week. The security staff is located in the lobby and may be reached at 617-338-9134.

DELIVERIES/MOVE GUIDELINES

DELIVERIES

All deliveries and moves are to be made via the loading dock at the rear of the building.

Access to the service alley which leads to our loading dock should be requested in advance, as this needs to be requested and coordinated with our neighbors at the Kensington.

ENTRANCE LOCATION

All moves must enter the building through the loading dock entrance and follow the path assigned by the property manager. It is the responsibility of the tenant to confirm the move route with the property manager prior to any move.

SIGN IN

The moving company personnel must sign in with building security before starting the move.

FLOOR/WALL PROTECTION

Adequate protection must be provided for large moves including: lobby floors, elevators, and common areas if applicable. If proper protection is not provided, move activity will be prohibited.

CLEANING

The tenant and moving company will be responsible for cleaning required in common building areas as a result of damage incurred during the move.

DAMAGE

The tenant and moving company will be responsible for repair required in the common building areas as a result of damage incurred during the move.

INSURANCE REQUIREMENTS

A Certificate of Insurance must be provided evidencing the following coverage:

1. **GENERAL LIABILITY**

Including coverage for Contractual Liability for contractor under Indemnity Agreement and products/completed operations.

Additional Insured's

- A. Boston Redevelopment Authority
- B. Colliers International New England, LLC

<u>Article of Insurance</u>	<u>Limit of Liability</u>
Bodily Injury & Property Damage	\$1,000,000 each occurrence \$2,000,000 in the aggregate

2. **WORKER'S COMPENSATION**

Including coverage for Occupational Disease

<u>Article of Insurance</u>	<u>Limit of Liability</u>
Worker's Compensation	Statutory Benefits
Employer's Liability	\$1,000,000

3. **COMPREHENSIVE AUTOMOTIVE LIABILITY**

Including coverage for hired and non-owned autos

<u>Article of Insurance</u>	<u>Limit of Liability</u>
Bodily Injury & Property Damage	\$1,000,000 CSL

Please mail or email the Certificate of Insurance to: Valerie Reid

Colliers International
160 Federal Street, 11th flr
Boston, MA 02110
Valerie.reid@colliers.com

MISCELLANEOUS

CLEANING SERVICES / WINDOW CLEANING

The nightly cleaning staff is responsible for the cleaning of the common areas and individual tenant suites. They are on site from approximately 5:30 PM – 11:00 PM, Monday through Friday.

The cleaning company can also provide additional services such as: shampooing carpets, waxing vinyl floors, spot removal, upholstered furniture cleaning and refrigerator cleaning.

WASTE REMOVAL

Trash is removed from your space Monday through Friday by the janitorial staff. Items for disposal which will not fit in a waste receptacle should be clearly marked “TRASH” for the cleaners to recognize

RECYCLING

Single Stream Recycling is performed at China Trade Center. This process allows tenants to comingle all of their recyclables (paper, plastic, glass, cardboard, etc.) in to a single container which will be sorted at a later time off site. The recycling is removed nightly by the cleaning staff.

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

The operating schedule for the building HVAC system is 8:00 AM to 6:00 PM Monday through Friday and 8:00 AM to 1:00 PM Saturday, excluding holidays.

If you require HVAC service outside of normal operating hours, please notify the Management Office at least 48 hours in advance so appropriate arrangements can be made. There will be additional service fees for any extended or holiday services.

MAIL DELIVERY

The United States Post Office currently delivers mail to a central mailbox location on the first floor of the building. The mail process is subject to change at any time without notice subject to the United States Postal Service delivery process.

TENANT SERVICE REQUESTS

If any outside vendor is needed for any work that has been requested by a tenant, which is not part of the Landlords basic services, a proposal will be provided for the tenant's approval before the work is performed. The tenant will be billed accordingly.

Tenant service requests are initiated by the tenant representative notifying the Management Office at 617-330-8000.

LOBBY CONFERENCE ROOM

There is a conference room located on the first floor of the building that is available for tenant use. Requests for use should be emailed to Valerie.reid@colliers.com. Please provide dates and times needed. A response email will be sent verifying availability.

SMOKING POLICY

China Trade Center is a smoke-free building. Smoking is not permitted in any area of the building. As a smoke free environment, smoking is not permitted within 50 feet of any entranceway into the building.

SECURITY

In the event of a serious crime or injury, please call:

- On-Site security staff 617-338-9134
- Boston Police / Fire 911
- Management Office 617-330-8000

We ask that the following precautions be taken by all tenants:

- All tenant entrance doors should be locked at the close of business or by the last employee who leaves for the day.
- Never leave your reception area unattended.
- Do not allow visitors or delivery persons to pass beyond the reception area unless they are known to the receptionist who is aware of the nature of their business.
- Never leave valuables such as purses, wallets, cameras and jewelry on or under your desk; keep these items out of sight. Avoid leaving your wallet in a jacket hung over your chair or behind your office door.
- Petty cash and other valuables should always be kept in a locked file drawer.
- Never leave a combination-type safe on a day-lock position. Thieves will always turn the dial back to zero if it is in a day-lock setting. Always spin the dial when locking the safe.
- If upon entering your office suite you are surprised by an authorized person, quietly leave and call the Police.
- Inspect the locking hardware on your suite doors and on your floor. Notify building management if repair or replacement is necessary.
- Do not keep your more valuable or movable belongings near doors. Record serial numbers of merchandise and belongings.
- Control the issuance of access cards and keys. Contact property management to update your card list.
- Always lock your door from the inside when working late or early.

AFTER HOURS EMERGENCIES

All tenants are asked to complete the information on the “After Hours Emergency Call List” which is kept on file in the Management Office. In the event of an after hours emergency affecting your space, a representative of your firm will be notified based on the information provided.

Any modifications to your list should be submitted to the Management Office to ensure the accuracy of the information.

Building Management should be contacted at 800-303-6625 for all after hours emergencies.

TENANT CONTACT FORM

Please fill out the information below and return it to Colliers International as soon as possible (print or type):

COMPANY NAME: _____

SUITE NUMBER: _____

BUSINESS PHONE: _____

FAX NUMBER: _____

In the event of an emergency, who would you like contacted?

FIRST: _____
NAME

PHONE: Cell: _____

Home: _____

Email: _____

SECOND: _____
NAME

PHONE: Cell: _____

Home: _____

Email: _____

THIRD: _____
NAME

PHONE: Cell: _____

Home: _____

Email: _____

Who should be contacted if there is a problem concerning Accounts Payable?

Name	Title	Phone Number
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If you would like correspondence sent to an address other than the property address, please list below:

ALTERNATE ADDRESS: _____

SECTION 2

RULES AND REGULATIONS

BUILDING RULES & REGULATIONS

The following rules and regulations have been formulated for the safety and well being of all tenants and to insure compliance with governmental and other requirements. Strict adherence to these rules and regulations is necessary to guarantee that each and every tenant will enjoy a safe and undisturbed occupancy of its premises.

1. The public sidewalks, entrances, passages, elevators, vestibules, stairways, corridors or halls shall not be obstructed or encumbered by Tenant (except as necessary for deliveries) or used for any purpose other than ingress and egress to and from the Premises.
2. No awning, curtains, blinds, shades, screens or other projections shall be attached to or hung in, or used in connection with, any window of the Premises or any outside wall of the Building. Such awnings, curtains, blinds, shades, screens or other projections must be a quality, type, design and color, and attached in the manner, approved by Landlord.
3. No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor, if the Building is occupied by more than one tenant, displayed through interior windows into the common areas of the Building, nor placed in the halls, corridors or vestibules.
4. The water and wash closets and other plumbing fixtures shall not be used for any purpose other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or like substances shall be deposited therein. All damages resulting from any misuse of the fixtures shall be borne by the Tenant.
5. Tenant shall not use the Premises or any part thereof or permit the Premises or any part thereof to be used as a public employment bureau or for the sale of property of any kind at auction.
6. Tenant must, upon the termination of its tenancy, return to the Landlord all locks, cylinders and keys to offices and toilet rooms of the Premises.
7. Landlord reserves the right to exclude from the Building after business hours and at all hours on days other than Business Days all persons connected with or calling upon the Tenant who do not present a pass to the Building or who are not escorted in the Building by an employee of Tenant. Tenant shall be responsible for all persons for whom it issues any such pass or shall be liable to the Landlord for all wrongful acts of such persons.
8. The requirements of Tenant will be attended to only upon application at the Building Management Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from the office of the Landlord.

9. There shall not be used in any space in the Building, or in the public halls of the Building, either by Tenant or its agent, contractors, employees or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
10. No bicycles or animals of any kind shall be brought into or kept in or about the Premises. The foregoing rule shall not prohibit the use of bicycle racks located off of the lobby level (behind Washington St entrance guard desk). Tenant shall use the Washington St entrance to bring bicycles into the building.
- 11.
12. No Tenant shall make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with occupants of this or any neighboring building or premises or those having business with them whether by use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No Tenant shall throw anything out of the doors, windows or skylights or down the passageways.
13. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.
14. No smoking shall be permitted in the Premises or the Building. Smoking shall only be permitted in smoking areas outside of the Building.
15. Tenant shall not use the name of the Building for any purpose other than Tenant's business address; Tenant shall not use the name of the Building for Tenant's business address after Tenant vacates the Premises.
16. No article which is explosive or dangerous is allowed in the Building.
17. Room-to-room canvassing to solicit business from other tenants of the Building is not permitted.
18. Tenant shall not waste electricity, water or air-conditioning and shall cooperate fully with Landlord to assure the most effective and efficient operation of the Building's heating and air-conditioning systems. Tenant shall participate in any recycling programs undertaken by Landlord or required by applicable Laws.
19. No locks or similar devices shall be attached to any door except by Landlord and Landlord shall have the right to retain a key to all such locks. Tenant may not install any locks without Landlord's prior approval, which approval shall not be unreasonably withheld.
20. To the extent permitted by law, Tenant shall not cause or permit picketing or other activity which would interfere with the business of Landlord or any other tenant or occupant of the Building, or distribution of written materials involving its employees in or about the Building, except in those locations and subject to time and other limitations as to which Landlord may give prior written consent.

21. Tenant shall not cook, otherwise prepare or sell any food or beverages in or from the Premises or use the Premises for housing accommodations or lodging or sleeping purpose except that Underwriters' Laboratory-approved equipment and microwave ovens may be used in the Premises for heating food and brewing coffee, tea and similar beverages for Tenant's employees and visitors provided such use is in compliance with applicable laws and does not disturb other tenants in the Building with odor, refuse or pests.
22. All office equipment of any electrical or mechanical nature shall be placed by tenant in the Premises in settings approved by landlord to absorb or prevent any vibration, noise or annoyance. Tenant shall not permit the use of any apparatus for sound production or transmission in such manner that the sound so transmitted or produced shall be audible or vibrations therefrom shall be detectable beyond the Premises; nor permit objectionable odors or vapors to emanate from the Premises.
23. Tenant shall not construct or place partitions, furniture or other obstructions there interfere with Landlord's free access to mechanical installations located in the Building, including air-cooling, fan, ventilating and machine rooms and mechanical and electrical closets, the proper functioning of the Base Building Systems or the moving of Landlord's equipment to and from the enclosures containing said installations. Neither Tenant nor any contractor, invitee or licensee of Tenant shall at any time enter said enclosures or tamper with, adjust, touch or otherwise affect in the any manner such mechanical installations.
24. No floor covering shall be affixed to any floor in the Premises by means of glue or other adhesive without Landlord's prior written consent no to be unreasonably withheld.
25. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
26. Tenant shall cause all freight to be delivered to or removed from the Building and the Premises in accordance with the requirements established by Landlord therefor.

TENANT ALTERATIONS

General

1. All Alterations made by Tenant in, to or about the Premises shall be made in accordance with the requirements of this Exhibit and by contractors or mechanics reasonably approved by Landlord.
2. Tenant shall, prior to the commencement of any work, submit for Landlord's written approval, complete plans for the Alterations, with full details and specifications for all of the Alterations.
3. Alterations must comply with the Building code applicable to the Property and the requirements, rules and regulations and any other governmental agencies having jurisdiction.
4. No work shall be permitted to commence before Tenant obtains and furnishes to Landlord copies of all necessary licenses and permits from all governmental authorities having jurisdiction.
5. All demolition, removals or other categories of work that may inconvenience other tenants or disturb Building operations, must be scheduled and performed before 7:00 AM or after 6:00 PM and Tenant shall provide the Building Manager with at least 48 hours' notice prior to proceeding with such work.
6. All inquiries, submissions, approvals and all other matters shall be processed through Landlord's property manager.
7. All work, if performed by a contractor or subcontractor, shall be subject to reasonable supervision and inspection by Landlord's representative. Such supervision and inspection shall be at Tenant's sole expense and Tenant shall pay Landlord's reasonable charges for such supervision and inspection as Additional Rent within thirty (30) days after receiving Landlord's invoice therefor.

Prior to Commencement of Work

1. Tenant shall submit to the property manager a request to perform the work. The request shall include the following enclosures:
 - a. A list of Tenant's contractors and/or subcontractors for Landlord's reasonable approval.
 - b. Two complete sets of plans and specifications properly stamped by a registered architect or professional engineer and meeting the requirements detailed below.

- c. Copy of the Building permit.
 - d. Copy of Certificate of Insurance from Tenant's contractor and, if requested by Landlord, from the contractor's subcontractors.
2. Landlord will return the following to Tenant not later than ten (10) Business Days after receipt thereof from Tenant:
 - a. Sets of plans approved or disapproved with specific comments as to the reasons therefor (such approval or comments shall not constitute a waiver of approval of governmental authorities).
3. Landlord's approval of the plans, drawings, specifications or other submissions in respect to any Alterations shall create no liability or responsibility on the part of Landlord for their completeness, design sufficiency or compliance with requirements of any applicable laws, rules or regulations of any governmental or quasi-governmental agency, board or authority. Any plan or design approval rights reserved to or exercised by Landlord hereunder are for the sole and exclusive benefit of Landlord to ensure compatibility of such work with Building systems and Building standards, and such approval does not constitute any representation or warranty whatsoever as to the adequacy, correctness, efficiency or compliance with applicable Law of such plan or design or the work shown thereon and Landlord is expressly not reviewing Tenant's plans for such purposes.
4. Tenant shall obtain a building permit from the Building Department and necessary permits from other governmental agencies. Tenant shall be responsible for keeping current all permits. Tenant shall submit copies of all approved plans and permits to Landlord and shall post the original permit on the Premises prior to the commencement of any work.

Requirements and Procedures

1. All structural and floor loading requirements shall be subject to prior approval of Landlord's structural engineer.
2. All mechanical (HVAC, plumbing and sprinkler) and electrical requirements shall be subject to the approval of Landlord's mechanical and electrical engineers and all mechanical and electrical work shall be performed by contractors who are engaged by Landlord in constructing, operating or maintaining the Building or as otherwise reasonably approved by Landlord. When necessary, Landlord will require engineering and shop drawings, which drawings must be approved by Landlord before work is started.
3. Elevator service for construction work may be charged to Tenant at standard Building rates which will include the cost of operators and supervisory staff. Prior arrangements for elevator use shall be made at least 48 hours in advance with Building manager by

Tenant. No material or equipment shall be carried under or on top of elevators. If an operating engineer or master mechanic is required by any union regulations, such engineer or master mechanic shall be paid for by Tenant.

4. If shutdown of risers and mains for electrical, HVAC, sprinkler and plumbing work is required, such work shall be supervised by Landlord's representative and shall be performed only at times approved by Landlord. No work will be performed in Building mechanical equipment rooms without Landlord's approval and under Landlord's supervision.
5. Tenant's contractor shall:
 - a. Have a superintendent or foreman on the Premises at all times;
 - b. Police the job at all times, continually keeping the Premises orderly;
 - c. Maintain cleanliness and protection of all areas, including elevators and lobbies;
 - d. Protect the front and top of all peripheral HVAC units and thoroughly clean them at the completion of work;
 - e. Block off supply and return grills, diffusers and ducts to keep dust from entering into the Building air conditioning system; and
 - f. Avoid disturbance of other tenants.
6. If Tenant's contractor is negligent in any of its responsibilities, Tenant shall be charged for corrective work.
7. All equipment and installations must be equal to the standards generally in effect with respect to the remainder of the Building. Any deviation from such standards will be permitted only if indicated or specified on the plans and specifications and approved by Landlord.
8. A properly executed air balancing report signed by a professional engineer shall be submitted to Landlord upon the completion of all HVAC work.
9. Upon completion of the Alterations, Tenant shall submit to Landlord a permanent certificate of occupancy and final approval by the other governmental agencies having jurisdiction.
10. Tenant shall submit to Landlord a final "as-built" set of drawings in Auto-CAD format and one set of blueprints showing all items of the Alterations in full detail.
11. Additional and differing provisions in the Lease, if any, will be applicable and will take precedence.

Standards for Plans and Specifications

Whenever Tenant shall be required by the terms of the Lease (including this Exhibit) to submit plans to Landlord in connection with any Alterations, such plans shall include at least the following:

1. Floor plan indicating location of partitions and doors (details required of partition and door types).
2. Location of standard electrical convenience outlets and telephone outlets
3. Location and details of special electrical outlets; e.g, photocopiers, etc
4. Reflected ceiling plan showing layout of standard ceiling and lighting fixtures. Partitions to be shown lightly with switches located indicating fixtures to be controlled.
5. Locations and details of special ceiling conditions, lighting fixtures, speakers, etc.
6. Location and specification of floor covering, paint or paneling with paint colors referenced to standard color system.
7. Finish schedule plan indicating wall covering, paint, or paneling with paint colors referenced to standard color system.
8. Details and specifications of special millwork, glass partitions, rolling doors and grilles, blackboard, shelves, etc.
9. Hardware schedule indicating door number keyed to plan, size, hardware required including butts, latchsets or locksets, closures, stops, and any special items such as thresholds, soundproofing, etc. Keying schedule is required.
10. Verified dimensions of all built-in equipment (file cabinets, lockers, plan files, etc).
11. Location and weights of storage files.
12. Location of any special soundproofing requirements.
13. Location and details of special floor areas exceeding 50 pounds of live load per square foot.
14. All structural, mechanical, plumbing and electrical drawings, to be prepared by the base building consulting engineer, necessary to complete the Premises in accordance with Tenant's Plans.

15. All drawings to be uniform size (30'' x 46'') and shall incorporate the standard project electrical and plumbing symbols and be at a scale of 1/8'' = 1' or larger.
16. All drawings shall be submitted in hard-copy paper form (together with a PDF scanned copy of all paper drawings) and on disk in Auto-CAD.
17. All drawings shall be stamped by an architect (or, where applicable, an engineer) licensed in the jurisdiction in which the Property is located and without limiting the foregoing, shall be sufficient in all respects for submission to applicable authorization in connection with a building permit application.

SECTION 3

CONTRACTOR RULES AND REGULATIONS

CONTRACTOR RULES AND REGULATIONS

The following Rules and Regulations have been established by the Client and are expected to be followed by all Vendors/Contractors as a condition of their working at China Trade Center. Where the word "Client" is used, an Agent or designee may apply. Any worker not conforming to these rules and regulations will be removed from the site at the Client's sole discretion.

GENERAL

Contractor is responsible for filing and obtaining all required local building, fire and/or utility permits, as applicable, prior to commencement of any work and must be licensed by or certified to perform all work where specified or required by law. The contractor shall comply with all inspectional services and fire department requirements related to the issuance of the building permits and shall display the building permit and inspection records as required by building code. Where applicable, permits are to be posted as directed by Client. No construction or alterations to the property may be started without prior approval of the Client and Agent.

The contractor shall provide Agent with a certificate of insurance showing evidence of coverage as required by the Client and Property Management prior to the start of any work.

Contractor will also ensure their employees are fully trained in all areas of the work they undertake, including but not limited to the proper use of tools and equipment and all safety equipment applicable to their assignment. Contractor shall also ensure that their employees are familiar with job specifications and adhere to them at all times while performing contract work.

Contractor will not borrow any materials (i.e. tools, extension cords, dollies, ladders, etc.) from the Maintenance Staff. Contractor will not be allowed access to the Maintenance Shop or any Storage Closets. No contractor is allowed access to any electric closet without prior authorization from the client. In the event the client allows special access to these areas, the contractor will be responsible for any damaged or missing items. The resetting of electrical breakers or turning on or off power will be done only by the Maintenance Department.

All work undertaken by contractors on site must be performed in accordance with safety standards, which include, but are not limited to, compliance with Occupational Safety and Health Administration (OSHA). Contractor's safety procedures may exceed OSHA standards, but in no case shall they fail to meet those minimum requirements. Any accidents occurring at the property are to be reported immediately to the security office.

The client may order any job being performed in an unsafe or hazardous manner to be shut down. In addition to its other rights, client reserves the right to terminate any

contract for failure to perform work in accordance with applicable federal, state or local safety standards, laws, ordinances or regulations.

NOISY/DISRUPTIVE WORK

All coring, drilling, and other noisy or disruptive work will be done in such a way as to minimize inconvenience to building tenants. The contractor will immediately cease all such work when instructed to do so by client.

LIFE SAFETY SYSTEMS (FIRE ALARM, SPRINKLER)

Contractor shall coordinate, in advance, with building's fire alarm contractor and building management, to facilitate fire alarm system plug in/out as needed to complete the project. This is a cost borne by the Contractor.

If allowed by Boston Fire Department, bagging of smoke detectors, requires a permit.

MATERIALS, TOOLS & DELIVERY

All material deliveries must be made via the loading dock of 2 Boylston Street. Large deliveries must be scheduled in advance and must be transported directly to the job site via the common corridors. The contractor must provide adequate protection to all vertical and horizontal finishes. The contractor will be responsible for all damage caused by the contractor's deliveries.

All vehicles making deliveries must be moved as soon as the delivery is complete.

No materials may be stored or left in the elevator, mechanical rooms, stairwells, electrical rooms, corridors, or lobbies for any period of time. All materials must be stored in the work area at all times. Management may dispose of materials left in unauthorized areas.

Management assumes no responsibility for tools, materials, or equipment stored at the building.

ACCESS

1. All work done (excluding large deliveries) by the contractor will be completed between the hours of 7:00am and 3:00pm unless the prior permission of the client is received. All of the contractor's personnel are to be signed out by building engineer.
2. Contractor's personnel will be restricted to the work area. Access to any other area will only be granted with prior approval. The contractor's personnel are to use the restrooms located on the floor of the work area only unless Management designates other restrooms.
3. Access to adjoining tenant spaces must be arranged and approved by the Management. When accessing tenant space, the contractor's personnel may, at Management/Tenant's sole discretion, be required to be supervised by building maintenance or tenant

representative, and any personnel cost associated with such supervision will be billed to the contractor.

4. Access to building mechanical spaces must be arranged in advance.

HOUSEKEEPING

Contractor will take steps to ensure that all public corridors, lobbies, and stairwells are kept free of their tools and materials, and the work is performed in such a manner so as to avoid creating hazards within these areas.

During the course of installation or renovation, contractor shall maintain good housekeeping. Specific actions affecting general safety include, but are not limited to:

1. Temporary cords and hoses belonging to contractor are to be properly secured and marked with safety stanchions.
2. Unless other arrangements have been made with Management, contractor will ensure that the waste materials, such as metal/wood shavings, paper, cardboard, or other construction residue are placed in the proper scrap containers and removed from the site at the end of each workday.
3. Contractor is to ensure that all materials, including incidental items such as screws, bolts, cables, etc. are swept up and properly disposed of at the end of each workday.
4. All fire doors must remain closed at all times. Doors may not be propped open. All other electrical room and mechanical area doors in the work area must be closed and locked at the end of each workday.
5. The work area and all other areas through which the contractor moves materials must be kept in a clean and orderly condition at all times by the contractor.
6. The contractor will dispose of all rubbish from the work area into an appropriate vehicle at such frequency as is needed to avoid the accumulation of excessive rubbish in the work area. After loading, the vehicle will be removed. Street permits for such loading and unloading are the responsibility of the contractor.

FIRE EMERGENCY SITUATION

Contractor must designate an assembly point, outside the building, where Contractor's employees will meet if the building must be evacuated. The assembly point must be at least one hundred feet (100) from the building and clear of access roads that may be needed by the fire or police departments, or medical emergency responders.

Contractors will familiarize their employees with the closest exits to their work areas.

All Contractor personnel must evacuate the building immediately upon activation of a fire alarm, evacuation announcement or instructions from site personnel (fire evacuation drills also apply).

CONTRACTOR'S BEHAVIOR

Contractor will instruct his/her employees in the dangers associated with engaging in horseplay, such as scuffling, pushing, and/or throwing objects of any kind. Workers will conduct themselves in a professional manner and shall refrain from loud behavior, such as shouting, whistling, offensive language, and the playing of radios. Contractor's employees are forbidden to use Tenant telephones.

The use of tobacco (there is no smoking allowed within the building or within 50 feet of the main entrances of the building), alcohol, narcotics and /or controlled substances is also strictly prohibited on site, as well as firearms, ammunition, explosives, cameras, and any recording device. Any contractor or their employee found in violation of these regulations will be ejected from the site.

FIRE ALARM, SPRINKLER WORK, UTILITY INTERRUPTIONS

Any necessary fire alarm and sprinkler system disconnections will be arranged through Management. All fire alarm and life safety systems will be returned to service at the end of each workday. At no time may fire alarm or sprinkler equipment remain out of service over night. The contractor will be billed for the cost of any disconnects and for any and all charges due to accidental fire alarm trips resulting from the contractor's work. No sprinkler system draining or refills will be done without the supervision of the building engineer.

All utility disconnects must be scheduled 48 hours in advance and Property Management may require that such work be done on weekends or after hours. All costs related to weekend work will be the responsibility of the contractor.

KEYING

All keying to be done by the Contractor using information provided by Management, including but not limited to core types and "key-free" information.

SOLICITATION

Solicitation of any form is strictly prohibited at the Building. Violators will be ejected from the Building.

FLOOR OPENINGS

Contractor shall guard all floor openings by constructing or installing barriers, railings and/or furnish covering material sufficient in strength to sustain at least twice the load of the anticipated pedestrian or vehicular traffic.

All such barriers and railings are to be illuminated or equipped with flashing lights at the end of each workday.

CHEMICAL SAFETY & ENVIRONMENTAL STANDARDS

The Federal/State Hazardous Communication Standard requires whenever contractors perform work in areas where chemicals are present, the contractor must be informed about potential chemical hazards associated with such exposures. In order to satisfy this requirement, the Client will furnish contractor with information and Material Safety Data Sheets (MSDS) applicable to each of its buildings, upon request. Specific information and procedural guidelines will also be supplied regarding any non-routine tasks included in the contract work.

CONTRACTOR RESPONSIBILITIES

It is the responsibility of the contractor to provide his/her employees with information, training and essential safety equipment relative to hazardous chemicals in their work area at the time of their initial assignment and/or whenever a new hazard is introduced into their area.

In addition to these general responsibilities, the contractor shall furnish the client with a list of chemicals intended for use or necessary to the completion of his/her contractual tasks and current copies of Material Safety Data Sheets for approval, prior to the commencement of work.

NOTE: Management reserves the right to disapprove the use of hazardous chemical or material considered unsuitable to the facility or which would pose an unwarranted danger to building occupants.

1. Hazardous chemical containers are not to be stored directly on the floor/ground. Secondary containers or baffled trays are to be used to ensure containment of potential spills.
2. Chemicals of any type are not to be discharged into any sewer drain, placed in trash containers, or emptied onto the ground.
3. All unused chemicals and/or original and used containers and related waste products are to be removed by the contractor and disposed of in accordance with applicable local, state, and federal regulations.
4. Contractor shall notify the Building Engineer at (617) 780-4602 in the event of any chemical spill or leak in order to initiate required emergency responses, proper notification procedures and clean up procedures. Chemically contaminated debris resulting, or arising from actions of the contractor (i.e., sand, gravel, dirt, concrete) are the responsibility of the contractor and are to be disposed of properly in accordance with applicable local, state and federal regulations.
5. Contractor will not store any unmarked (unlabeled) chemical/materials on the site.
6. Contractors shall familiarize his/her employees with the location and operation of eye wash stations. All injuries are to be reported to the client as soon as possible after the incident.
7. Where necessary or appropriate, contractor will ensure that their employees are equipped with, are properly trained in use of, and facilitate proper respiratory and personal protective equipment suited to the chemical exposure and/or conditions under which the work is performed.

COMPRESSED GAS CYLINDERS

Valve protection caps shall be in place when compressed gas cylinders are transported, moved or stored. Cylinder valves shall be closed when work is completed, or cylinders are emptied or being removed. Compressed gas cylinders shall be secured (roped or chained) in an upright position at all times, except when being hoisted or carried. Compressed gas cylinders shall be kept at a safe distance, or shielded from welding or cutting operations.

ANY WELDING/SOLDERING OR ACETYLENE TORCH CUTTING IS TO BE PERFORMED ONLY WITH PRIOR AUTHORIZATION FROM PROPERTY MANAGEMENT. CONTRACTOR SHALL BE RESPONSIBLE FOR THE COSTS OF ANY FIREWATCHES AS REQUIRED.

ROOF ACCESS AND SAFETY

Contractor employees working within ten feet (10') of the edge of the roof shall wear harness type safety belts and lifelines furnished by the Contractor. Contractor is responsible in ensuring that their employees are properly and thoroughly trained in wearing of any such safety harness and safety belts.

SECTION 4

EMERGENCY PROCEDURES

The purpose of this manual is to provide tenants and their employees with reference information and a checklist of procedures on what to do, who to contact and what to expect in the event of an emergency.

EMERGENCY PROCEDURES

The following categories are included in this section:

- Emergency Phone Numbers
- Building Alarm Procedures
- Assigned Responsibilities
- Evacuation Procedure
- Fire Procedure
- Accident or Illness
- Hurricane Procedures
- Tornado Procedures
- Bomb Threat
- Active Shooter

EMERGENCY NUMBERS

In the event of an emergency *during* business hours, please call Security. They will contact the appropriate emergency personnel and notify Colliers International Office at 617-330-8000.

Boston Police / Fire 911

2 Boylston Street 617-338-9134

In the event of an emergency *after* business hours, please call the Colliers International Answering Service at 800-303-6625.

BUILDING ALARM PROCEDURES

When the building goes into Alarm, the entire building is warned that the alarm has been activated. This is done by a high volume, high pitched pulsing tone which can be heard over the “red fire speakers” which are located in each tenant’s space and in the common areas. When you hear this tone, leave immediately by following your evacuation plan, and proceed to your predetermined meeting location. The system will automatically call the Boston Fire Department.

Elevators will be under the control of the fire department while the emergency exists. Elevators **will not** respond to the call button during an emergency. They are programmed to automatically return to, and remain at, the lobby level when an alarm is tripped. One elevator, controlled by the fire department, will be available to evacuate disabled employees. The fire department will need full use of the elevators to effectively move firefighters throughout the building.

Should the alarm be verified as false, the Fire Department will give the “all clear”.

An AREA LEADER should be designated to coordinate emergency procedures within a particular office area. The number of Area Leaders should correspond to the number of occupants within your office.

ALTERNATES should also be designated for each Area Leader.

ASSIGNED RESPONSIBILITIES

AREA LEADER RESPONSIBILITIES

1. Aid the fire department and the building management team by supervising the safety of employees during evacuation. The Alternate Area Leader will aid the Area Leader in all areas of responsibility and assume the leadership role in his/her absence.
2. Make note of all disabled persons within your office area (including those temporarily disabled, as with a bone fracture, etc.), and assign people who are capable of evacuating disabled employees. Keep the Management Office up to date on any disabled personnel and pregnant women who may difficulty evacuating the building.
3. Be sure that all employees in an area are aware of the following:
 - Location of stairwells/exits
 - Locations of fire extinguishers
 - Locations of fire alarm pull stations
 - Never loiter within the building
4. In the event of an emergency, notify:
 - Boston Police /Fire Department 911
 - Building Security 617-338-9134
5. Be alert to instructions received over the public address system.
6. Plan ahead by selecting a place away from the building to use as a meeting place in case of an evacuation. Be sure all personnel know where they should meet in such a case. This way you can be sure all your employees have evacuated your space.
7. Report all employees unaccounted for to the proper authorities.
8. The Area Leader(s) should exit the building after they have made sure that their space has been completely evacuated and all doors in the office space have been closed. Notify building personnel and/or emergency personnel your office space is all clear.

EVACUATION PROCEDURES

It is the responsibility of all employees to know who their company emergency Area Leader is, as well as their alternate(s). They should also familiar with their respective evacuation plans.

In the event of an emergency Building evacuation, take the following action:

- REMAIN CALM
- Listen for instructions and follow them.
- Close the door of your office as you leave. Do not return for any personal items.
- Elevators will be under the control of the fire department while the emergency exists. Elevators **will not** respond to the call button during an emergency. They are programmed to automatically return to, and remain at, the lobby level when an alarm is tripped. One elevator, controlled by the fire department, will be available to evacuate disabled employees. Physically disabled individuals should wait for help in the stairwell landing. The fire department will need full use of the elevators to effectively move firefighters throughout the building.
- Form evacuation line, stay to the right of the stairwell.
- Be prepared to merge with other people evacuating the building.
- Keep talking to a minimum. Do not smoke.
- Once out of the building, assemble at you pre-designated meeting place.
- Do not return to the office until Building Management gives the “ALL CLEAR” announcement.

FIRE PROCEDURES

Upon discovery of a fire take the following action:

- REMAIN CALM
- Activate the nearest Fire Alarm Pull Station
- Dial 911
- Call the Building Security at 617-338-9134
 - Give your location and company name.
 - Give details of the fire emergency.
- After you have notified the Building Management, notify the following:
 - Your Area Leader
 - Your Alternate
- Do not attempt to fight a large fire. If possible, for a small fire only, locate the nearest fire extinguisher and attempt to extinguish it.
- If an evacuation is necessary please proceed to the nearest exit.
- If caught in heavy smoke, take short breathes, breathe through your nose, and crawl to the exit. The air should be clearer near the floor.
- Check doors for heat before opening them, especially if you smell smoke. If the doorknob is **HOT**, do not open the door.
- If your clothes catch fire, **STOP, DROP & ROLL!** This should put out the fire.
- Do not rush into corridors, especially if you smell smoke.

Smoke Detectors

The operation of any smoke/heat detector, sprinkler water-flow device, or manual fire alarm station will automatically:

1. Notify the Fire Department
2. Sound the alert signal throughout the building

BUILDING DESIGN FEATURES

Fire Control Panel

Located in the building lobby, this is the fire alarm enunciator which monitors all alarm pull stations, sprinkler-flow alarms, smoke/heat detectors, and emergency signals to the Fire Department.

Alarm Pull Station

These are available in the hallways and in tenant spaces. There is an alarm pull station located at each stair on every floor.

Sprinkler System

The entire building is equipped with ceiling-mounted sprinkler heads. When activated, alarms are automatically sounded while simultaneously dispatching the Fire Department.

Smoke/Heat Detectors

These are located in various areas of each floor of the building. These sensors make it possible to detect combustible vapors, smoke or fire.

Emergency Lighting

In the event of the loss of electrical power to the building, a complete system of emergency lighting is provided throughout the building.

Fire Extinguishers

These are located throughout the building for the purpose of putting out small fires to prevent them from becoming more serious in nature. Please use sound judgment in deciding whether or not the situation can be safely eliminated by the use of a fire extinguisher. A smoking or burning appliance should be immediately unplugged.

ACCIDENT OR ILLNESS

In the event an accident or illness of an employee or visitor takes place in your office area take the following action:

- Call 911 first
- Give 911 Operator the following information:
 1. Company name and building address.
 2. Location of accident or illness.
 3. Type of injury, illness or symptoms.
- Do not move the injured or ill person. Try to make them comfortable.
- Call Building Security at 617-338-9134 and give the details of the problem.
- If possible, have someone meet the emergency units.

RESPONSE:

- Emergency units will be dispatched as a result of your call to 911.
- Fire Rescue Squad and/or ambulance will respond shortly and administer medical assistance.

HURRICANE PROCEDURES

The National Weather Service, in most cases, informs the public well enough in advance of an approaching hurricane that proper preparation may be taken.

In the event of a hurricane, please take the following precautionary measures:

- Move all valuables from perimeter office to inside areas.
- If you have blinds, draw them closed.
- Close all doors to perimeter offices.

The building will be officially closed and services will be shut down when the hurricane is predicted to arrive in the area.

The building will be cleared of all tenants and personnel as noted in Rules and Regulations in your lease.

The building will not be reopened until the Building Manager deems the building safe and all utilities restored.

TORNADO PROCEDURES

A tornado warning is an alert by the National Weather Service confirming a tornado sighting. The NWS will announce the approximate time of detection and direction and direction of movement. Typically, winds will be 75 MPH or greater.

A public warning will be given over radio and / or TV.

In the even of a tornado warning, please take the following action:

- Get away from perimeter of the building and exterior action:
- Leave your exterior office and close door.
- Go to the central corridor of the building.
- Sit down in the corridor and protect yourself by putting head as close to your lap as possible or kneel protecting your head.

If you are in transit in the building

- Do not go to the Building Lobbies or outside the building.

If you are caught in an outside office:

- Seek protection under a desk.

Emergency personnel will arrive with help as soon as possible and will give you further instruction.

BOMB THREAT

In the event a bomb threat is received take the following action:

- If the bomb threat is called in, keep the caller on the line and follow the procedures outlined in the Bomb Threat Telephone Operator's Checklist (attached).
- Immediately call 911
 1. State "I have received a bomb threat".
 2. Give your company name and building address
 3. Give name of person receiving call.
- After you have notified the Police, notify the following:
 1. Building Management
- Attached is a guide on handling a bomb threat call and information to record and have available for authorities.

RESPONSE

- Police or Bomb Squad respond and questions the person who received the bomb threat.
- A building evacuation may take place. Refer to the **EVACUATION PROCEDURE for proper action.**
- In case of evacuation, your office manager or authorized persons must remain nearby the building so the Police may contact them.
- In the event of an evacuation turn off all familiar office equipment.
- An "**ALL CLEAR**" announcement will be given by Emergency Response personnel once the building has been deemed safe to re-enter.

If you receive a bomb threat call, **REMAIN CALM.** Have a pre-arranged signal to alert your manager or supervisory personnel to listen to the call, and if possible to record the call. Advise the caller, if you can, the detonation of the bomb may kill or injure innocent people. Obtain as much of the information as possible.

ASK THE FOLLOWING QUESTIONS:

1. Where is the bomb?
2. What time is it set to go off?
3. What kind of bomb is it? If dynamite, how many sticks?
4. Method of activation: mechanical, movement of clock, chemical Action, etc.
5. What kind of package or box?
6. Method of deactivation?
7. What is your name, address, and telephone number?
8. Is the call a hoax or legitimate? (Circle one).
9. How old are you?
10. Why did you set the bomb?

11. Judge The Voice:

Man _____
Age _____

Woman _____
Drinking? _____

Child _____
Other _____

Listen for any background noise

- Music
- People Talking
- Cars or Trucks
- Airplane
- Children or Babies
- Machine or Noise
- Typing
- Other

ACTIVE SHOOTER

An Active Shooter is defined as someone engaged in killing or attempting to kill people in a populated area. This individual(s) may use guns, knives, explosive or other weapons that could kill, injure or harm.

Please keep in mind that an Active Shooter can be very unpredictable in nature and can evolve quickly.

The information below was provided by Homeland Security.

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
- 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 out

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 (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

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 external bulletproof vests, Kevlar helmets, and other 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 may push individuals 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 hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

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

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 until law enforcement authorities have instructed you to do so.