

116 Huntington Avenue
Boston, MA

Tenant Handbook

Dear Tenant,

Welcome to 116 Huntington Avenue!

We are very excited to welcome you to the building and to Boston's Back Bay neighborhood. 116 Huntington Avenue is owned by Columbia Property Trust, and as the owner's agent, Pimco is responsible for the day-to-day operations of the building.

This tenant handbook has been designed to provide you with all of the information you may need as a tenant in the building. The policies and procedures outlined below have been developed using Columbia Property Trust's experience in building management, and the onsite management and engineering teams are always available to ensure your business needs are met.

Should you have any questions or need additional information, please feel free to contact the Management Office at (781) 487-0224.

Sincerely,

The Columbia Property Trust Team

Stephanie Scotten

Senior Property Manager

Stephanie.Scotten@columbia.reit

Claudeline Leger

Tenant Services Coordinator

Claudeline.Leger@columbia.reit

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Building Procedures

BUILDING ACCESS

Normal building hours are from 8:00 AM – 5:00 PM, Monday through Friday (Saturdays, Sundays and Holidays are excluded). Security is onsite 24 hours a day, 7 days a week.

The building is only accessible with a valid building access card. All tenants must carry their building ID in order to access the elevators during normal building hours. After hours, perimeter doors may also be locked, and your building ID will allow you access through these doors. Under no circumstances will a tenant be allowed access to their space after hours without a valid building identification card or a valid driver's license.

Building Access – Tenants

At the written request of an authorized tenant representative, building access cards are issued to those employees who require access into the building. The Management Office recommends that each tenant reviews their list of employees with access privileges for accuracy, on an ongoing basis. Tenant representatives must retrieve access cards from holders upon termination or when he/she moves to a location outside of the building and no longer requires access to 116 Huntington. Please notify the Property Management team of all employee terminations and lost cards so that the cards can be de-activated to ensure building security.

All tenants will be required to use their access card to gain access to the property 24 hours a day, 7 days a week.

Please note there will be a \$15.00 charge (per access card) for replacing a lost or misplaced card.

To request or cancel an access card, please enter in a service request through the tenant website or contact the Tenant Services Coordinator, Claudeline Leger, at Claudeline.Leger@columbia.reit. Access cards will be issued within 24-hours of request.

Building Access – Visitors

116 Huntington Avenue utilizes an online visitor management system to facilitate guest registration. Please have your tenant representative register your guests through the building website. If your tenant representative has not been set up in the visitor system, please contact Claudeline Leger at Claudeline.Leger@columbia.reit.

All information is “real time” which means that you can make entries (24 hours a day, 7 days a week). Upon arrival, all guests will need to check in with security in the main lobby and present a valid photo ID. Building policy also requires that if a guest has not

been properly precleared in the security system, then they must be announced by security via a phone call to the tenant's representative.

For large groups, please send a list of visitors to building management with at least 24 hours' notice so that guest badges can be preprinted and ready for the group's arrival.

LOADING DOCK AND FREIGHT ELEVATOR USE

Drivers / Couriers

The loading dock entrance is located on Harcourt Street. All deliveries including UPS, FedEx, food delivery vendors and bicycle couriers MUST enter and exit through the loading dock. If any vendor enters the building using the main lobby entrance, they will be redirected to the loading dock entrance.

Large deliveries such as boxes or any delivery that requires the use of a hand truck, delivery cart or pallet jack MUST utilize the freight elevator at all times.

Tenants must contact the Management Office to gain access to and reserve time on the freight elevator on a first come, first served basis. A certificate of insurance will be required of all vendor deliveries in the building. Please refer to Exhibit B for Columbia Property Trust's insurance requirements.

NO VENDOR OR MOVING COMPANY WILL BE ALLOWED ACCESS TO THE BUILDING WITHOUT PRIOR APPROVAL FROM BUILDING MANAGEMENT.

PARKING

116 Huntington's parking garage entrance is located on Garrison Street. The garage is managed by LAZ Parking and is open to tenants and visitors 24/7 on a first come, first served basis. Parking passes are available for purchase on an hourly, daily or monthly basis. To apply for a monthly parking pass, please contact the building management office. All monthly pass holders' parking fees are due to LAZ Parking by the 1st of the month.

Please note that parking rates are subject to change at any time, and monthly parking passed are not guaranteed unless otherwise stated in your lease.

SECURITY

Lobby security can be reached at 401-612-6832.

Allied Universal, Inc. has been retained to provide 24/7 security services at 116 Huntington. The building has also installed cameras at various entrances and exits as well as card access points requiring tenants to present their building ID before entering.

The fire command room is also equipped with a fire alarm panel that monitors all smoke detectors and sprinklers throughout the building as well as an annunciator panel that enables building personnel to communicate with individuals in all of the building's elevators. The panel indicates the location of each elevator at any given moment.

Building security personnel maintain 24-hour radio contact with each other as well as with all other building personnel. This communication system fosters a team approach that works to increase building security.

The building's security officers conduct routine floor checks to ensure that all doors are secured. A security officer who finds a tenant's door unlocked after hours will attempt to secure it. Security officers do not possess keys to tenant spaces and will be unable to secure a door which requires a key. Tenants whose doors are found unlocked will be contacted by security who will call the tenant's after hours contact.

Solicitation is not permitted in the building. Tenants who notice a solicitor within the building should immediately notify Building Management, reporting as much specific information about the person's appearance and behavior as possible. Security will locate the solicitor as quickly as possible and escort him or her off the premises.

Tenants are encouraged to immediately report any suspected theft, no matter how small, to Building Management. Individuals may also notify the Police Department; they may be investigating a thief targeting office buildings, and such a report could help them complete their investigation more effectively. The building's insurance policy does not cover the theft of tenants' personal belongings. Personal property insurance is the responsibility of each tenant.

All tenants can contribute to security efforts within the building. Important recommendations are:

1. Keep all doors to the office, except reception doors, locked at all times. This measure ensures that any visitors to a firm are met and screened by its receptionist.

2. Lock reception doors before and after normal business hours or during any times when a receptionist is not present to screen visitors.
3. Consider installing mechanical push-button locks or tenant card access systems for all entrances.
4. Install signage to direct any delivery persons or messengers to the office mailroom or any other commonly visited location within the office. Do not allow these individuals to proceed unaccompanied past the reception area or into the mailroom.
5. Do not leave attachés or handbags in clear view. Coats should be hung in a coat closet, since thieves often rifle through pockets looking for keys or money. Suit jackets containing a wallet or any other articles of value should not be left unguarded, even for a few minutes. Small articles left in plain view are easy targets for thieves.
6. Notify Security immediately if a suspicious person is observed loitering about the premises. Be suspicious of any person who, when confronted, makes excuses about being lost or about looking for another company. Uniforms are worn by all building personnel - from cleaners to security officers - making all legitimate staff readily identifiable.
7. Offices are most vulnerable to thieves during lunchtime and right before closing, around 5:00 PM or 6:00 PM, when people are frequently away from their desks.
8. Put serial numbers on all business equipment to aid police in locating these items if they are stolen.
9. If an employee is terminated for any reason notify Building Management to cancel a building access card he or she may have held.
10. Do not use identifying tags for keys kept on a key ring. If the keys are lost, they may easily be used by thieves to access these areas.

116 HUNTINGTON AVENUE EMERGENCY PROCEDURES

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In the event of an emergency, immediately call 116 Huntington Avenue Security at **(401) 612-6832** or notify the appropriate emergency agency directly by dialing **911**.

Boston Police:	911
Management Office:	781-487-0224
Lobby Security:	401-612-6832

1. Building Alarm Procedures

- The entire building is warned that the alarm has been activated by beeping tones which can be heard over the red fire speakers located in each tenant's space and in the elevator lobbies.
- Everyone who has seen the flashing lights and heard the evacuation signal should exit their office space in an orderly fashion via the stairways and evacuate the building as per the **EVACUATION PLAN. DO NOT USE THE ELEVATORS.**
- Should the alarm be verified as false, the Fire Department will announce when it is "all clear." Please do not re-enter the building until the Fire Department's approval.
- During an alarm condition, the building's public address system may be used to keep tenants aware of circumstances surrounding the alarm condition.

Please do not call the Management Office or the Security Desk for fact-finding information, as all information will be provided through your Floor Captains or Area Leaders.

2. Assigned Responsibilities

Each tenant should designate a **Floor Captain/ Fire Warden** to supervise activity within your office in the event of an emergency, and be responsible for all assigned personnel.

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 Floor Captain and Area Leader.

Floor Captain/Fire Warden and Area Leader Responsibilities:

- Make note of all disabled persons on the floor or within your office area (including those temporarily disabled, as with a bone fracture, etc.). Assign people who are capable of evacuating to assist disabled personnel and pregnant women who may not be able to evacuate the building via the stairwells.
- Be sure that all employees are aware of the following:
 1. Locations of emergency stairwells
 2. Locations of fire extinguishers
 3. Locations of fire alarm pull stations
 4. Never to use the elevators during an alarm
- Plan ahead by selecting a place outside 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.
- Report all employees unaccounted for to the proper authorities.
- You should move any handicapped personnel to the nearest emergency stairwell landing. After all Area Leaders have centralized the handicapped, await further instructions from the emergency personnel or building staff.
- The Floor Captain and 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 the building personnel and/or emergency personnel of your floor number and that it is all clear.

The following information is intended to train and familiarize floor personnel about the FIRE ALARM PROCEDURES and FIRE EQUIPMENT in this building.

Please see [Exhibit J](#) for Fire Warden form.

3. Evacuation Procedures

In the event of an Emergency Building Evacuation, please take the following action:

- Remain calm.
- Follow the instructions of your Floor Captain and Area Leader or Alternate.
- Listen for instructions over the PA system and follow them.
- Close the door of your office as you leave. Do not return for any personal items.
- Make note of the location of all handicapped employees. The method of evacuation of handicapped employees will be determined by the individual Floor Captains and Area Leaders.
- Form an evacuation line- two abreast.
- Be prepared to merge with other people evacuating the building.
- Use enclosed stairwell for evacuation. Stay to the right so that incoming emergency personnel can utilize the stairwell. Use the handrails.
- Do not try to use the elevators; they will not respond.
- Keep talking to a minimum. Do not smoke.
- Once out of the building, assemble at your pre-designated meeting place.
- Do not return to the office until the **“All Clear”** announcement is given by the Building Management or the Boston Fire Department.

4. Shelter-in-Place

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (this is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-In-Place:

- Close the business. If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay- not leave. When authorities

provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.

- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voicemail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Have employees' familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air-these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as non-perishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- **Select interior room(s)** above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. **Avoid overcrowding by selecting several rooms if necessary.** Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- **Suggested rooms at 116 Huntington-** Interior conference rooms, offices and elevator lobbies.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Bring everyone into the room(s). Shut and lock the door(s).
- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer).
- Keep listening to the radio or television until you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and cleanup methods is your safest choice.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

In your vehicle:

If you are driving a vehicle and hear advice to “shelter-in-place” on the radio, take these steps:

- If you are very close to home, your office, or a public building, go there immediately and go inside.
- Follow the shelter-in-place recommendations for the place you pick described above.
- If you are unable to get to a home or building quickly and safely, then pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot, to avoid being overheated.
- Turn off the engine. Close windows and vents.
- If possible, seal the heating/air conditioning vents with duct tape.
- Listen to the radio regularly for updated advice and instructions.
- Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed to traffic detoured. Follow the directions of law enforcement officials.

5. Fire

What to do in the event of a fire

REMAIN CALM. It is the responsibility of the Fire Wardens to direct the occupants on each floor.

- Should evacuation of a floor or the building be necessary, take the following actions:
- Go to the emergency stairways.
- Proceed down and exit the building.
- Should a problem exist in the stairwell you are in, switch to the alternate stairwell.
- Stay to the right side of the stairwell and go down in single file so that emergency personnel can use the left side for equipment and transit.
- Exit from the building at the first floor level through the main lobby or the side door.

- Tenant Floor Wardens should inform security as to the status of their floor and meet at their company's predetermined meeting area outside and away from the building.

Please refer to [Exhibit J](#) for a map of emergency exits.

What you will see and hear in the event of a fire alarm

In the event that an emergency has occurred on one of the floors, a pre-warning tone will sound followed by a voice announcement. The message will be repeated three times. The evacuation signal is a "Temporal Three Tone". This is the state of Massachusetts's standard evacuation tone and is a repeated pattern of three beep tones and a pause. It is extremely important that only occupants on the floors that hear this "tone" and that have flashing strobes evacuate. **Only floors that are affected by the fire alarm will see flashing strobes.** That is the floor from which the alarm originated the floor above and the floor below. All other floors must await further instructions.

The alarm system in this building is tested on a regular basis. Notice of this testing is provided to our tenant contacts in advance.

What to do if you see a fire

If a fire is discovered, regardless of size, take the following action:

- Pull the local alarm box if an alarm has not sounded.
- Call 911 and notify the Security Desk at 401-612-6832.
- Do not try to put out the fire. The extinguishers are available to assist with egress only.

**ONCE THE FIRE DEPARTMENT IS ONSITE, THEY ARE IN CHARGE OF THE BUILDING.
FOLLOW THEIR INSTRUCTIONS.**

DO NOT USE THE ELEVATORS!

Fire Equipment Location/ Building Design Feature:

Fire Control Panel: This is the fire alarm enunciator which controls all alarm pull stations, sprinkler-flow alarms, stairwell telephones, building intercom, smoke/heat detectors, and emergency signals to the Fire Department. The fire control panel is located in the lobby.

Alarm Pull Station: Alarm pull stations are available on each floor. There is an alarm pull station located near each emergency stairwell. **See [Exhibit J](#).**

Sprinkler System: Each floor is equipped with ceiling-mounted sprinkler heads. When activated, alarms are automatically sounded while simultaneously dispatching the Fire Department.

Stairwell Phone Jacks: Phones are connected to these jacks located in the emergency stairwells and are to be used by building or fire personnel involved in an emergency or evacuation situation. Once these phones are hooked into the jacks, direct communication is possible with the Fire Control Panel.

Smoke/ Heat Detectors: Smoke/ heat detectors 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 to all floors throughout the building and each stairwell.

Fire Extinguishers: Fire extinguishers are located beside each emergency stairwell exit on each floor 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. **DO NOT TRY AND FIGHT THE FIRE. See Exhibit J.**

6. Bomb Threat

All bomb threats should be considered dangerous and are to be taken seriously. An evacuation will be ordered ONLY if the threat assessment information points to a high probability that the threat is real or if directed to do so by a local authority.

Receptionists, telephone operators and tenant representatives should be familiar with the bomb threat checklist located in the Exhibit section of this manual.

Telephone Threats

- Refer to the BOMB THREAT INCIDENT REPORT to assist the call receiver in gathering as much information as possible. Please refer to **Exhibit K** for the Bomb Threat Incident Report.
- REMAIN CALM. Take the caller seriously.
- Write down every word spoken. Ask the caller to repeat SPECIFICS, such as bomb location and detonation time. **ASK** for this information if the caller does not offer it. Keep the caller ON THE LINE as long as possible. **ASK** the caller why he or she planted such a device.
- LISTEN closely to BACKGROUND SOUNDS. Is there music? Does it sound like an outside call (phone, cars, trains, etc.)?
- NOTE the caller's CHARACTERISTICS: accents, expressions, speech impediments.

After Threat is Received

Notify the personnel listed below in the following order:

- **Call 911**

- **Security Desk at (401) 612-6832**
- **Office Manager or Fire Warden**

During the Threat

Building Management will assist the Office Manager or Fire Warden to complete the following:

- Tenants will eye search their own spaces, especially noting any new objects or signs of alteration. All boxes and packages should be familiar to persons in that area.
 - Remain calm. Do not pass on word of this threat unless there is reason to believe the situation is life threatening.
 - Do not turn off any office equipment.
 - Do not touch any strange boxes or devices if found. The Office Manager, Fire Warden or Building Management will investigate all findings.
 - Building Management personnel will search engineering spaces, stairwells, and common areas.

Should an Evacuation Occur

Relocate outside the building to your firm's predetermined meeting area and await further instructions from Office Manager or Fire Warden.

- Do not turn off any machines.
- Evacuate the floor as instructed by your Office Manager or Fire Warden. Do not take anything with you.
- The Office Manager, Fire Warden or Tenant Contact (whichever the tenant feels most appropriate) should report the status of their floor to security personnel located in the lobby.

Written Threats

- All written threats should be presented to the Office Manager or Fire Warden.
- Building Management will be advised and appropriate action will be taken.
- The person receiving the threat should save all material including the envelope or package wrappings.
- After threat is realized, avoid unnecessary handling of letters or packages.

7. Terrorist Threat/Attack

In the event that the building is evacuated due to a terrorist threat, all tenants and their employees need to be familiar with proper building evacuation procedures.

In the event of an internal terrorist event, building management will contact local emergency services for proper response. Should the incident warrant the shutdown of building systems, all tenants will be properly notified.

In the event of an external terrorist event that impacts the building, building management will act in accordance to directives from local authorities. Tenants will be updated as information becomes available. The following procedures may be implemented:

- Building access will be limited to authorized personnel only
- Deliveries will be restricted as needed

Building equipment systems may be temporarily suspended depending on the impact to the occupants (e.g. HVAC systems, water supply, etc.).

8. Medical Emergency

If you discover a ***MEDICAL EMERGENCY***, take the following actions:

- Call 911 and give them the following information:
 - Location of the building (116 Huntington Avenue)
 - Floor Number
 - Type of Medical Emergency
 - Information on the individual (age, race, any known medical history, etc.)
- Notify the Security Desk at 401-612-6832.
- Get assistance in having the main entrance to your space and the freight elevator areas free of any obstructions.

Upon the Arrival of the Emergency Medical Technicians

- Direct the Emergency Medical Technicians to the exact location of the *Medical Emergency*.
- Assist with keeping the area free of obstructions and non-essential employees.
- Assist with the evacuation if requested by the Emergency Medical Technicians.
- Assist the Property Management Team in completing a medical incident report.

9. Severe Weather

The following sections describe general advice and specific information from the National Weather Service, as well as tips on how to interpret this information as it relates to emergency response at 116 Huntington Avenue. An understanding of these terms is helpful in ensuring the appropriate response from the tenants.

- ***Flooding***

Flooding can cause significant damage to the building and its contents, as well as pose a threat to building occupants. This section focuses on flooding that can result from severe heavy rain, melting snow, or water main breaks.

For weather-related flooding, look for distant thunder runoff from a faraway thunderstorm headed in the direction of downtown and look out for water rising rapidly. The following terms are used by the National Weather Service to describe and predict various flood events:

- a) Flash flood or flood statement – This is follow-up information regarding a flash flood/flood event.
- b) Flash flood or flood watch – Flash flooding or flooding is possible within the designated WATCH area. Be alert. Heavy rains that may cause sudden flash flooding in specific areas even without visual warnings.
- c) Flash flood or flood warning – Flash flooding or flooding has been reported or is imminent. Immediate movement to high ground is imperative and evacuation of 116 Huntington Avenue may be called.

If a flood is predicted, the Management Office may evacuate the building. However, once the flood begins, occupants will be urged to stay in the building, as it is much safer than the streets.

- ***Winter Storms (Heavy Snow, Cold, Ice)***

The following terms are used by the National Weather Service to describe various snow events:

- a) Blizzard – Winds of 35 mph or more with snow and blowing snow-reducing visibility to less than ¼ mile for at least 3 hours.
- b) Blowing Snow – Wind-driven snow that reduces visibility. Falling snow and/or snow on the ground picked up by the wind may cause this.
- c) Snow Squalls – Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
- d) Snow Showers – Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- e) Snow Flurries – Light snow falling for short duration with little or no accumulations.

- ***Tornadoes and Lightning***

Tornado winds can be 75 mph or greater. The National Weather Service will announce the approximate time and direction of the movement. If any of these conditions occur or is imminent in the area and may threaten the building, the Management Office will issue information and direction.

In the event of a weather-related emergency such as flooding, tornado, or windstorm, the tenant should be prepared to take one or all of the following general actions, as appropriate, for the particular weather-related emergency:

- Remain calm.
- After hearing warning sound on radio, listen for details. Gather your personal belongings should an evacuation order be given.
- The Office of the Building will also call all tenant Fire Wardens and alert them of the severe approaching weather. The (Assistant) Fire Marshalls will be asked to alert other tenants on their floor and follow these guidelines:
 - Close all windows, blinds, and curtains.
 - Move loose items away from windows to reduce flying debris if window should break.
 - Move away from the exterior of the building to a corridor, elevator lobby, or stairwells. **DO NOT USE THE ELEVATORS.**
 - Doors between outer offices and inner spaces should be closed.
 - Disconnect all computer, telecommunications equipment, office equipment, and appliances to protect them from possible power surges.
 - Move valuable equipment or documents from outer offices to interior room and to floors above the possible affected floors (in the instance of a flood).
 - Do not evacuate unless instructed by the Office of the Building or city.

EVACUATION ORDER

This is the most important instruction you will receive. The evacuation order will be relayed over the building's PA System.

- ***Hurricane***

The weather bureau, in most cases, informs the public well enough in advance of an approaching hurricane so that proper preparation may be taken. However, in the event of a hurricane, please take the following precautionary measures:

- Move all valuables from perimeter offices 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 Boston area. All elevators will be parked at the Lobby level when the building is closed. The building will be cleared of all tenants and personnel, as noted in Rules and Regulations on your lease. The building will not be reopened until the Building Management deems the building safe and all utilities restored.

10. Earthquake

Earthquakes occur suddenly and without warning. Earthquakes may occur throughout the United States but are most frequent west of the Rocky Mountains. While earthquakes cannot be prevented, the damage they cause can be mitigated.

The principle ways that earthquakes cause damage are by strong ground shaking and by the secondary effects of ground failures, landslides, avalanches and tsunamis. Most casualties result from falling materials. Severe quakes usually disrupt utilities including: power, telephone, gas, sewer, solid waste and water. Aftershock can occur for weeks following a powerful earthquake.

What to do when the shaking starts:

- Duck, cover & hold in place under something sturdy such as a desk or table.
- Or, stand in an interior doorway of a loading-bearing wall. Keep the door from swinging. With your back firmly against the doorframe, extend your arms and brace yourself.
- Face away from any windows.
- Stay clear of tall objects that may topple over such as a book shelf or filing cabinet. Watch for falling objects.
- **Stay inside!** Do NOT go outside unless directed to do so by Building Management. Stay out of the stairwells until they have been checked and determined to be safe.

What to do after initial shocks:

- Remain calm and be prepared for aftershocks.
- Check for injuries and obvious hazards and damage on your floor.
- Do not turn on or off any lighting or electrical devices.
- Do not use the telephone except in extreme emergencies. Make sure the phone is on the hook so you can receive emergency information calls.
- Follow directions given over the buildings PA system or by your Fire wardens.
- When Building Management/ Public officials advise, begin evacuation procedures as outlined above in Section 2.

11. Power Failure

The loss of electrical service in any building can be an extremely disruptive, potentially dangerous situation. In the event of a power failure that affects the entire building, evacuation is mandatory.

Similarly, if an isolated outage occurs a partial evacuation of the affected floor(s) would be conducted. Evacuation directions will be provided over the enunciation panel. Do not use elevators but rather the lighted stairwells to exit the building.

116 Huntington Avenue is designed to minimize the risk of a general power failure resulting from causes within the building. An emergency generator is dedicated to continued operation of the life-safety systems in a power outage. It has been tested and confirmed operational in case of an emergency. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the

downtown area. The Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Please follow the following steps in the event of a power failure:

1. Contact the Management Office by calling 781-487-0224.
2. Open draperies and raise blinds to let in outside light.
3. If you are instructed to evacuate, the (Assistant) Fire Warden must conduct a proper evacuation
4. Do not congregate in lobby areas or in the street; proceed to your meeting location, as designated by the (Assistant) Fire Marshall.

If you are trapped in an elevator during a power failure, use the 2-way communication system that will allow you to speak directly and immediately to the lobby security desk.

12. Elevator Interruption

The building's elevators are designed to stop at the slightest indication of an unsafe situation. Occasionally elevator service can be interrupted if the elevator control system senses a potentially dangerous situation.

If the elevator service is interrupted while you are a passenger, please take the following action:

1. Open elevator telephone panel and lift handset.
2. When security answers:
 - a. Give floor level if possible.
 - b. Give elevator number which is located on the Certificate of Inspection.
3. Do not try to force open an elevator door.
4. Remain calm.
5. Talk by telephone with Security.
6. Answer the phone in elevator if it rings.

Response:

7. Security will secure assistance.
8. Someone will be in touch with you by phone, speaker system, or from outside the elevator.
9. Passengers will be assisted as soon as possible.

13. Civil Disturbance

Since a Civil Disturbance is beyond the capability of our building's security, we must rely upon the Boston Police Department for assistance. The slightest incident can bring an overwhelming response.

Information concerning demonstrators inside or outside of the building should be reported to the Building Management Office at 781-487-0224. The Police Department will be notified if the situation warrants.

- Employees should avoid the scene of a disturbance and any contact with the demonstrators to preclude the possibility of incidents or injury. Employees within the building should stay from windows and draw the curtains and blinds.
- All disturbances and any related information will be monitored by the Buildings Security and the Building Management Office with the possibility that certain building services will be limited in order to ensure the security and safety of the occupants and property.
- Employees should continue working, and be ready to follow instructions of authorized company representatives.
- Tenants may be required to physically verify their guests.
- Communications with employees and floor evacuation personnel will be via the public address system, or through management or their supervisory personnel.
- Floor Wardens should be prepared to assist in evacuation of a floor or of the building if such is found necessary.
- Do not get in an argument. Leave the affected area.
- If transportation access becomes restricted, consider keeping your employees at home or having them work from another office or from their residence.

14. Explosion

Since the source of explosion may not be apparent, its cause could be from a gas leak or an explosive material set to purposefully cause destruction. Until a source has been determined, it is wise to be watchful of any suspicious persons that could inflict further harm on the structure or personnel. The response appropriate for such an event is proportional to the damage inflicted.

- Fall to the floor and take immediate shelter under tables, desks or other such objects that will offer protection against flying glass or debris. Protect face and head with arms.
- Provide first aid to stop bleeding or provide assistance
- Operate the nearest fire alarm pull box and call the building Management Office.
- Stay in place until a safe egress has been determined.
- Perform an orderly evacuation when directed by the public address system.
- Do not return to the building until the Fire Chief or Life Safety Director has given the all-clear signal.

15. Media Inquiries

When a major crisis occurs that is likely to draw media and public attention to the property, the Property Management Team must be prepared to provide honest, accurate information to the media in a timely manner. The Property Management Team will also be prepared to assist the media in every way possible, but to no extent that such assistance infringes on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

BICYCLE POLICY

Building policy prohibits bicycles from being stored in the office space or being brought through the lobby, as they could damage the building's elevator or injure passengers within the elevators.

Bicycle racks are located on the lower level of the parking garage.

Use of all bicycle racks is at the biker's risk. Building Management recommends that bicycles be locked at all times, as we will not assume responsibility for any theft, loss or damage occurring to a bicycle while it is parked on the property.

SMOKING POLICY

116 Huntington Avenue is a smoke-free building. Smoking is not permitted in any of the common areas of the building (i.e. multi-tenanted floor bathrooms, lobbies, corridors, or emergency stairwells) or any entrance-way into the building. Smoking in the emergency stairwells is expressly forbidden. Not only does this violate the smoke-free policy, it also is a safety hazard to all of the tenants in the building and violates fire regulations. The emergency stairwell doors are to remain locked at all times and no one should be in the stairways unless there is an emergency.

116 Huntington Avenue Insurance Requirements

Columbia REIT-116 Huntington, LLC requires that all contractors working at 116 Huntington Avenue, Boston, provide proof of the following insurance coverage by submitting a certificate of insurance prior to beginning any work in the building.

A.	Workers Compensation	Statutory Amount
B.	Employers' Liability	\$500,000
C.	Commercial General Liability	\$1,000,000
D.	Auto Liability	\$1,000,000
E.	Excess Liability	\$5,000,000
F.	Certificate Holder: Columbia REIT-116 Huntington, LLC c/o Columbia Property Trust, Inc. 116 Huntington Avenue Boston, MA 02116	

All Policies shall expressly require thirty (30) days prior written notice of any changes in materials or cancellation of any of the coverage shown.

In addition, the following companies must be listed on the certificate as additional insureds: Columbia Property Trust Services, LLC, Columbia REIT – 116 Huntington, LLC, and their associated, affiliated, and subsidiary companies, owners, directors, officers, managing agents, and fiduciaries as they exist is an Additional Insured as respects to the General Liability policy, pursuant to and subject to the policy's terms, definitions, conditions and exclusions when required by a written contract. 10 days notice of cancellation for non-payment of premium.

* For any questions, please contact the Columbia Property Trust Management Office at 781-487-0224.

RENTAL REMITTANCE

Rent and tenant charges are due and payable on the first day of each month. As a courtesy, statements detailing rent and maintenance charges are sent at the end of the month preceding the due date. Regardless of when a tenant receives these notices, rent and maintenance charges are due by the first of the month. Late fees will be applicable in accordance with the provisions of the tenant lease.

Please mail checks to:
Columbia REIT - 116 Huntington
P.O. BOX 28973
NEW YORK, NY 10087-8973

Any questions about this monthly invoice should be directed to the management office at 781-487-0224.

Building Services

MAIL DELIVERY

Mail is delivered to each tenant's individual mailbox once a day. The mailroom is located in the service corridor on the Lobby level and accessible 24 hours a day, 7 days a week. If your company receives mail under various company names, partnerships or entities, please notify the Management Office in letter form. The Management Office will notify the postal worker on duty in the building.

A mailbox and keys are assigned to each tenant upon lease commencement. There will be a fee for every additional key required.

If you experience any issues or have any questions regarding your mail delivery, please contact the Back Bay USPS Office at 617-587-5262.

SIGNAGE

The Management Office, prior to placement, must approve all signage in public spaces (main lobby, multi-tenant corridors, restrooms, etc).

BUILDING HOLIDAYS

For the purpose of building operations, holidays are as follows:

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

Along with increased security, there are no scheduled services on building holidays. If you would like cleaning or HVAC services on a building holiday, or during off building hours, please contact the management office by 3:00 pm on the day preceding your

request. For requests on Monday, please request services by 3:00 pm on the preceding Friday. All additional services are available for a fee to be billed to the requesting tenant(s) only.

CLEANING SERVICES

Day porter services are provided during normal business hours, Monday through Friday **8:00AM-6:00PM**. Please place work orders by contacting building management at 781-487-0224.

The cleaning staff at 116 Huntington Avenue is comprised of a night supervisor and a full cleaning staff at night. Nightly janitorial services are provided after normal business hours, Monday – Friday from 5:30 PM–9:00PM. Please contact the Management Office if you require additional cleaning services beyond base building standard specifications (e.g. carpet shampooing, upholstery cleaning, glass partitions, kitchen services, buffing or stripping/waxing vinyl floors, furniture polishing, etc.). The cleaning supervisor can provide pricing for special requests.

If you require additional cleaning services for a scheduled holiday, please notify the Management Office at least 24 hours in advance so the appropriate arrangements may be made. An “Additional HVAC/Cleaning Services” form is provided in **Exhibit D** of this manual and may be faxed to the Management Office at 781-487-0224.

Moving companies and vendors must remove their boxes and wood pallets from the premises after deliveries. If you have boxes to be disposed of, please flatten and stack them within your office space and clearly mark them “trash”. You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the Management Office. There is a fee associated with this removal.

At no time should boxes, trash or excess materials/equipment of any kind be left in the hallways, lobbies, freight elevator lobbies, or areas that are designated as a fire exit.

Exterior window washing is done three times a year and interior window washing is done twice a year. A memorandum is sent out to tenants in advanced of the cleaners arriving. All tenants are responsible for removing items from their windowsills before the cleaners perform interior window washing. No action is necessary for exterior window washing.

HEATING, VENTILATION AND AIR CONDITIONING SERVICES (HVAC)

The normal operation schedule for the building HVAC system is during the hours of 7:00 AM – 7:00 PM, Monday through Friday, and 8:00 AM – 1:00 PM on Saturday.

There is no HVAC operation provided on Sunday or during holidays. If you require additional HVAC service, please notify the Management Office at least 24 hours in advance so the appropriate arrangements may be made. An “Additional HVAC/Cleaning Services” form is provided in **Exhibit D** of this manual and can be faxed to the Management Office at 781-487-0224. There is an hourly charge of \$20 for additional HVAC services. This service is billed with the monthly Tenant Service Requests (TSR’S). If the overtime HVAC request is made outside normal business hours, there will be an additional programming fee of \$125.00.

(Please note: These charges are subject to change.)

CONSTRUCTION MANAGEMENT

Typically, we provide these services through negotiated agreement format. This approach has allowed us to work in partnership with our clients rather than a contract transaction-oriented vendor. The benefits we provide to our clients include:

- Ability to work on an accelerated schedule
- A non-adversarial relationship between team members
- Open book approach
- Pre-construction pricing and scheduling
- Value engineering
- Local experience with building and zoning code issues

Please see Exhibit A for a more detailed outline of contractor rules and regulations.

RECYCLING

116 Huntington Avenue has a building-wide single stream recycling program. Single-Stream recycling is a recycling process in which recyclable materials are collected all together with no sorting required by individual recyclers. Now, you can recycle paper and cardboard WITH plastics, glass and metals. These items are collected in specially assigned bins located on your floor. Please do not mix recyclable materials with normal trash and other forms of waste. Recycling bins are supplied by the Management Office and may be requested as needed. The containers are emptied twice a week on Tuesdays and Thursdays. The Management Office also provides e-waste recycling through Northeast

Material Handling. Please see Exhibit H, for a list of e-waste and single stream recycling items.

Waste is removed from your space each night, Monday through Friday. Items for disposal which will not fit in a waste receptacle should be clearly marked "TRASH" or "BASURA" for the cleaners to recognize.

For more information on recycling, please contact the Management Office.

GENERAL INFORMATION

	PHONE	LOCATION
Columbia Property Trust (Building Management)	(781) 487-0224	Lobby
Allied Universal, Inc. (Security, Lost & Found)	(401) 612-6832	Lobby
BOSTON FIRE DEPARTMENT	(617) 343-2880	
BOSTON POLICE DEPARTMENT	(617) 343-4250	

NOTE: If you require emergency building services after normal business hours, please call Security at (401)612-6832 The building is staffed twenty-four hours a day, seven days a week, with security and mechanical maintenance personnel.