

# 116 Huntington Ave.

## Tenant Handbook



# INTRODUCTION

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On behalf of Columbia Property Trust, we would like to welcome you to 116 Huntington Avenue. We are thrilled that you have chosen our property for your office workplace, and we look forward to a long-lasting and successful relationship.

This Tenant Handbook has been developed to provide you and your team with a convenient reference guide for commonly asked questions about the operations, procedures, and policies at 116 Huntington Avenue. From time to time, the Property Management Team may issue new or revised material for you to include with this information.

Many sections in this Handbook reference forms that should be completed by each tenant company and provided to the Property Management Office. For your easy reference, we have included a complete set of these forms at the end of this Handbook. You may also access this Handbook, as well as pertinent electronic forms, digitally by visiting the property website at [www.tenants.116huntington.com/tenant-resources/](http://www.tenants.116huntington.com/tenant-resources/).

Additionally, we have included property emergency procedures in this Handbook for easy reference. Please note that the emergency procedures are of critical importance, so we encourage you to share this information with every employee in your office.

If you have additional questions or concerns, please feel free to contact the Property Management Office at 781.419.9939.

Your tenancy makes our jobs possible, and it is our pleasure to assist you.

Last Updated	April 2025
Owner	Columbia Property Trust, 781.419.9939

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# PROPERTY MANAGEMENT OFFICE INFO & DIGITAL RESOURCES

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## YOUR PROPERTY MANAGEMENT TEAM

At Columbia Property Trust, we strive to design every detail of our buildings to enhance your workday and foster productivity for you and your team, including our carefully cultivated onsite property management team. They provide both a familiar face to welcome you to your building each day and a highly competent operational team, prepared to respond to your engineering, accounting, and other needs, whether day-to-day or long-term.

We invite you to get to know your property management team listed below. Our goal is to anticipate your workplace needs and exceed your expectations, and please never hesitate to let us know how we can serve you better.

### Management Office

P 781.419.9939

The Property Management Office is open Monday through Friday, 8:30 AM to 5:30 PM, excluding holidays, and is located at 116 Huntington Avenue on the 2<sup>nd</sup> floor.

### Property Management Team Members

**Chris Hannon**, General Manager

P 508.243.8132 E [chris.hannon@columbia.reit](mailto:chris.hannon@columbia.reit)

**Megan Celata**, General Manager

P 781.692.5875 E [megan.celata@columbia.reit](mailto:megan.celata@columbia.reit)

**Miranda Heaney**, Property Manager

P 510.386.8373 E [miranda.heaney@columbia.reit](mailto:miranda.heaney@columbia.reit)

### Security

Front Desk, Security

P 401.612.6832

## Engineering

**Jason Crowley**, Chief Engineer  
P 857.321.0359

## EMERGENCY PHONE NUMBERS

### 911

### Fire Department

Boston Fire Department Engine 33 Ladder 15  
941 Boylston St.  
Boston, MA 02115  
(617) 343-2880

### Police Department/Precinct

Boston Police District D-4 Back Bay/ South End/ Fenway  
650 Harrison Ave  
Boston, MA 02118  
(617) 343-4250

### Paramedics

Boston EMS Headquarters  
785 Albany St  
Boston, MA 02118  
617-343-2367

### Poison Control

Poison Control Hot Line  
(800) 222-1222  
Department of Public Health Poison Prevention Program:  
(617) 994-9846  
[DPH.IPCP@MassMail.State.MA.US](mailto:DPH.IPCP@MassMail.State.MA.US)

# HOURS OF OPERATION

## Building Hours

116 Huntington Avenue provides access to tenants and their employees 24-hours per day, 7-days per week via keycard access. Regular building hours are 8:00 AM - 6:00 PM Monday through Friday (excluding holidays) and 9:00AM - 1:00 PM on Saturdays. All entrances to the building will be locked from 7:00 PM - 7:00 AM daily; however, the building lobby is staffed with security guards 24/7, should you need assistance with access.

## Building Holidays

The holidays listed below are recognized annually. On these dates, the Property Management Office will be closed, the building entrances will be locked (although access is still available via building access cards), and janitorial and engineering services will be unavailable. Heating and cooling are lowered to the after-hours levels.

Should you require HVAC, Security, Engineering or Janitorial services on any of the following holidays, after business hours, or on a weekend, please schedule with the Property Management Office with at least 48-hours' notice.

### HOLIDAYS

- New Year's Day (January 1<sup>st</sup>)
- MLK Jr. Day (3<sup>rd</sup> Monday in January)
- Presidents' Day (3<sup>rd</sup> Monday in February)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19<sup>th</sup>)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (1<sup>st</sup> Monday in September)
- Thanksgiving (4<sup>th</sup> Thursday and Friday in November)
- Christmas Eve and Day (December 24<sup>th</sup> and 25<sup>th</sup>)

If your company or office recognizes any additional holiday(s) or planned closure(s) not listed above, please inform your Property Management Team of the specific date(s), so that we may ensure services are adjusted accordingly.

## PROPERTY WEBSITE

The website for 116 Huntington is: [www.116huntington.com](http://www.116huntington.com). Here you will find information about the building, onsite and neighborhood amenities, contact and leasing information, access to the Work Order System, and a digital copy of this handbook.

# AMENITIES

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To complement your workday, we strive to provide a mix of convenient services, programs, and amenities that foster a thriving, connected community at your building, one that reflects the unique personality of your company and colleagues, as well as the surrounding neighborhood. We are pleased to provide you and your team with onsite services and amenities, which you can access and utilize as follows.

## BICYCLE ROOMS/RACKS

A bicycle rack is located on the lower level of the garage. There is no charge for use of the bike racks, but bicycle parking is first-come, first-served.

Bicyclists are directed to enter and exit the garage through the parking ramp located on Garrison Street. Please use caution and walk all bikes up and down the garage ramp.

***As a reminder, bicycles are not allowed into tenant spaces or in passenger elevators.***

## BUILDING TECHNOLOGY

### WiredScore Certification

At Columbia, we rate our buildings through WiredScore, an international digital connectivity rating platform for commercial real estate that champions cutting-edge technology in office buildings. Certification through the WiredScore program provides you with the reassurance that your building can meet your team's technology needs and gives you an easy resource to find the technology providers and points of access available at your building.

116 Huntington Avenue is Wired Certified Gold.

**Wired Certified Gold** is best in class across all features of connectivity that matter most to companies: number and quality of internet service providers, redundancy and resiliency of telecom infrastructure, ease of installation, and capacity to readily support new telecom services. The building can support your office's most stringent technology requirements, now and going forward.

On our property website, [www.116huntington.com](http://www.116huntington.com), you will find an overview fact sheet of the connectivity and digital infrastructure features of the building. Available carriers are listed in case you are looking for a new or secondary internet connection.



Because your building is WiredScore Certified, you also have access to WiredScore Connect. This complimentary concierge service is designed to help any tenant get quickly and easily set up with the internet service providers in their building and compare service and pricing available to find the best alignment with your company's specific needs.

For direct assistance from WiredScore's highly knowledgeable team, call 646-869-6000 or email [wsconnect@wiredscore.com](mailto:wsconnect@wiredscore.com), or visit [wiredscore.com/wiredscore-connect/](https://wiredscore.com/wiredscore-connect/) to learn more.

## Telecom & Data Providers

Verizon and Comcast provide physical cable into the building. Both carriers provide (fiber optic or coaxial) connection into the building. Services are also available from other companies that can utilize connections from the main providers into the building.

Many other services may be brought into the building via one of the carriers with a physical presence. Tenants seeking additional or alternative services should contact the desired provider and notify the Property Management Office.

More details about the available services can be found on our WiredScore Fact Sheet, available on our website or through the Property Management Office.

## CAFE

Jaho Coffee Roaster & Wine Bar is located at 116 Huntington Avenue and is open Monday through Sunday from 7:00 AM to 10:00 PM. Jaho Coffee offers a warm atmosphere with modern and elegant décor. In addition to a variety of espresso drinks and snacks, they feature a full bar and are accessible through the main lobby.

## CONFERENCE CENTER

The conference center is located on the second floor within The Clubhouse. It has a flexible space plan with 16 rolling tables and 40 chairs, audio/visual, complimentary Wi-Fi, and a 100" HDTV monitor and a built-in Logi webcam for presentations and video conferencing. All reservations are on a first-come, first-serve basis and should be made through the work order system, Building Engines, and 48-hour advance reservation is required. An executed Rules and Regulations agreement must be submitted by the meeting host prior to the reservation date. There is no fee to reserve the conference room during standard operating hours, but fees for engineering, janitorial, overtime HVAC or security may be required.

## FITNESS CENTER

The Fitness Center is located on the second floor within The Clubhouse. Day use lockers and showers are available only while using the facilities. The fitness center is equipped with

everything needed for a full body workout, including treadmills, ellipticals, stationary bikes, a rowing machine, free weights, cardio and strength training machines and medicine balls. To gain access to the Fitness Center, individual employees should complete the Fitness Center Agreement and Waiver of Liability and submit it to the Property Management Office.

## GOLF SIMULATOR

The Full Swing golf simulator is available on a reservation-only basis. The simulator offers an immersive golf experience with a wide range of gameplay options suitable for any skill level, equipped with a full set of both right-handed and left-handed golf clubs, along with balls, and manufacturer provide golf “tees”. A complete User Guide is available on the Tenant Resources webpage. Reservations can be made via Building Engines and must be made by 3:00PM EST the prior business day. Reservations made after that cutoff are not guaranteed.

## LOST & FOUND

The Lost & Found is located at the front desk in the lobby and is available to visit during normal business hours. Please be prepared to have supporting documentation/evidence to claim your item(s).

If you believe you have found an item that may have been lost by another Tenant or Visitor, please bring it to the Lobby Desk for safe keeping. Please include the location of where the item was found, as well date/time if possible.

If you believe you have lost an item, please contact the Property Management Office to report the missing item, and we will try our best to help recover the missing item(s).

## LOUNGE & CAFÉ

Located on the 2nd floor, The Clubhouse Lounge and Café offers Tenants an area to congregate and get work done, sip on a complimentary beverage, relax, or enjoy the Full Swing golf simulator. This area also leads to the fitness center, locker rooms and wellness room, as well as the conference center and private phone room.

The lounge will be available for after hour reservations on a first come first serve basis Monday through Friday only. The lounge may only be used for tenant business meetings and events. To reserve the lounge, submit a request using Building Engines via your primary facilities contact. Reservations can only be made 90 days in advance. Any reservations requiring audio and/or visual equipment or serving food and/or refreshments must be made at least 72 hours prior to use and include vendor contact information and certificates of insurance.

## MAIL SERVICES & DELIVERIES

### **Incoming Mail**

Regular U.S. mail is delivered directly to your suite/assigned mailbox. The mailroom is located on the Concourse level. For questions relating to delivered material or delivery times, call the Post Office directly.

All incoming mail should be addressed as follows:

Tenant Name

116 Huntington Avenue

Street Address & Tenant Suite Number

City, State and Zip

Please notify all client and other business associates of your proper mailing address.

Security does not accept or sign for tenant packages. Additionally, Property Management does not keep track of inbound and outbound packages. If a package is marked as delivered and is not found in the mailroom or tenant suite, please reach out to the freight company the parcel was shipped through.

### **Outgoing Mail**

An outgoing mail depository is located outside the Mail Room on the first floor near the vending machines. Please ask security for guidance if needed. The Post Office picks up once daily around 4:00 PM.

The nearest Post Office is located at 800 Boylston Street.

### **Express Mail Services**

There is one FedEx drop box and one UPS box located on the first floor in the loading dock area. FedEx is picked up Monday-Friday at 6:00 PM, and UPS is picked up Monday-Friday at 5:30 PM.

Building personnel including Engineering and Security are not permitted to accept deliveries of any kind (furniture, supplies, etc.) on your behalf. The Property Management Team cannot be held responsible for deliveries made to the building lobby.

## PARKING LOT/GARAGE

The garage is managed by Laz Parking and is located at 8 Garrison Street, Boston, MA 02116. The garage is available to permitted Tenant employees 24/7. Access is granted by access. Please do not allow guests to park in the garage unless they have been pre-registered/approved. If the garage is full, Laz offers complimentary valet parking.

Please reach out to Jafri Syed at Laz Parking ([sjafri@lazparking.com](mailto:sjafri@lazparking.com)) for current availability and pricing.

Please keep in mind when using the Parking Lot/Garage:

- Speed limit is 5 miles per hour
- Be conscious of other Tenants and Visitors
- Obey all posted signs

## SECURITY ESCORT SERVICE

To ensure all Tenants' safety, Security Escort Services to and from the garage is available 24/7 upon request. This service may be arranged by visiting the Main Lobby Desk or speaking with the Security Guard(s) on duty.

Please reach out to the Property Management Office with any questions.

## WELLNESS ROOM

The Wellness Room is located within The Clubhouse on the 2nd floor. This private room is available on a reservation-only basis with a locking door, comfortable soft seating, side table, refrigerator, and sink.

# BUILDING SYSTEMS & OPERATIONS

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## BUILDING ACCESS

116 Huntington Ave features an electronic perimeter access control system monitored by building security. Outside business hours, tenants have access to the garage(s) and building front entrance through the access control system.

### Building Hours & After Hours

The exterior doors to the building are open from 7:00 AM to 7:00 PM Monday through Friday, after which time the building is automatically locked by the computerized building access system. The building will also be locked during building-recognized holidays.

### Access Card System

Upon your move-in, access cards will be issued which provide building entry after hours.

The following guidelines and rules should be followed for building access cards:

1. Should you require additional or replacement cards, please submit a work order in Building Engines. There will be a \$15.00 fee for any replaced access cards.
2. All employees should be instructed not to lend their card to others and to keep the card in a safe place.
3. Should an employee be terminated or leave the company and not return their card, please promptly complete a work order with the name of the person and the card number so that we may deactivate the card.
4. Although the system has a record of card numbers and holders, we strongly recommend that each tenant maintain a record of employee names and card numbers for your files.
5. Upon move-out, all access cards must be immediately turned in to the Management Office.
6. All access card requests must be accompanied by a photo. Employees who need an access card may see security in main lobby to take a picture or provide a picture of their own to attach to the work order request.

### Visitor Access

Visitors must be entered into Building Engines with their full name prior to arrival at the building. After a visitor has shown his or her photo ID to the lobby desk attendant(s), Security will notify the Tenant's main contact of their arrival, to confirm if the visitor can be sent up to the Tenant's premises at that time.

Approved visitors will be permitted access into the elevator to their specific floor. Visitors must check in at security if they return the following day. Please be sure to enter all dates/times that each visitor will be onsite, as this will help make the process as seamless as possible.

## BUILDING SECURITY

### Hours & Contacts

Security services at 116 Huntington Avenue are provided 24 hours a day, seven days a week. Security officers assist visitors, monitor access, and prevent solicitors from entering the building. The security console is located the lobby front desk. Building entrances are secured after business hours and unlocked between 7:00 AM to 7:00 PM Monday through Friday.

You may call the lobby security console anytime directly at 401.612.6832.

### Good Security Practices

For your safety, we ask that you review and follow our recommended building safety guidelines available at the back of this book. While not exhaustive in scope, the list may be used as an aid in establishing adequate internal security procedures. Security is here for tenant and guest safety, so please utilize them as such.

## WORK ORDER SYSTEM OVERVIEW / SERVICE REQUESTS

116 Huntington Avenue uses the Building Engines work order system, which allows tenants to submit work orders, cleaning requests, new access badge requests, notify the security console of expected visitors, and more. Building Engines immediately alerts the Property Management Office to an issue and is the preferred way to receive maintenance requests.

### Tenant Administrator

Each Tenant is responsible for designating at least two Tenant Administrators to authorize certain types of activities on behalf of the Tenant, including work orders.

Your Tenant Administrators are empowered to determine the following for your firm:

- Persons who will be granted after-hours access to the Building
- Lock changes and/or the ordering of additional keys
- Authorization for improvement work that is billable to the Tenant
- Persons who should be notified in case of an emergency
- Persons who will comprise your emergency life-safety team

If your designated Tenant Administrator should change, please contact the Property Management Office immediately to ensure that we have up-to-date records.

All Tenant Administrators will have access to Building Engines, which will make it possible to track service requests; however, feel free to call the Property Management Office for any situations that require immediate attention.

## Service Requests

Your Property Management Team is dedicated to servicing the needs of each tenant. We encourage you to share your questions, comments, concerns, and complaints with our team, so that we can best respond to ensure we maintain our standard of exceptional service.

As a reminder, the Property Management Office is open 8:30 AM until 5:30 PM Monday through Friday, excluding holidays. After hours and on weekends, on-site security can be reached at 401.612.6832. In the event of an emergency, a member of the Property Management or Engineering teams can be reached after hours through on-site security.

### How to report a building problem/request (of any nature):

1. Report the problem/request to your in-house Tenant Administrator
2. Tenant Administrator submits a request via Building Engines and follows up with a call to the Property Management Office
3. Identify the nature of problem/request, i.e., “office too hot/cold, light out, toilet overflow, needs special cleaning”
4. Identify location of problem/request, e.g., “18th Floor, Keith Hyde’s office, Northwest corner”, always report the name of the person experiencing the problem so that we can follow up with that person
5. Indicate the priority level of the request

The Property Management Team logs all calls and dispatches them to the appropriate party (engineering, cleaning, etc.).

## Maintenance Request Priority Levels

All problems/requests are handled on a priority basis and will be responded to as quickly as possible. For any situations that require our immediate attention, please also contact the Property Management Office.

### Priority Levels:

- **Priority 3:** Immediate concern for safety and integrity of staff and items in your area.
- **Priority 2:** Zero concern for safety of staff and some concern for integrity and items and your area.
- **Priority 1:** Zero concern for safety of staff or integrity of your area but would like attention of building staff as soon as someone becomes available.

Routine service requests include:

- Lock and key requests (must be coordinated by the building)
- Lighting requests (bulb out....)
- Plumbing requests
- Temperature/HVAC requests (too hot or too cold...)
- Electrical problems
- Mechanical problems
- Daytime janitorial “clean-ups”
- Restroom supply requests
- Telephone Closet/Electrical Closet Access

Please note, building personnel are not authorized to repair any personal property items including furniture, equipment, etc. The response time for common requests will be responded to as soon as possible but may take up to 24 hours depending on building activities.

## Special Requests

From time-to-time, tenants may require additional services not provided for in their lease agreement. Should you require this type of service, our maintenance staff would be happy to assist you for a fee. Jobs scheduled after normal business hours will be charged at an overtime rate. Please contact the Property Management Office for current pricing for these services.

Tenants may also require special services including minor remodeling or other construction work. Such alterations require approval by the Property Management Team prior to work commencement. Should you require an outside contractor, the Property Management Team will be happy to provide you with a list of approved contractors. Tenants with specific questions regarding alteration work should consult their Lease to familiarize themselves with applicable terms and conditions and contact the Property Management Office for assistance.

## HEATING, VENTILATION, & AIR CONDITIONING (HVAC) SYSTEMS

### Hours of Operation

HVAC services are provided Monday through Friday, from 8:00 AM to 6:00 PM (excluding holidays) and 9:00AM – 1:00 PM on Saturdays excluding holidays.

### After-Hours Request

After-hours HVAC service can be made available at the Tenant’s expense; however, please keep the following information in mind:



- To provide after-hours HVAC services, engineering labor must be scheduled in advance. To make sure that an engineer is available to provide requested services, please submit your request through the Columbia Tenant Work Order System at least 48 hours in advance.
- Invoices for after - hours HVAC service will be sent to your firm following the date of service based upon the rate defined within your Lease.

## Personal Heaters

As a reminder, personal heaters of any kind are not permitted anywhere in the building.

## INDOOR AIR QUALITY (IAQ)

Indoor environmental quality is a critical component of healthy buildings. Numerous studies have confirmed the effect of the indoor environment on the health and productivity of building occupants. Ventilation, thermal comfort, air quality, and access to daylight and views are all factors which play a role in determining indoor environmental quality.

Your building and individual elevator cabs have been equipped with the latest bipolar ionization (BPI) technology. BPI is an air purification system that restores clean air to indoor space by safely emitting both positively and negatively charged particulates that attach to and deactivate harmful substances like bacteria, allergens, smoke, mold, and viruses.

We regularly test the IAQ of your building to ensure our efforts are achieving an optimal indoor environmental quality for you and your team. For more information on your building's IAQ, please contact your Property Management Team.

## JANITORIAL SERVICES

Common areas are maintained by the Building Janitorial team. Night cleaning is provided as per the scope of work defined in your company's Lease. Additional porter services are available on request. Invoices for additional service will be sent to your firm following the date of service based upon the current rates.

## Porter Hours & Services

Day porters are on duty Monday through Friday from 7:00AM to 4:00 PM to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please submit a work order so that we may immediately dispatch a day porter.

A tenant may request Day Porter assistance by submitting a request through Building Engines.

## Dumpster/Bin Request

For the removal of large amounts of paper, cardboard, and any other paper related recyclables, please request a plastic bin. All tenant requests for bins must be completed via Building Engines.

## Night Cleaning

Nightly janitorial services are provided Monday through Friday evenings. Routine cleaning includes dusting, vacuuming, emptying wastebaskets and damp-mopping your kitchen area. In addition, all restrooms and common areas are cleaned and stocked each night. Additional cleaning services are provided on a monthly, quarterly, and annual basis. If you discover that an area in your suite has been overlooked, please advise the Management Office so that we can ensure better service for you in the future.

As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away.

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

## Green Cleaning Policies & Products

116 Huntington Ave has a green cleaning policy and plan in place focused on reducing the overall impact of cleaning on health and the environment through a variety of measures, including the use of low-environmental impact cleaning products. For details, please see “Our Green Cleaning Policy” in this Handbook under “Sustainability, Energy Conservation, and Green Services.”

## Window Cleaning

Exterior window cleaning is performed biannually and interior window cleaning is performed annually. The Property Management Team will notify all Tenants in advance of the date(s) on which the window cleanings will occur. To protect your office and team’s belongings, we ask that all personal property, boxes, and equipment be moved away from the windows prior to when the window cleaning begins.

# GARBAGE & RECYCLING POLICIES & PROCEDURES

## E-Waste

The city does not permit any electronic waste in the regular trash flow. Electronic waste includes computers, printers, copiers, telephones, remote controls, etc. 116 Huntington Avenue

has a designated e-waste bin in the loading dock. E-waste pickup can be coordinated with property management. Please submit a work order through Building Engines and note that there may be an associated charge billed back depending on the items recycled.

## PEST CONTROL SERVICE

116 Huntington Ave manages indoor pests in a way that protects human health and the surrounding environment by adhering to the principles of the Integrated Pest Management (IPM) system. IPM is a sustainable, science-based, decision-making process that considers the life cycles of pests and the environments in which they thrive to control pest damage with minimal harm to people and the environment. IPM includes preventative measures to avoid the need for extermination while using safe, environmentally friendly pest control practices. Below are a few tips to help do your part:

- Do not keep open, unsealed food in desks or file cabinets.
- Clean up crumbs or spilled drinks — even a few crumbs or a small spill can attract unwanted pests.
- Do not over-water plants.
- Rinse and dry recyclables before placing in bins.
- Keep work areas neat and organized.
- If you do see a pest, call the Property Management Office promptly.

## ELEVATORS (FREIGHT/PASSENGER/SHUTTLE)

The building is equipped with 5 passenger elevators servicing the main building, 1 passenger elevator servicing the parking garage, and 1 freight elevator. Passenger elevators are for the exclusive use of people. Carts, dollies, hand trucks, large packages, etc. are not permitted on passenger elevators and must be transported via the service elevators.

Delivery of all large materials and supplies must be done via the service elevators. Please note service elevators are restricted to building staff, contractors, delivery companies, and movers; if tenant employees need to move large items, please notify the Property Management Office. Vendors arriving during business hours (8:00 AM – 6:00 PM) Monday through Friday are limited to one trip in the service elevator. More information about the service elevator can be found under “Loading Dock and Deliveries” in this Handbook.

### Elevator Malfunction / Entrapment

All passenger and freight elevators are professionally maintained and are inspected regularly to ensure proper operation and safety. Should you encounter any irregularity or interruption in the operation of the elevators, please note the car number and notify building security or the property management office immediately.

If you become trapped in an elevator –

1. Remain calm.
2. Use the car emergency call button, intercom or telephone to contact building or emergency personnel.
3. Please be prepared to provide the car number and location of the car if it is known.
4. Never attempt to force the elevator doors or exit the elevator yourself and never accept the help of anyone except building personnel, elevator company personnel or emergency responders to exit the car. Doing so can be highly dangerous and may result in serious injury. Wait for help to arrive.

**If Electrical Service Is Interrupted:**

If normal electrical service to the building is interrupted, elevator lights will blink, and elevators will stop temporarily. They will then automatically return to the lobby level one-by-one and open doors for you.

## STAIRS

There are two emergency stairwells that service the building. They are located on the east side of the building and the west side of the building.

Never prop stairwell doors open, as this may compromise the balance of the HVAC system and may create a serious breach to security and fire protection. The only way out of a stairwell is to go down to the ground floor and exit the building.

Stairwell doors are locked at all times to prevent entry onto a tenant floor. Stairwells are for emergency use only and should not be used under normal circumstances.

## LOADING DOCK & DELIVERIES

Deliveries of packages, supplies, or office equipment requiring the use of dollies or carts should be delivered via the Loading Dock, between the hours of 8:00 AM and 6:00 PM, Monday through Friday. Use of the service elevator(s) during this time is on a first-come, first-serve basis. Please note that no pallet jacks are allowed in the main lobby.

Any large deliveries (i.e. more than one trip on an elevator or deliveries requiring the use of elevator pads) should be made outside of normal business hours of Monday – Friday 8:00 AM – 6:00 PM, or by appointment Saturday or Sunday. These deliveries should be coordinated through the Property Management Office.

Building personnel including Engineering and Security are not permitted to accept deliveries of any kind (furniture, supplies, etc.) on your behalf. The Property Management Team cannot be held responsible for deliveries made to the building lobby.

### **Loading Dock Measurements**

- Loading Dock : 30' W x 63' D x 15' H

### **Service Elevator Measurements**

- Cab: 6.5" W x 5.2" D x 9.3" H
- Front Door (opens to Lobby): 3.5" W x 8" H
- Rear Door (opens to service hallway): 3.5" W x 8"

## **SIGNAGE**

116 Huntington Avenue has standard signage guidelines for the Main Lobby Building Directory, Floor Directory, and Suite entrance locations. Tenant Administrators should submit all signage requests and/or signage changes in writing to the Property Management Office.

Requests should include the exact spelling, punctuation, capitalization, line presentation and spacing requested. The request will be reviewed for compliance with building standards as well as conformance with individual lease criteria. A quote will be provided for approval prior to implementation.

# BUILDING POLICIES & PROCEDURES

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## BUILDING RULES & REGULATIONS

Rules and Regulations have been formulated for the safety and well-being of all tenants of 116 Huntington Avenue. Strict adherence to these rules and regulations is necessary to guarantee that every tenant will enjoy a safe and undisturbed occupancy of its premises. Contact the Property Management Office for a copy.

## MOVE-IN & MOVE-OUT INFORMATION

Please contact the property management company ahead of your move-in or move-out for information on how to reserve the freight elevator, loading dock, request access cards, and schedule a moving company. Information on utilities and tele-data will be provided by property management.

## TENANT ALTERATION & CONSTRUCTION GUIDELINES

The purpose of these Rules and Regulations is to inform the Contractors of their responsibility to this property during construction or remodeling of tenant spaces. Construction companies, electricians, plumbers, and personnel providing remodeling or repair services must be approved by the Property Management Office. It should be understood that the General Contractor is totally responsible for the action of its employees and subcontractors, and their compliance with these Rules and Regulations. At all times, General Contractor's personnel should be aware that this property is not a construction site, but rather an occupied office building and therefore appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to.

The Property Management Office maintains a list of qualified contractors who have performed work in the building and fulfilled the requirements listed below. If you prefer to use a contractor who is not pre-qualified, please contact the Property Management Office.

All Contractors must be well-established with at least 5 years in business, be licensed in the jurisdiction of the property location to perform their trade work and provide references for comparable work in Class A commercial office space for the scope and quality of work tenant is proposing to complete.

The scope of these Rules and Regulations shall include, but not be limited to the following:

**General:** Work to be performed by any contractor within the property must be approved and scheduled in advance with the Property Management Office. All contractors must check in with building security and obtain a Contractor Identification Badge daily. 48-hour notice shall be given for any work request that involves the Fire/Life Safety systems at the property.

All required permits must be obtained prior to the start of any work and copies provided to the Property Management Office.

Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to the Property Management Office as soon as they become available.

**Insurance:** All general contractors and subcontractors must provide a current certificate of insurance evidencing adequate workman's compensation, general liability, and property damage coverage.

**Site Condition and Protection:** Contractor will provide floor, wall, and ceiling protection from the freight elevator to the entrance of the suite where the work is to take place. The type of protection is to be Masonite, with ends taped together to prevent tripping hazards. Protection will be provided by contractor for the freight elevator doorframe on the floor where the work is to take place. All carpet and elevator protection should be installed prior to the start of demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place throughout the duration of the work. The construction area is to be broom swept and all trash removed at the end of each work shift. Public areas leading to construction areas will be thoroughly cleaned at the end of each work shift at the contractor's expense. Contractor shall correct and repair any damages at their own cost.

**Debris:** Contractors will provide their own means of debris storage and removal. Contractor's dumpster must be placed in the loading dock area with prior written approval from the Property Management Office as to the specific location. Debris must not spill or be left around the dumpster. Contractor is responsible for cleanliness of the area. The Property Management Office reserves the right to require Contractor to remove the dumpster with 24-hour notice.

Demolition debris can only be removed from the building outside of business hours and after coordination with the property management company. The freight elevator must be reserved in advance through the property's Work Order system. Paint and patching materials shall not be disposed of through the buildings plumbing.

**Noise and Noxious Odors:** Particularly noisy work such as core drilling (or fume producing work such as oil-based painting) must be approved by and coordinated with the Property Management Office and performed outside of business hours. Odor producing work, such as staining of doors, must be approved by and coordinated with the Property Management Office so action can be taken to dissipate fumes, protect/disable the smoke detectors, and arrange for additional security, if necessary. If security is necessary, contractor is to pay for said cost.

If contractors or subcontractors personnel use radios or other music playing devices, they must be turned down to a level not audible in any occupied or public areas. No loud or obscene language will be tolerated, and violators will be asked to leave the property.

**Egress and Ingress:** All movement of contractors and subcontractor materials will be through the loading dock, service corridors and freight elevator. No passenger elevator(s) are to be used. The freight elevator may be used for small material movement during business hours with prior written approval from the Property Management Office. The loading dock is located on Harcourt Street.

Large material deliveries or debris removal must be approved by and coordinated with the Property Management Office and be performed outside of business hours. Access to the property outside of normal business hours must be requested at least 48-hours in advance and receive written approval from the Property Management Office. Delivery or removal of materials that are too large for the freight elevator must be coordinated with the Property Management Office.

A more detailed Building Work Rules and Regulations for Contractors will be distributed to contractors prior to the commencement of any work and acknowledgement of and agreement to Work Rules and Regulations must be received by the Property Management Office prior to commencement of any work.

**Sustainability Considerations:** All renovation and new construction projects of a scope that meets any of the following criteria shall also be required to comply with Columbia's Sustainable Design & Construction Guidelines, which are available from the Property Management Office.

For projects which do not meet any of the criteria below, tenants are encouraged to implement any sustainable design and construction practices described in the guideline document to the extent that it is practical to do so.

- New construction (including additions) 10,000 sf or greater.
- Alterations of 20,000 sf or greater.
- New, replaced, or relocated mechanical, electrical, or plumbing equipment that serves 20,000 sf or larger.
- Projects having a new, replaced, and/or relocated, HVAC system with heating equipment size of 480,000 BTU's or greater, or with a cooling equipment size of 600,000 BTUs or greater.
- Projects are pursuing LEED, WELL, or other sustainable building certification.



# VENDOR RULES & REGULATIONS

## Vendor Insurance Requirements

Please refer to your Lease or contact property management for Vendor Insurance requirements and information.

## Preferred Vendor Lists

At Columbia, we recognize the vital role our suppliers play in helping us meet the needs and expectations of our many stakeholders. We rely on our suppliers to deliver the level of quality, service, value, efficiency, integrity, and innovation that we ourselves strive to provide to our tenants, investors, partners, employees, and communities. Therefore, we seek to build and maintain a diverse, competitive, and highly capable network of suppliers in and across the regions in which we operate.

Our supplier selection process is stringent and helps us identify and build relationships with suppliers that meet our needs and expectations, align with our goals, and share our values. We actively manage our suppliers and monitor their ongoing performance to promote and build the best possible relationship between our organizations. We also seek to work with suppliers from a diverse range of backgrounds, in order to drive innovation and create a more resilient supplier network for Columbia.

We are committed to holding ourselves and our supplier community to the highest standards of business conduct and integrity, and we expect all suppliers with whom we engage to operate in accordance with our Vendor Code of Conduct. Visit our website at [www.columbia.reit/responsibility/overview/](http://www.columbia.reit/responsibility/overview/) for more details.

We encourage our tenants to follow these same guidelines when selecting suppliers and invite you to utilize our list of preferred vendors that meet these requirements for excellence, capability, competitiveness, and diversity. Please contact the Property Management Office for our current list of preferred vendors for this property.

# PROHIBITED ITEMS & BEHAVIOR

## Smoking

Columbia is committed to providing healthy buildings to all occupants. In compliance with local compliance/regulations and WELL Health-Safety certification standards, smoking and the use of e-cigarettes and tobacco products is strictly prohibited in all areas of the building and anywhere onsite, including within 25 feet of any building entrance, operable windows, doors, outdoor air intakes, or outdoor seating areas.

## Flammables

Flammable materials are not permitted anywhere on the premises. If, for any reason, you have any materials necessary for the operation of normal office equipment that require special care, they must be stored in safety containers, and the Property Management Team must be notified.

## Loitering & Solicitors

Canvassing, soliciting, peddling, and loitering are not allowed within the building. If you are approached by a solicitor of any kind, contact the Property Management Office immediately and we will make every attempt to escort the individual from the building.

## Non-Permitted Holiday Decoration

All holiday decoration must meet local and state authorities' requirements regarding the use of or restriction against live materials. In addition, decorations may not impede any means of egress, and nothing is to be hung from or cover exit signs or sprinklers.

If you are interested in adding holiday décor in your office space or the building, please contact the Property Management Office for specific guidelines and recommendations.

# EMERGENCY PREPAREDNESS & PROCEDURES

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## EMERGENCY ACTION PLAN

The full Emergency Action Plan for 116 Huntington Avenue is available at <https://tenants.116huntington.com/tenant-resources/> or can be requested from the Property Management Team; sections of the plan are detailed below.

### Life Safety Systems

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.

**Alarm initiation devices** such as smoke detectors, heat detectors and manual fire alarm pull stations automatically alert the Boston Fire Department and 116 Huntington Avenue 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 116 Huntington Avenue Security, 116 Huntington Avenue Management and the Boston Fire Department to communicate information throughout 116 Huntington Avenue.

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

### Emergency Management Team

116 Huntington Avenue 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 116 Huntington Avenue Executive Emergency Coordinator. In most incidents, the Executive Emergency Coordinator is the 116 Huntington Avenue 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 situation. 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 once each year to all tenants to provide familiarity with the 116 Huntington Avenue'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. 116 Huntington Avenue Management will schedule the drills with our tenant representative contacts and/or the Floor Evacuation Directors.

## Employee Awareness

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 116 Huntington Avenue's Life Safety and Security Program. Tenant management should conduct periodic training sessions and inform all their employees of the life safety policies and emergency procedures of 116 Huntington Avenue. A representative of the Building Team is available to participate in tenant safety and security awareness sessions.

## Shelter in Place

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 attempting 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, shelter in place orders are usually issued for durations of a few hours, not days or weeks. There is little chance that occupants will exhaust basic 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 attempt an evacuation or relocation from their present location.

### **Directions to Tenants and Building Occupants**

When shelter in place orders are issued, occupants should follow these basic principles:

- 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.

## **FIRE SAFETY REMINDERS/PREVENTION TIPS**

### **Fire or Smoke Emergency**

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 116 Huntington Avenue Security at 617-859-8923 to confirm the fire location.

Walk to the nearest stairwell and begin evacuation procedures, or await instructions from the Boston Fire Department or 116 Huntington Avenue Management.

### **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 116 Huntington Avenue 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 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 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.

### **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.

## **MEDICAL EMERGENCY PROCEDURE**

For medical emergencies, bomb threats, suspected criminal activity, water leaks or other emergencies, immediately call 116 Huntington Avenue Security at 617-859-8923, or notify the appropriate emergency agency directly by dialing 911.

If the emergency agency is contacted directly, you must also notify 116 Huntington Avenue Security at 617-859-8923. Response to the specific location of the emergency will be faster if 116 Huntington Avenue Security is aware of, and prepared for, the arrival of the emergency agency you summoned.

## **BOMB THREATS/EXPLOSIONS/SUSPICIOUS PACKAGES**

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 99% of 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.

116 Huntington Avenue Management's decision to evacuate subsequent to 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 116 Huntington Avenue 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.

### **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 116 Huntington Avenue Security immediately at 617-859-8923.
- 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 116 Huntington Avenue Security immediately at 617-859-8923.

### **116 Huntington Avenue Management Response**

116 Huntington Avenue Management will notify the Boston Police Bomb Squad and assemble the Emergency Management Team.

In implementing the Emergency Procedures and Evacuation Plan, 116 Huntington Avenue Management will:

- Gather information and perform a preliminary impact assessment.
- Determine whether evacuation is appropriate and/or to close 116 Huntington Avenue.
- 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 116 Huntington Avenue 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 116 Huntington Avenue Management.
- If the threat was specific to a floor or company, or if requested by 116 Huntington Avenue 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:
    - **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** 116 Huntington Avenue 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** tenant management when the search of the assigned area is complete.
- Tenant management should notify 116 Huntington Avenue Management when all affected tenant space has been searched.

## 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.
- 116 Huntington Avenue 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.

## Emergency Generator

The building is equipped with an emergency generator. Please note this generator will **only** supply power to building emergency systems in the event of a power outage.

## SEVERE WEATHER

### 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.

## **ACTIVE SHOOTER**

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
- 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 (an enclosed/locked room)
- 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 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 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

### 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.

# SUSTAINABILITY & SOCIAL IMPACT AT YOUR BUILDING

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As a company, all of us at Columbia are committed to making a positive impact on all our stakeholders and the communities in which we operate. We work to engage all those who work in our buildings in this process, and believe that, by working together to achieve our shared goals, we can reduce our collective negative impacts on the environment, create positive change, and build a more sustainable and equitable future.

We also take a comprehensive approach to ensuring our buildings are equipped to provide healthy, efficient, productive, and sustainable experiences across our portfolio. Through sustainability focused programs, green/clean services, and community engagement, we partner with our tenants to achieve environmental goals, encourage efficient operations and conservation of resources, and promote sustainable, healthy communities.

## SUSTAINABILITY, ENERGY CONSERVATION & GREEN SERVICES

### Operating Healthy Buildings

Columbia Property Trust is committed to pursuing a comprehensive approach to health and wellness at our buildings and to providing our tenants and their employees confidence that their buildings offer safe and supportive work environments.

116 Huntington Avenue has earned the following third-party recognition for best-in-class health, wellness, and safety programs at the building.

#### **WELL Health-Safety Rating**

WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building types focused on operational policies, maintenance protocols, stakeholder engagement and emergency plans. To learn more about the WELL Building Standard, visit [wellcertified.com](https://wellcertified.com).

#### **LEED Gold Certification**

Leadership in Energy and Environmental Design (LEED) is a green building certification program run by the U.S. Green Building Council (USGBC). LEED-certified buildings use less

energy and water, put out less waste, save on maintenance costs, offer improved indoor air quality, and focus on health and wellness. To learn more about LEED certification, visit [usgbc.org](http://usgbc.org).

## **ENERGY STAR Certification**

The U.S. Environmental Protection Agency's (EPA) ENERGY STAR® program certifies properties that implement superior energy efficiency practices, follow responsible water usage, and reduce greenhouse gas emissions. ENERGY STAR-certified buildings use 35% less energy and cause 35% fewer greenhouse emissions than their peers on average. To learn more about the EPA's ENERGY STAR certification program, visit [energystar.gov](http://energystar.gov).

## **ENERGY STAR for Tenants**

Columbia is proud to have been recognized the Environmental Protection Agency's (EPA) ENERGY STAR program as an ENERGY STAR Partner of the Year. We invite all our tenant companies to join us in advancing the program's efforts to reduce energy and water usage and create more efficient operations at our buildings.

The best way you can join this effort is by participating in ENERGY STAR® Tenant Space, a new EPA recognition program for sustainability efforts in your leased office space. Energy efficient office spaces can lead to lower utility bills and fewer greenhouse gas emissions in our atmosphere.

New Legislation will soon require that tenants in many major cities like New York and Washington, D.C., report benchmarking and energy efficiency grading of their own office spaces. The ENERGY STAR® Tenant Space program is a great first step to meeting this requirement. Your Property Management Team is here to partner with you, provide guidance and answer questions. To learn more about the program, criteria, and tips on how to prepare, visit [www.energystar.gov/buildings/tenants/about\\_tenant\\_space](http://www.energystar.gov/buildings/tenants/about_tenant_space).

## **Tenant Compliance for Resource Management and Reporting**

Your assistance toward our goal of conserving energy and water and increasing efficiency is important. In addition to the obvious environmental benefits of energy conservation, your efforts can help to lower building operating costs.

Please help us reduce our energy and water usage by complying with the following suggestions for resource management, as well as any additional requirements that may be included in your company's lease language:

- Electricity consumed by lighting fixtures is the second-highest component of our buildings' total energy consumption (following HVAC-related use). Please turn your office lights off whenever you leave your office for a period of more than thirty minutes, and do not leave lighting turned on when departing your office for the evening.
- Turn off computer and printing equipment when not in use or set to the "sleep" setting.



- Turn off appliances and machinery such as coffee warmers, copiers, and coffee pots when not in use – grouping appliances onto power strips can make it easier to switch off those that aren't needed.
- Control your window coverings to maintain your office temperature. Close draperies/blinds during periods of direct sunlight and when departing your office for the evening. Your office will remain more comfortable, particularly after a weekend, if you use your draperies/blinds to insulate/screen the window area.
- Use ENERGY STAR-rated appliances and LED lighting whenever possible.
- Report any water drip or leak immediately to the Property Management Office, to help us reduce water losses.

## **Energy and Water Use Data**

Tenants are asked to share their energy and water use data with the landlord for use in reporting whole building performance data to ENERGY STAR Portfolio Manager, for purposes of compliance with local laws and tracking progress toward Columbia's energy efficiency goals.

In turn, Columbia provides all tenants access to the building's ENERGY STAR score via the Columbia Gateway mobile app. We also can provide additional select energy and water performance data to tenants upon request, for use in your company's own environmental tracking and reporting programs. To make such a request on your company's behalf, please contact the Property Management Office.

## **Our Green Cleaning Policy**

Columbia's comprehensive Green Cleaning program includes sustainable cleaning systems and products to maintain a clean and healthy indoor environment for all occupants and foster longevity and efficient performance of our facilities and materials.

We strive to coordinate cleaning with other basic environmental management strategies in place, including controlling pollution and waste by reducing consumables, limiting indoor-polluting activities, ventilating buildings to reduce indoor contaminants, and designing buildings and ventilations systems to optimize indoor air quality.

Our protocols require the use of cleaning products, hygiene supplies, and hand soaps and sanitizers that meet the applicable standards for Green Seal, UL Ecologo, EPA Safer Choice, or similar programs, and we are committed to minimizing environmental impacts by ensuring procurement of products that have reduced toxicity, conserve natural resources, energy, and materials, and maximize recyclability and recycled content. Our cleaning products and materials are regularly logged and audited, and we also provide regular training for our team members and service providers to help ensure full compliance.

## SOCIAL PROGRAMS

### Diversity, Equity, & Inclusion (DEI)

At Columbia, we believe that valuing individual differences, maintaining equality, and creating an environment of inclusion across all facets of our business is essential to our success. We embrace our responsibility to have a positive impact on the communities in which we operate and weave that obligation into the fibers of our business. To better understand our commitment, we invite you to visit the Responsibility section on our website, [www.columbia.reit](http://www.columbia.reit).