



CENTER PLAZA

TENANT HANDBOOK



Welcome to Center Plaza

On behalf of building ownership and our entire staff, Synergy Investments welcomes you to Center Plaza. We are delighted to have you as our customer and will do everything possible to make your tenancy successful and rewarding.

This guide is intended to be a resource for the various services and amenities that are offered at Center Plaza, as well as the general operating procedures in place.

Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, please designate a “tenant representative” to be the contact between your company and the Management office staff. Your tenant representative(s) will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees.

Upon your review of the enclosed information, please contact us with any specific questions you may have regarding the information in this guide.

We look forward to a long and enjoyable partnership with you!

**PLEASE NOTE THIS GUIDE WAS DESIGNED TO PROVIDE YOU WITH
GENERAL INFORMATION ABOUT BUILDING SERVICES AND
OPERATIONS. IN THE EVENT OF A CONFLICT BETWEEN THE
INFORMATION CONTAINED IN THIS GUIDE AND THE SPECIFIC
TERMS OF YOUR LEASE, THE TERMS OF YOUR LEASE SHALL
SUPERSEDE THIS GUIDE.**

BUILDING INFORMATION

About Center Plaza

Center Plaza is a mixed-use complex located in downtown Boston. Built between 1965 and 1969, the Property is comprised of three interconnected buildings - known as CP1, CP2, and CP3 - that are arranged in a crescent shape along Cambridge Street between Somerset and Beacon Streets across from Boston City Hall. The Property has large, efficient floor plates and high ceilings that offer ample natural light and good views - well suited for open, collaborative-oriented space. The Property has three spacious street-level lobbies, with main entrance on Cambridge Street and employee entrances off Pemberton Square, which allow us to provide entrances for our tenants on both sides of the building.

The Property is prominently located between City Hall Plaza and Pemberton Square in Boston's Financial District with direct access to two MBTA stations and nearly 900 linear feet of retail frontage along Cambridge Street. Its proximity to Boston City Hall, Massachusetts General Hospital, Suffolk University and several other government agencies make it an attractive option for tenants that require offices near these institutions. The Property's 575-space parking garage is one of a limited number of garages in the area and is highly utilized by both tenants and transient parkers.

Building Hours

Building Hours are from 8:00am-5:00pm Monday through Friday. The CP2 main lobby is staffed with security and remains open 24/7 in order to facilitate parking garage access. Lobby entrances at CP1 and CP3 are locked at 6:00pm Monday through Friday and reopened at 7:00am. They are also locked on weekends and holidays, and will require card access during these times.

Chrome Amenity Center/Chrome Bike Storage Room hours are from 5:00am-9:00pm Monday through Friday and 6:00am-6:00pm Saturday and Sunday.

The bike storage room on the P1 Level in the parking garage is open 24/7.

Building Holidays

The following is a list of holidays observed by the management office. Heating and cooling and janitorial services are suspended on these days. If you require additional services on holidays, weekends or evenings, tenant representatives may enter requests via [Commercial Café](#).

*New Year's Day

*President's Day

*Thanksgiving Day

*Columbus Day

*Martin Luther King Day

*Independence Day

*Christmas Day

*Patriot's Day

*Memorial Day

*Labor Day

*Veterans Day

Ownership & Management Information

Synergy Investments is the management company responsible for Center Plaza. Our staff is dedicated to making your working environment as pleasant and safe as possible. Center Plaza offers a variety of services and conveniences. Please direct all requests and questions concerning the building to the Management office at the number below. Engineers are on-call 24/7 for building emergencies.

The management office is located at:

2 Center Plaza, 1st Floor
Boston, MA 02108

24/7 Phone Line: 617-204-9506

Tenant Services Hours: 7:30 am – 5:00 pm, Monday – Friday

The following personnel are available to address your needs:

Assistant Property Manager	Sarah Monteiro (617) 415-5029 Direct smonteiro@synergyboston.com
Property Manager	Nina Sugawara (617) 415-5025 Direct nsugawara@synergyboston.com
Vice President, Property Management	James C. Higgins 617-517-9866 Direct jhiggins@synergyboston.com
Lead Engineer	Michael Connolly 617-755-9794 Direct mconnolly@synergyboston.com

POLICIES AND PROCEDURES

Moving Procedures

All tenant moves – into, out of, or within the building – must be coordinated with the management office. Please notify the property manager or tenant services coordinator of your proposed move date and to schedule an elevator which will be protected with pads. The moving company must provide a certificate of insurance to the management office at least five days prior to the day of the move.

Synergy also requires that the moving company provide protection for building floors, walls and elevators during loading and unloading. If you are not using a moving company, please call the management office for assistance in coordinating the use of the elevator and protection of floors, walls and elevators.

Moves must take place during non-business hours to simplify access to the building and minimize any disturbance to other tenants.

All tenant moves in or out of Center Plaza require a security detail. There is a 4-hour minimum for a security detail. The current cost is \$55/hour.

As soon as the details of your move in or move out are confirmed, please fill out the Move Schedule Form included in this packet.

Alterations and Remodeling

Alterations to tenant suites require the approval of the management office. Requests to make alterations should be sent in writing to the Property Manager. Only contractors approved by the Management office can perform alterations. All construction contractors, including general, electrical, plumbing and phone contractors MUST provide a Certificate of Insurance at least one week prior to performing any work in the building. Installing or maintaining systems that affect the building's infrastructure, such as HVAC equipment, electrical, or communication equipment, computer or alarm systems, power or fire protection, must be approved by and coordinated with the Management office. All contractors are to sign in with security upon entering the property to perform work.

Tenant Functions

If you are planning a function (e.g. party, reception), please notify the Management office at least two weeks in advance. A function MAY NOT be held in the common areas or on the building grounds without prior management approval.

The Management office maintains certain policies and procedures to assist in coordinating events and limiting liability of the building. The Management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements and certificates of insurance. If cleaning and trash removal is required, these services are available

through the property management for an additional charge. A security detail is required for all functions after-hours and will be charged to the tenant.

Building Signage

To maintain quality and present a uniform appearance, building directories and directional signage must be coordinated through the Building Management Office. Tenant suite door signage is subject to Building Management approval. Please submit renderings of proposed signage to the Building Management Office for approval.

Rent Payments and Other Charges

In accordance with your Lease, please note that rent payments are due in advance and payable on or before the first day of each month.

As a courtesy, Synergy sends monthly statements detailing your account balance one week in advance of the due date. Your firm will receive separate invoices for additional services provided.

Mailing address for rental payments:

SHIGO Center Plaza Owner, LLC
c/o Synergy Investments
10 Post Office Square, 14th Floor
Boston, MA 02108

Wire Transfer Instructions:	Bank:	PNC Bank, N.A.
	Account Name:	SHIGO Center Plaza Owner LLC
	Account No.:	1082013474
	ABA No.:	043000096

The tax identification number for SHIGO CENTER PLAZA OWNER, LLC is 32-0519580.

Should you require a W-9 form, please reach out to the Management Office.

Leasing

Any questions regarding leasing and renewals should be directed to our leasing director who will be happy to help you.

Jim Grady
Senior Vice President, Leasing
(617) 517-2885
jgrady@synergyboston.com

Tenant Certificate of Insurance

An updated certificate of insurance is required reflecting **SHIGO CENTER PLAZA OWNER, LLC** as landlord and **Synergy Financial, LLC** as Property Manager. Details of the listings and additional insured requirements are below.

A.	Worker's Compensation and Employer's Liability	Statutory Limits As specified in Lease
B.	Comprehensive General Liability Bodily Injury and Property Damage Personal Injury Product and Completed Operations Blanket Contractual Liability Insurance	As specified in Lease
C.	Comprehensive Automobile Liability Bodily Injury and Property Damage Including Owned, Non-Owned and Hired Vehicles	As specified in Lease
D.	Umbrella or Excess Liability	As specified in Lease

Certificate Holder: SHIGO Center Plaza Owner, LLC
c/o Synergy Financial, LLC
10 Post Office Square, 14th Floor
Boston, MA 02109

Additional Insured: The following entities must be named as an additional insured on all liability policies (except employer's liability) on the Certificate of Insurance:

- *SHIGO Center Plaza Owner, LLC*
- *Synergy Financial, LLC*

An original certificate of insurance should be mailed to the above certificate holder, with a copy of the certificate sent to Tenant Services at tenantservices@synergyboston.com.

BUILDING SERVICES

Electronic Tenant Handbook

To access the Electronic Tenant® Handbook you can simply type in <http://www.centerplaza.info> in your web browser. Please save this site to your favorites on your browser as it is an online resource for tenants at Center Plaza. On the portal, you will find the building's policies and procedures, emergency procedures, as well as information about services and amenities offered at Center Plaza.

Building Maintenance & Work Orders

Providing excellent service to our tenants is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance to notify us of any situation or condition that you feel requires attention.

It is our mission to keep tenants safe and comfortable. Therefore, response times to service requests are set accordingly. Work orders are used to respond to any tenant request. Some requests that require a work order may be billable to the tenant, such as hanging items. Should the work order be billable, approval from the tenant is required before work is begun. A service request may be submitted through any of the following channels:

1. Submit a service request through [Commercial Café](#), our on-line work order system.
2. Email a service request to tenantservices@synergyboston.com
3. **24-hour emergency line (617) 204-9506**

Each tenant may designate an individual or individuals to set up an account to access [Commercial Café](#) our on-line work order system. The program is user-friendly and is the best way for inputting and tracking work orders. Please contact Tenant Services to either set up an account or reset forgotten passwords.

To ensure all work requests go through the proper channels, please direct all service requests to Tenant Services rather than individual employees or maintenance personnel. This procedure helps the management staff keep track of requests in our maintenance system and ensures that work orders are resolved in a timely fashion.

During regular business hours, when a work order has been received, property management staff will address the request as soon as possible and, if applicable, send an invoice for the completed service request. If the situation warrants external assistance, the management staff will obtain pricing approval prior to performing the work.

Type of Request	Targeted Response Time
Security, Fire and Life Safety	Immediate
Floor, Odor, Burning Smells	Immediate
Power Outages	Immediate
Noise in HVAC System	Immediate
Lighting (Emergency)	Immediate
Plumbing (Emergency)	Immediate
Door Unlock (charge for service when applicable)	20 – 30 minutes
Hot/Cold (HVAC) Calls During Business Hours (Do not attempt to adjust thermostat.)	Within 2 hours
Plumbing (non-emergency)	Within 4 hours
Lights Out (Building standard fluorescent)	24 hours from notification
Building Card Access Changes or Issuance of New Card(s)	24 hours from notification
Pictures/White Boards (charge for service when applicable)	Within 2 – 3 days, unless otherwise indicated
Re-key Office Doors (charge for service when applicable)	Within 2 – 3 days, unless otherwise indicated
Above Standard Plumbing or Electric (Large Repairs)	Within 2 – 3 days, unless otherwise indicated

Janitorial Services

Cleaning services are provided five nights a week, Monday through Friday, holidays excluded. Carpets will be vacuumed, recycling and trash will be emptied. If you have special cleaning needs, such as carpet shampooing, please contact the building management office. These additional cleaning services such as the cleaning of interior windows or carpet cleaning can be arranged at tenant's expense.

Trash Removal

Trash 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". In addition, tenants are responsible for the removal of all medical, infectious or hazardous waste from the premises, including any needles, syringes and other articles or substances classified as medical, infectious or hazardous waste by law. Any such removal must be approved by Synergy and performed in compliance with applicable law.

Large items can be disposed of for an additional charge. Please submit a work order via [Commercial Café](#) to arrange for large item disposal. Tenants are responsible for the purchase of trash bins in their space. If you would like a quote for trash and recycle bins, please feel free to reach out the Management Office.

Recycling and Electronics Recycling

Single stream recycling is a process in which recyclable materials are collected altogether with no prior sorting required. For the program to be most successful, it is suggested that recycling bins for cans, bottles, plastics, tins, etc., are placed in the kitchen of your suite to avoid any contamination of paper for recycling. Soiled paper/cardboard (greasy pizza boxes, paper towels, tissues, napkins, etc.), food waste, should not be placed in recycling. The following items are acceptable:

- * Newspapers/Magazines
- * Junk Mail/Envelopes (all types)
- * Paperboard (cereal/tissue boxes)
- * Plastics containers
- * Glass Bottles/Jars with lids (any color)
- * Telephone/Soft Cover Books
- * Paper
- * Cardboard
- * Juice and milk cartons
- * Metal Cans (tin/steel/aluminum)

Tenants are responsible for the purchase of recycle bins in their space. For more information on recycling, please contact the Building Management Office.

Semi-annually, we offer electronic recycling pick-ups to our tenants. Should your company require the disposal of items such as computers, monitors, electronic devices etc., please contact the Management office. Most items can be recycled free of charge. Larger items such as copiers, fridges, large monitors, and hard drives, etc., will generally incur a nominal fee.

HVAC Services

If the temperature in your office needs adjustment, please enter a service request in [Commercial Café](#). Your request will be dispatched to engineering personnel for response.

HVAC Standard Hours:

The standard hours of operation of the heating and air conditioning systems are:

- Mondays through Fridays (excluding holidays): 8:00 AM - 6:00 PM.

(If HVAC is required on weekends or holidays, please see the instructions for Overtime HVAC below.)

Overtime HVAC:

Heating or cooling that is required after standard hours must be scheduled in [Commercial Café](#). Heating and cooling are not provided on Saturdays to reduce energy waste in unoccupied areas. No overtime HVAC charges will apply for Saturdays between 8:00 am-1:00pm. Tenants may request HVAC on weekends and holidays by entering a service request via [Commercial Café](#) (see instructions below). Please provide at least 48 hours' notice so that the appropriate arrangements can be made. Hourly charges apply at the current HVAC Overtime rate.

To request service: create request under the following category: "HVAC - Overtime"; enter the date(s) and hour(s) HVAC is required and other required information.

Window Cleaning

The interior and exterior window washing is performed on a semi-annual basis. A tenant notice will be sent out in advance. Tenants are responsible for removing items in front of their windows prior to the window cleaners' arrival and to provide them access to the windows from the inside. Windows that are obstructed by personal items that could be damaged **will not** be cleaned.

Pest Control

Common area pest control is performed on a regular basis. Tenants who experience pest problems within their suite should enter a service request in [Commercial Café](#) to request extermination services for problem areas.

Mail Services

The mailboxes are located in "The Core" in CP2 on the 1st floor. Each tenant is given 2 keys for their mailbox. Mail is delivered Monday through Friday. There are outgoing mail drop boxes located in each 1st floor lobby that is picked up at noon Monday through Friday. There is a USPS collection box located in front of the FedEx store at CP2 that has a later pick up at 5:00pm Monday through Friday.

A UPS pick up box is also located in the CP2 lobby by the garage elevator.

Data and Telecommunications

All voice and data work must be logged by the Building Management office. If work is required in the risers, (cabling or wiring work), all work must be coordinated through the Building Management office. Your vendor must have a current certificate of insurance held by the management office prior to the work being performed. Please call the office to have this arranged, allowing at least 48 hours' notice.

For work in phone closets, your own vendor is permitted access to the phone closets. Your vendor must have a current certificate of insurance held by the management office prior to the work being performed. The vendor will be asked to contact security upon arrival to log the work before being granted access.

The certificate of insurance must name the Additional Insureds exactly as below:

SHIGO Center Plaza Owner, LLC
Synergy Financial, LLC

AMENITIES

On-Site Amenities

- Below grade parking facility with complimentary valet parking managed by VPNE
- On-site Property Management
- P1 Level Garage Bike Storage Room
- Avis Rent-a-Car
- ZO Greek Food
- FedEx Office & Print Services
- 7-Eleven
- CVS Pharmacy
- Kinsale Irish Pub
- UPS drop box
- Caffe Nero
- SalemFive Bank
- Chase Bank ATM

Tenant Amenities

Chrome Amenity Center in CP1 1st Floor includes:

- Fitness Center and Lounge
- Shower and Locker Room
- Secure Bike Storage Room
- Arcade Games
- Sports Simulators
- Peloton bikes
- Turf area for games

Wi-Fi Lounge in CP2 1st Floor includes vending machine, soft seating, TV and charging stations

Lane Perks Concierge Services

Tenant employees receive access to entertainment savings and hard-to-get tickets through [Lane Perks](#). Sign up for your free membership for the latest discounts and savings on movie tickets, Celtics tickets, and attractions like Disney World and Cirque du Soleil. If you have questions, contact [Lane Perks](#) at <mailto:eileen.cremin@joinlane.com>.

Conference Center

Conference room and Training room are located at CP2 on the Mezzanine Level.

The Conference room is equipped with audiovisual equipment with HDMI and VGA connectivity to tenant-supplied laptop, conference phone, Wi-Fi, whiteboard, and access to the shared kitchenette/pantry. This room is set up like a boardroom and can seat up to 16 people.

The Training room is equipped with audiovisual equipment with HDMI and VGA connectivity, projection capability via tenant-supplied laptop, conference phone, videoconferencing, Wi-Fi, access to the shared kitchenette/pantry. This room is set up like a classroom and can seat up to 36 people.

The Conference room and Training room can be reserved, on a first come, first served basis between Monday through Friday, 8:00 AM to 6:00 PM via [Commercial Café](#).

In order to make a reservation for use of the conference room and/or training center, please log in to the [Commercial Café website](#), and click on "New Reservation" on the left-hand side menu.

Please take a moment to read through the Conference Center Rules and Regulations attached. If you would like to use the new amenities, a decision maker from your office will be required to sign a waiver agreeing to abide by the Rules and Regulations.

Outdoor Patio at CP3, Mezzanine Level

The sunny outdoor patio with lunch tables can be accessed via the Mezzanine level of CP3. It is on card access for tenant use only.

PARKING

Center Plaza Garage

There are two levels of below-grade parking at Center Plaza. If you are interested in parking rates and monthly parking passes, please contact VPNE.

VPNE Parking Solutions

Email: centerplaza@vpne.com

Phone: 617-742-7807

For further information, please visit the Center Plaza Garage website

<http://www.centerplazagarage.com/>

BUILDING ACCESS & SECURITY

Access – During & After Business Hours

Please provide a list of employee names and send to the Management Office. Each employee will be issued an access card for building and elevator access. All elevators will require access cards to select and go to your floor. All 2nd floor lobby entrances are Employee Entrances only and require access card. Please be sure to place a work order in [Commercial Café](#) to create access cards for new employees. If an employee leaves, please be sure to notify us so that we can deactivate the individual's card. All costs for access cards will be charged back to the tenant.

We will perform access card audits twice a year to ensure that the building's card access system is up-to-date.

After-Hours Access

Tenants may access the building before or after business hours by using their building access card with the reader at the entrance of each building and inside the passenger elevators.

No one will be allowed to enter the building and gain access to the floors after business hours, weekends or holidays, without using a building access card.

Visitors

Tenant visitors and contractors are required to check-in at the security console located in the 1st floor lobby of each building with photo identification. Please be sure to enter expected visitors and vendors in [Commercial Café](#) for ease of access for your visitors and vendors.

Deliveries

All deliveries must be scheduled with the building at least 48 hours in advance. Delivery requests must be made through the [Commercial Café](#) work order system. Deliveries to CP2 and CP3 can be made via the loading dock access via Somerset Street as long as the truck will clear the 11-foot entrance height. All other trucks and all deliveries to CP1 must be made via Pemberton Square and may require additional notification time due to coordination with the Court House. Scheduled deliveries are only permitted prior to 8:00 AM or after 6:00 PM.

Key and Lock Policy

All Tenant suite door lock replacements must be coordinated through the Building Management Office to ensure the proper keying to the Building Master Key System. Please place key and lock requests through the [Commercial Café](#) work order system.

Solicitation

Solicitation is not permitted. If you are approached by a solicitor of any kind, please notify the Building Management Office at (617) 204-9506.

General Building Rules & Regulations

The following regulations are generally applicable:

- a. The public sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or halls shall not be obstructed or encumbered by Tenant (except as necessary for deliveries) or used for any purpose other than ingress and egress to and from the Premises.
- b. No awnings, curtains, blinds, shades, screens or other projections shall be attached to or hung in, or used in connection with, any exterior window of the Premises or any outside wall of the Building. Such awnings, curtains, blinds, shades, screens or other projections must be of a quality, type, design and color, and attached in the manner, approved by Landlord.
- c. No show cases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors or vestibules.
- d. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were designed and constructed, and no sweepings, rubbish, rags, acids or like substances shall be deposited therein. All damages resulting from any misuse of the fixtures by Tenant shall be borne by the Tenant.
- e. Tenant shall not use the Premises or any part thereof, or permit the Premises or any part thereof to be used, for manufacturing. Tenant shall not use the Premises or any part thereof or permit the Premises or any part thereof to be used as a public employment bureau or for the sale of property of any kind at auction, except in connection with Tenant's business.
- f. Tenant must upon the termination of its tenancy, restore to the landlord all locks, cylinders and keys to offices and toilet rooms of the Premises.
- g. The Landlord reserves the right to exclude from the Building between the hours of 6:00pm and 8:00am and at all hours on Sunday and holidays all persons connected with or calling upon the Tenant who do not present a pass to the Building signed by the Tenant. Tenant shall be responsible for all persons for whom it issues any such pass and shall be liable to the Landlord for all wrongful acts of such persons.
- h. The requirements of Tenant will be attended to only upon request to the Building Management office. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from the office of the Landlord.
- i. There shall not be used in any space, or in the public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
- j. No bicycles, vehicles or animals of any kind shall be brought into or kept in or about the Premises, except guide dogs where necessary.
- k. No Tenant shall make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with occupants of this or neighboring building or premises or those having business with them whether by use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No Tenant shall throw anything out of the doors, windows or skylights or down the passageways.

- l.** The Premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.
- m.** No smoking shall be permitted in the Premises or the Building. Smoking shall only be permitted in smoking areas outside of the Building which have been designated by the Landlord. Smoking within 25 feet of any building entrance is a violation of city ordinance and punishable by fines.
- n.** No Firearms are permitted in the Building.
- o.** Tenants shall reasonably cooperate with Landlord in obtaining maximum effectiveness of the cooling system by closing draperies when the sun's rays fall directly on the windows of the Premises.
- p.** Landlord shall have the right, exercisable without notice and without liability to any tenant, to change the name and street address of the Building. Landlord shall promptly notify Tenant after any such changes have been made.
- q.** Any person desiring to use the health and fitness facility shall first execute and deliver to the Landlord a liability waiver form prepared by the Landlord.
- r.** Any person desiring to use the bike storage facility shall first execute and deliver to the Landlord a liability waiver form prepared by the Landlord.

EMERGENCY PROCEDURES

Emergency Contacts

Building Security Office (24/7)	(617) 723-0427
Sr. Property Manager	(617) 275-1546 cell
Property Manager	(617) 590-0008 cell
Lead Engineer	(617) 755-9794 cell
Tenant Services (24 hours)	(617) 204-9506
General Emergency	911
Fire	911
Ambulance	911
Poison Control Center	(800) 222-1222
Eversource Electric	(800) 340-9822
Boston Water and Sewer	(617) 989-7000
National Grid Gas	(800) 732-3400

To be called in situations where an incident may inconvenience or disrupt business:

Massachusetts Emergency Management Agency (MEMA)	508-820-2000
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Online Life Safety Training - Building Safety Solutions (BSS)

Center Plaza has a site-specific life safety training available online to all tenant employees. The training allows employees to view presentations covering evacuation procedures, fire safety, bomb threats, and other emergency procedures. There is an optional quiz that each company can enforce in their office. Tenants may also report a physically challenged individual in their office should there be an emergency. We encourage all tenant representatives to attend a webinar for an initial introduction.

To set up a login and view the presentation, please contact the Management Office.

Emergency Evacuation

1. If a fire is reported to or discovered within your tenant premises and can be contained in a wastebasket or a receptacle used for paper storage. Use a portable fire extinguisher to extinguish the fire without exposing yourself or others to personal injury. Call 911 and then notify the Property Management office
2. If the fire cannot be contained, activate the nearest pull station, close appropriate doors to contain the area of fire and evacuate tenant premises in accordance with your evacuation plan. Immediately NOTIFY Building Security at (617) 723-0427 after the Pull station has been pulled.
3. If a fire alarm is activated within the building, immediately proceed to the vicinity of an audio / visual unit and listen for instructions. It is important to realize that complete evacuation may not be necessary. Wide scale evacuation could overload the stairwells, causing unnecessary accidents.
4. Once the general evacuation signal is sounded for the floor (whooping alarm signal), personnel within the tenant premises should be directed to evacuate the premises via the nearest stairwell. **DO NOT USE THE ELEVATORS!**
5. Notify fire wardens and assistant fire wardens to search all rooms in the tenant premises and alert occupants of the emergency condition.
6. Notify Security if your company has an individual who has physical limitations and requires assistance.
7. Without placing yourself in danger, make a final search of the tenant premises and elevator lobby before proceeding out of the building. Notify the building's floor warden that tenant evacuation is complete on your way out.
8. Proceed to the Boston Commons or the buildings across the street (as decided by tenant) and account for all personnel. Immediately alert Property Management Personnel of missing occupants.
9. Wait for Property Management Personnel to signal for re-entry to the building.

USE EXIT STAIRWAY - DO NOT USE ELEVATORS

Fire and Life Safety

Once a building fire alarm is received, a series of audible horns and visual strobe lights will be activated notifying occupants that a building fire alarm has been received. The horns will sound

throughout the building for approximately 40 seconds. After which, a recorded message will be broadcast over the building public address system notifying the entire building of the following:

"ATTENTION PLEASE. THE SIGNAL TONE YOU HAVE JUST HEARD INDICATES A REPORT OF AN EMERGENCY IN THIS BUILDING. IF YOUR FLOOR EVACUATION SIGNAL SOUNDS AFTER THIS MESSAGE, WALK TO NEAREST STAIRWAY AND LEAVE THE FLOOR. WHILE THE REPORT IS BEING VERIFIED, OCCUPANTS ON OTHER FLOORS SHOULD AWAIT FURTHER INSTRUCTIONS."

After the message the evacuation signal (a slow whooping alarm) will sound on the affected floor and the floor above and below the affected floor indicating evacuation should begin as per the Building Evacuation Plan. All other floors will receive a flashing strobe alerting people to stand by for further instructions. In the event of confirmed fire, a building general evacuation will be sounded, noted by the slow whooping alarm on your floor. At this time, you are to immediately leave the building via the nearest exit stairwell.

FOR YOUR SAFETY, PLEASE DO NOT USE THE ELEVATORS!

Once you have reached the exit tenants should proceed to the gathering area that has been designated by their company.

PLEASE NOTE: PROPERTY MANAGEMENT PERSONNEL CANNOT RESET THE FIRE ALARM UNTIL THE BOSTON FIRE DEPARTMENT ARRIVES AND DETERMINES THE CAUSE OF THE ALARM. PLEASE BE PATIENT DURING THIS TIME.

Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
 - a. Your name
 - b. Your Building's name and address
 - c. Your specific floor number, and the exact location of the emergency
 - d. Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Security desk at (617) 723-0427.

Inform management that you have called 911 and briefly describe the nature of the emergency.

6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 - a. Name, address and age of injured/ill person
 - b. The nature of the problem, as best you can surmise

- c. All known allergies and current medications taken by the individual
- d. A local doctor

The Management, Engineering and Security staff will do all we can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.

Elevator Malfunctions

Center Plaza is serviced by three banks of four elevators. They are regularly inspected and professionally maintained by a specialized firm. If at any time you experience irregularity or difficulty with elevator service, please note the elevator car number (counting from the left to right) and report it to Security or Building Management immediately. Should an elevator stop between floors while you are in it, be assured that you are safe. Use the emergency call button to summon help.

During an emergency, elevators will automatically enter into an emergency mode and will return to a designated floor without stopping. This "fireman's return" is designed to prevent use of elevators when such use may be dangerous and to provide immediate access for emergency response teams.

During any emergency, please use the stairs.

Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device;
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller;
- Keep this information as confidential as possible;
- Notify the Police Department. Call 911;
- Notify the Management Office at (617) 415-2025.

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope ¼" to ½" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Security.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Chrome Amenity Rules and Regulations

The following regulations are applicable for the Amenities, Fitness Center, and Bicycle Facilities at Center Plaza Building:

Any tenant who conducts themselves in an unbecoming manner, or who knowingly violates any of the Rules & Regulations, may be denied service and or access to the Amenities Level and Fitness Center, or may have their access suspended or forfeited. Good order, proper attire, decorum and consideration of the rights and comforts of others **must be observed at all times**.

EQUIPMENT USE:

- a. Exercisers must wipe down equipment after use. Use cleaning wipes provided by the facility. This will stop germs and help prolong the life of equipment.
- b. No dropping weights or allowing machine plates to slam down.
- c. No putting weights on benches.
- d. No weight lifting chalk permitted.
- e. There is a 30 minute time limit on cardiovascular machines.
- f. Re-rack all weight/plates to their designated area when finished with equipment.
- g. Wipe down and re-rack all exercise mats to their designated area when finished.
- h. Share equipment and allow others to use your machine when doing multiple sets.
- i. Please be courteous of any private instructions that may be taking place in the Fitness areas

ALL PERSONS UTILIZING ALL EQUIPMENT AND FACILITIES AT THEIR OWN RISK

GENERAL POLICIES:

- a. Please make note of and familiarize yourselves with the emergency exits upon entering the facility.
- b. No food or drinks allowed in the small or large fitness areas (Exception: Water Bottles).
- c. No Smoking (including electronic or vapor) is allowed anywhere in any area of the facility and will result loss of Amenity Center privileges.
- d. Alcoholic beverages, glass containers, and/or illegal substances are prohibited in any area of the facility and will result loss of Amenity Center privileges.
- e. Any behaviors that may damage the facilities (Examples: chewing gum, tobacco, spitting, etc.) are prohibited.
- f. Abuse of the facility or equipment will not be tolerated and are grounds for removal from the facility. (Examples: Damaging equipment or other Facility property).
- g. No firearms permitted in the facility.
- h. Bicycles, skateboards, rollerblades, scooters, motorized vehicles (except wheelchairs) or animals (except service animals/eye seeing dogs) are not allowed in any area of the facility.
- i. No backpacks or other personal gear are allowed in the Fitness area. Participants need to utilize storage space/locker rooms.
- j. Bluetooth speakers, open-air radios, stereos, or other personal listening devices without headphones (iPod, MP3, Portable CD, or Portable Tape Players) are prohibited.

- k. No cell phone usage in the fitness center/while using equipment.
- l. Threats or acts of violence will result in loss of Amenity Center privileges.
- m. Inappropriate language or behavior is prohibited and may result in loss of Amenity Center privileges.
- n. Please be courteous of any meetings taking place in the Turf area.
- o. The fitness center and amenities level may occasionally be closed for maintenance.
- p. Fitness center reserves the right to refuse admittance, membership or revoke membership for violation of any policies.

LOCKER ROOM POLICIES:

- a. Day Lockers are provided for personal property **while you are working out** (*Please do not store valuables in these areas*).
- b. **Any items left in the lockers past 11 pm will be removed by building management**
- c. All items collected from lockers will be donated or disposed of on the 1st of each Month. (see Security to reclaim items prior to the 1st of each month)
- d. The facility and building management are not liable for lost, abandoned or stolen items.

CLOTHING:

- a. Proper exercise attire should be worn at all times. This is for your safety as well and to prevent damage to the equipment.
- b. Shirts and footwear are required throughout the facility area.
- c. No cutoff jeans, belted shorts/pants, or clothing with rivets/buttons/zippers are allowed on the exercise equipment.
- d. Shirts must cover the chest, stomach and back.
- e. No flip flops, open toed shoes, sandals or boots.
- f. No loose jewelry.
- g. Clean shoes are required to keep the floor and equipment in good shape.

BICYCLE STORAGE

- a. Bicycles may be stored in the designated area only. This storage area will be provided by Landlord for the sole use of bicycle storage. If bicycles are left in an undesignated area they will be removed.
- b. Bicycles can be stored on a first come first basis.
- c. Bicycles **cannot** be brought into the building lobbies or to tenant suites.
- d. All individuals requesting to use the bicycle storage facility must sign a Bicycle Storage Waiver and return it to the Management Office.
- e. Individuals are responsible for securing their bicycle in the bicycle storage area.
- f. Access to the bicycle storage area on P-1 level is via **garage ramp only**
- g. Access to the bicycle storage in Chrome is via the **Loading dock ramp only**.

**ALL PERSONS UTILIZING THE BICYCLE STORAGE FACILITY DO SO
AT THEIR OWN RISK.**

See Enclosures

1. Move Schedule Form
2. Tenant Contact Form
3. Access Card Authorization Form
4. Utility Transfer Form
5. Internet Service Providers
6. Signage Order Form
7. [Commercial Café](#) Guides – Work Order, Amenity Reservation, Visitor Control
8. Tenant Insurance
9. Vendor Insurance
10. Chrome Rules/Regs & Waiver
11. Conference Center Rules/Regs & Waiver
12. MMIP notice