



**121 South Main Street  
Providence, RI**

**TENANT HANDBOOK**



**BROWN**

**TABLE OF CONTENTS**

**January 2016**

## Table of Contents

- I. Introduction
- II. Tenant Move-In Procedures
- III. Tenant Requests for Building Services
- IV. Building Security and Emergency Procedures
- V. Miscellaneous
- VI. Emergency Management Procedures

## **I. Introduction**

Cushman & Wakefield, acts as managing agent on behalf of Brown University Department of Facilities Management (Real Estate) in connection with the management and operation of 121 South Main Street Providence Rhode Island.

121 South Main Street comprises of approximately 143,327 rentable square feet over 11 floors accessed by three modern elevators, two main stairwells and one low rise stairwell. The building is occupied by a mix of building occupants including *Brown University's Institute for Computational and Experimental Research in Mathematics* "ICERM", *Brown Investments Office*, *Brown University School of Public Health*, *Café La France*, *Hemenways Seafood Bar & Grill* and a valet only parking garage.

*Brown's Public Health* Program became the Brown University School of Public Health in July of 2013. The School is the natural evolution of ten years of growth in education and in research, with more than 200 faculty and 275 undergraduate and graduate students, and over \$50 million in annual external research funding in 2014.

The *Institute for Computational and Experimental Research in Mathematics'* (ICERM) mission is to support and broaden the relationship between mathematics and computation: specifically, to expand the use of computational and experimental methods in mathematics, to support theoretical advances related to computation, and address problems posed by the existence and use of the computer through mathematical tools, research and innovation.

The *Brown University Investment Office*, under the direction of the Brown University Investment Committee, manages the \$3 billion Long-Term Pool ("LTP"), which includes endowed funds as well as current University funds.

*Hemenway's Seafood Grill & Oyster Bar* occupies over 5,000 sf of premium first floor retail space overlooking the Providence River. Hemenways changed ownership 2012 joining the Newport Harbor Group, but fundamentally has been operating as a seafood restaurant for over 30 years.

## **II. Tenant Move-In Procedures**

Cushman & Wakefield and Brown Real Estate want all types of move-in and occupancy changes at 121 South Main Street to be as pleasant as possible. Great care has been taken to create a functional work environment, which is compatible with the needs of your organization. The design goal has been to create a comfortable, convenient and productive environment for your employees. One of the most important factors in achieving this objective is a timely and well-coordinated move plan (large and small). This may include moving a large group or even a single employee. Very often, the move-in, if not handled properly, can be unnecessarily unsettling and inconvenient. The purpose of this section is to establish some guidelines for new occupants, which, if followed, will greatly reduce the likelihood of issues at this location.

### A. Move-in and General Contact Person

It has been our experience that effective communications between landlord and tenant will prevent the vast majority of problems during, and after, your move-in.

Accordingly, we request that one person be appointed as your move-in/general coordinator. This person will be responsible for transmitting all requests for services and inquiries, and for receiving notices and replies from Cushman & Wakefield. We feel that this single contact person prevents duplication of effort and enables your organization to be sure your requests are being transmitted and acted upon. Ideally, this would be someone who is readily accessible and who has an overall working knowledge of your organization. The person should also have a reasonable level of decision making authority.

We would appreciate notification in writing of the name of this person and the name of an alternate in case of illness, vacations, etc. C&W requests that all communications from the tenant be transmitted through that person, except in the event of emergencies, in which case we will respond to any call.

C&W's ordinary contact for work order requests will be the Assistant Property Manager and/or Tenant Coordinator (see Directory, Exhibit A).

#### B. Special Installations

There may be situations where office installations exceed or vary from building standards. Based on our experience, we can anticipate the types of items that will require special attention. We have below categorized some items for discussion, which may help you avoid unnecessary delays and surprises. In general, the majority of the problems can be avoided if all the information on special installations or equipment have been provided to C&W and recorded in a construction drawing. The following are some of the items that may be associated with improvements in your offices:

1. Contact and coordinate with the telephone company representative early. Depending on the phone system selected, particularly if it is a private system, special conduit and/or electrical or location requirements, different from building standard, may exist. It is a good idea to review the telephone installation shown on the final working drawings with the telephone company representative as early as possible.
2. Copier machines usually have special electrical requirements. The size and type of electrical service must be placed on the electrical working drawings. In addition, the machines normally have special outlets which are furnished by the copier company. They should be delivered to the landlord, as applicable, early enough to be installed prior to the move-in.
3. Special attention should be given to specialty equipment such as computer networks, servers, research freezers, projectors, security access, cameras, or classroom equipment. These may require special electrical or mechanical installations to function properly. If electrical consumption of special equipment is greater than normal office equipment, it may be necessary to calculate the excess cost of such energy and consider the need for electrical balancing of switchboards.
4. In some cases, special equipment or concentrated files or bookcases may exceed the load limits of the floors and attention must be given to distribute the weight over a greater area.
5. All construction activities need to be approved by C&W in advance to minimize problems for the building and other tenants.

### C. Move-In and Deliveries

It is imperative that a move-in schedule be developed and provided to C&W to avoid conflicts and overloading of facilities. Accordingly, tenants are requested to plan for a specific move-in time and date. You should notify C&W in advance to ensure the loading dock and a dedicated elevator is available. At a minimum, a notice of 48 business hours is required. To avoid disrupting the operations of existing tenants, larger move-ins will be permitted only between 6:00am and 8:00am, or after 6:00 pm, Monday through Friday. Move in can also be scheduled on Saturday, Sunday, and holidays, or as otherwise approved by the Property Manager. Additional charges may apply for C&W staff or security personnel to be present after hours. Smaller moves may be accommodated during normal business hours, if planned in advance.

121 South Main St is supported by building engineering and security staff. The building is current staffed during operating hours with an on-duty engineer(s) and a security staff. Either of these teams can assist with any facility, elevator, or security concerns, as well as supervise the use of the loading dock, building entrances, lobbies, and elevators as appropriate for the building. Building facility staff is there to assist you with coordination. All instructions on the use of common areas and facilities should be strictly followed. Please note that security and engineering staff are not authorized to assist your movers in carrying items, placing furniture, or removing trash from the move. This is the responsibility of your moving company.

Tenants should use the designated elevators to transport furniture to their floor. Tenants are not to concurrently use elevators for passengers/visitors and furniture. Tenants should confirm that their movers will provide protective coverings for common areas and within the tenant space. Repairs of any damage to the loading dock, common area, or tenant spaces during the move shall be billed to the tenant. The tenant shall request the moving company to transmit a certificate of insurance to C&W prior to working at the property.

### **III. Tenant Requests for Building Services**

Providing service to you is our primary business. Through frequent inspection of the building and efficient assignment and supervision of building personnel, we hope to promptly and courteously respond to your needs while operating and maintaining 121 South Main St. in accordance with the highest industry standards. However, from time to time, events may occur or repairs may be needed of which we are not aware of. Therefore, we request your assistance in bringing to our attention any situation or condition which exists that you think needs attention. To ensure a timely and thorough response to inquiries we request you follow the following procedures:

#### A. Maintenance, Janitorial and General Requests

In order to ensure that your request is promptly directed to the appropriate person for action, we ask that you contact the Management Office via email or by telephone at **(401) 421-1110** between the hours of 8:30am and 5:00 pm, Monday through Friday.

Work orders can also be placed online at <http://www.bigcenter.com>. Please contact the management office for instructions on how to obtain login credentials for this service.

Additional building information and access to work order requests can also be made online at <http://www.cw-brown.com>. We recommend you save this address as a favorite on your internet browser.

If you have any maintenance issues outside of our property management office hours, please contact our emergency call center number **(866) 947-5793**.

Building or janitorial personnel have been specifically instructed not to respond to any request without authorization from the Management Office. By transmitting all requests through the Management Office, we are able to record the nature of each request, the time it was made, and the time the request was fulfilled. Our property manager will also be able to monitor the progress of open work orders and follow up to ensure proper action has been taken. With this procedure, we will be able to monitor the promptness of our personnel's response and the quality of our work.

#### B. Building Operating Hours

121 South Main St. is open twenty-four hours to tenants and authorized visitors. The heating and cooling fan systems normally operate during the following standard business hours: 8:00am to 6:00pm, Monday through Friday, and on some Saturdays. Notice is required for HVAC operation after standard business hours and on holidays. The operating hours may be subject to change.

There are a few areas in the building which have independent air conditioning such as IT server rooms, tele/data closets, the ICERM lecture hall and Hemenways Restaurant.

#### C. Off-hours Heating, Ventilation and Air Conditioning

The heating, ventilating, and air-conditioning system in 121 South Main St. have been designed to operate during business hours. Please call or email the Management Office 48 hours in advance to arrange for any extra HVAC service.

Additional charges will apply. Please contact the Management Office for a schedule of rates.

\*Please note that these rates will also apply to Holidays unless otherwise specified in your lease.

#### D. Major Tenant Alterations

We recognize that, from time to time, your space or service needs may change and require physical alterations to your premises. In order to ensure that your request for these tenant alterations is coordinated properly and promptly, we request you consult with C&W in the first instance. There might be some alterations, which are not possible. Enquiring about alteration plans early will help to avoid costly changes later. Please call our management office and ask to speak with the property manager.

In some instances, C&W may be able to act as construction manager and facilitate alteration work at tenant cost. For all major tenant alterations, tenants should consult with C&W to have design plans completed. It shall be the tenant's responsibility to prepare and formally submit two (2) sets of Design Plans and Specifications to the building owner for review and approval. Upon receipt of the building owner approved plans, C&W will prepare a construction cost budget and review with the tenant. With tenant approval for a project budget, C&W will then work with the designer for final construction drawings to create a bid package. C&W will then bid out the project and competitive pricing. Upon approval of the tenant and owner, C&W will award the contractor and issue a purchase order. Once construction begins, C&W will coordinate the work, required inspections, clean up, and monitor any final punch list items.

If you elect to use C&W for this service, you may be asked to pay an advance portion of the project management fee or certain percentage fee of the project cost of major tenant alteration work. The remainder will be billed monthly or as the work is completed. Please direct all questions or concerns regarding project management to the property manager.

In any event, no alterations or improvements are permitted without the prior written consent of the building owner (Your lease or occupancy agreement may also include further details regarding renovations to your space). In all instances, the appropriate insurance certificates, permits and plans must be acquired by or issued to C&W. For the protection of all tenants, C&W will impose conditions for carrying out any alterations or improvements, which ensure that the building will not be damaged in any way. These conditions is also to ensure the work is performed in a manner, which will not inconvenience or endanger occupants or visitors to 121 South Main St. Tenants not adhering to the procedures outlined above will be responsible for any and all costs relating to improper installation or damages to the equipment, building, or general property.

#### E. Work Orders/Additional Services

We are also available to assist you with minor refurbishment and maintenance of your space. In many cases, minor work will be done by our building engineers (installing light bulbs, changing a lock, etc.) and in other cases they can arrange to contract work (such as carpet replacement and minor electrical work). Please contact the Property Management Office for hourly rates for in-house services.

## **IV. Building Security and Emergency Procedures**

### A. General Entry Control

121 South Main St. is equipped with a card access system on the outer doors and elevator. This swipe card system is controlled by Brown University's department of Public Safety.

Should cards be lost or stolen, please alert the Management Office. C&W will then provide instructions to Brown DPS to cancel the old card and issue a new one.

### B. Suite Entry Door Keys

Tenants will be provided a minimum number of suite entry door keys. Should additional keys be required, they can be ordered through the Management Office.

Please note that your department may elect to operate an extension of the card access system and may only use swipe cards for employees. In this case, please contact C&W to replace lost or stolen swipe cards.

## **V. Miscellaneous**

### A. Monthly Rent Payment

As a convenience to our tenants, we shall prepare monthly rental statements which will be mailed or emailed to each tenant.

Mail payments are to be sent to the order of Brown University at the following address:

**Brown University**  
**c/o Cushman & Wakefield**  
**P.O. Box 845972**  
**Boston, MA 02284-5972**

Since the rendering of a monthly rental statement is merely a convenience for our tenants, rental payments will be due regardless of whether or not a statement has been received on the 1<sup>st</sup> day of each month.

### B. Building, Directories and Suite Entry Signage

The building directory is located in the main lobby. Each tenant will be allocated one line on the directory for your company name. Upon your occupancy, we will provide a standard suite entry sign which will be located adjacent to your main suite entry door. Any changes which need to be made to the directories or tenant entrance signs shall be a tenant expense.

The building may not have adequate space on the directory boards to accommodate sub-tenants or sub-departments. C&W may also limit advertising and other signs through the common areas of the building (at the discretion of the C&W). Tenants are not permitted to install signs of any type in common areas without the approval C&W (as agent for Brown University).

### C. Building Inspections

In our effort to anticipate and prevent problems before they arise, C&W personnel will perform frequent detailed inspections of the entire building, including tenant spaces. The purpose of these inspections is to identify areas requiring maintenance and/or repair, to correct safety/fire hazards which may have developed. C&W may seek input from you on problems you have encountered, and seek feedback to improve the operation. Inspections will be seamless and carried out with the least amount of interruption as possible. Inspections may occur on a daily or weekly basis depending on the nature of your building use. If you require any type of advanced notification, please contact our management office with your requested notification method.

While these inspections will help us identify problems before they arise, we encourage you to bring areas of concern to our attention. Working together, we can make 121 South Main St. a pleasant, professional, and safe place to work.

### D. Parking

Any parking spaces located in the garage will be allocated and charged in accordance with your lease. The garage is valet only.

Valet Service is being provided by: LAZ Parking, 401-751-6180 Jon Stanley ([Jstanley@lazparking.com](mailto:Jstanley@lazparking.com)) is the LAZ facility manager.

### E. Cleaning and Trash Removal

Your office lease or occupancy agreement should have a provision for office cleaning and trash removal by the landlord. The cleaning service in the building is contracted out to a 3<sup>rd</sup> party cleaning company. We will make every effort to keep your office and the public areas of the complex in a clean and sanitary condition.

Normally, evening office cleaning and trash removal will begin after 7:00 p.m. every weekday, with the exception of holidays. In addition to evening cleaning, C&W engages the cleaning company to provide some cleaning services during the day. The cleaning services during the day are primarily focused on common area cleaning (common area bathrooms, lobbies and hallways).

If you have any questions or comments, please contact the property manager at 401-421-1110.

### F. Property Management

The C&W Management Office is not located with the building. The C&W is located at 1 Davol Square, Suite 100, Providence, RI 02903. The Management Office phone number is 401-421-1110 and the facsimile number is 401-421-1296. Our office hours are Monday through Friday, 8:30am to 5:00pm.

### H. Recycling Program

121 South Main St. offers a single stream recycling program. We encourage you to actively participate. This program recycles all of the following materials utilizing desk-side recycling containers (i.e. wastebaskets for recyclable materials).

## Single Stream Program – Paper Matrix

<u>Recyclable</u>	<u>Non-Recyclable</u>
Computer	Napkins & cups
Printout paper	Candy wrappers
Newspaper	Grey cartons
Copy paper	Books
Envelopes	Glue bound magazines
Cardboard	Microfilm
Window envelopes	Floppy disks
Stapled magazines	Lunch bags
Letterhead	Brown envelopes
Loose leaf pages	Brown file folders/metal
Receipts	Carbon paper
Adding machine tapes	Styrofoam & Plastics
Carbonless forms	Blueprints
Index cards	3-ring binders
White bond stationery	Thermal fax paper
Colored envelopes	
Empty manila file folders	
Letters	
Stapled pamphlets	
Colored stationary	
Legal pads	
Typing paper	
Accounting ledgers	
Tabulating and time cards	

Tenant employees should deposit all of the recyclable materials in the desk side containers and the cleaning contractor will remove once weekly.

Regular desk side trash is removed twice per week and kitchen bins emptied daily.

### I. Smoking Policy/Ordinance

According to the Rules and Regulations pertaining to Smoke Free Public Places and Workplaces (R23-20.10-Smoke) of the State of Rhode Island and Providence Plantations Department of Health, December 2004, (as amended May 2005 (E), & August 2005), the public areas of the property and the places of employment must be free of smoke.

**C&W building policy prohibits all forms of smoking (including electric cigarettes) within 50 feet from any building entrance.**

# EXHIBIT A

## Property Management Directory

Cushman & Wakefield Management Office  
Telephone: 401-421-1110  
Fax: 401-421-1296

Thomas Donovan, General Manager  
Cell Phone: 617-997-5114  
[Thomas.Donovan@cushwake.com](mailto:Thomas.Donovan@cushwake.com)

John Arzoomanian, Assistant Property Manager  
Cell Phone: 401-871-0083  
[John.Arzoomanian@cis.cushwake.com](mailto:John.Arzoomanian@cis.cushwake.com)

Josie Thibedau, Tenant Services Coordinator  
Office Phone: 401-421-1110  
[Josephine.Thibedau@cis.cushwake.com](mailto:Josephine.Thibedau@cis.cushwake.com)

Gregory Driscoll, Building Superintendent  
Cell Phone: 401-480-1871  
[Greg.Driscoll@cushwake.com](mailto:Greg.Driscoll@cushwake.com)

Martin Loomis, Lead Stationary Engineer  
Cell Phone: 401-649-0990  
[Martin.Loomis@cis.cushwake.com](mailto:Martin.Loomis@cis.cushwake.com)

121 South Main Street Security /Lobby Desk  
Telephone: (401) 453-0050

## V. Emergency Management Procedures

### A. Safe Environment

The 121 South Main St. was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. It is inspected periodically and monitored 24 hours a day, seven days a week. Safety systems meet or exceed all relevant fire and building codes.

Safety systems include automatic sprinklers and heat/smoke detectors throughout the building, and manual pull stations located in each hallway near the stairs. When any of these systems are activated, an alarm will ring on the floor with the alert, and on the floors immediately above and below. Alarm signals are also sent to the Fire Command Center located adjacent to the lobby security desk.

This lobby location has a fire alarm master panel, which pinpoints the source of the alert. Passive fire restraints include solid core doors to prevent the spread of fire, and floors with a two hour safety rating.

Upon activation of any initiating device, the stairwells are pressurized to keep smoke from entering. Elevators are returned to the lobby only upon activation of any fire alarm. **In any emergency, always use the stairs.**

The Fire Command Center has direct communications with the lobby, stairwells (at each floor), and elevator. This network of speakers can be used by the first responders to give verbal instructions should the need arise. Building engineers carry cell phones when away from their posts and will usually be the first to arrive on the scene.

Due to the fire resistant qualities of modern office high rises, total evacuation of the building is very rare. **Evacuation is usually necessary only from the floor of incident and the floors directly above and below.** Alarms will sound only on these floors. Additional floors may be evacuated only when ordered by the Brown University Fire Safety Officer, Fire Department, or Police.

### B. Medical Emergency

1. **Call Paramedics. Dial 911.** Tell them your floor and suite number and direct the medical team to the front entrance (121 South Main Street).
2. **Call the Management Office. Dial 401-421-1110.** Outside normal business hours, call the BIG emergency phone number at (866) 947-5793.
3. **Post one person by the elevator** to lead the medical team to the person in distress.

### C. Fire Emergency

1. **Activate the Manual Pull Station** located next to each stairwell.

## 2. Evacuate the building

3. **After safely evacuating the building, please call the management office (401-421-1110).** Outside regular business hours call the BIG emergency phone number at **(866) 947-5793**.

The building fire alarm system is monitored by a third party fire alarm company who will also notify C&W shortly after the activation has occurred.

Fire Department is notified automatically through a direct connection to the fire alarm system.

\*Fire extinguishers are only to be used by trained staff. Please evacuate the building and leave the firefighting to the professionals.

## D. Bomb Threat

If you receive a bomb threat by telephone:

1. **Attract the attention of a co-worker** discreetly and have them listen in. Advise the caller, if you can, that the bomb may kill or injure innocent people.
2. **Get as much information as possible** from the caller about the location and type of bomb, its detonation time, method of detonation, and the reason for its placement. Ask about the bomb's appearance and who is placing it.

Ask the caller to repeat parts of the message and make notes of any clues that might help police: Is the caller male or female? Adult? Juvenile? Is the voice educated or coarse? Accented or otherwise distinguishable? Does the person seem angry, rational, deliberate? Make note of background noises.

3. **Call the Property Manager and notify Building Security.** The property manager will notify Brown Public Safety and Providence Police. Following consultation with the authorities, the property manager will communicate instructions to tenants and building staff. The requirement to evacuate will depend on the situation and the location of the incident.

## E. Letter Bombs Received

Some signs to look for:

1. **Size:** Is the letter unusually thick?
2. **Weight:** An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
3. **Balance:** Is the heavier on one end?
4. **Feel:** Is there any springiness in the sides of the letters? Does it flex like normal folded paper, or is it stiff?

5. **Appearance:** Are there grease marks on the envelope caused by sweating of an explosive? Is the envelope sealed more tightly than usual?
6. **Odor:** Is there a smell of almonds or marzipan?

If you consider a parcel or letter suspect, **DO NOT OPEN IT**. Immediately inform the police bomb squad and notify building management.

The decision whether to inform other building occupants of a bomb threat or to order an evacuation will be based on recommendations of emergency first responders and/or local authorities.

## **F. Civil Disturbance**

Civil Disturbance is rare and can usually be minimized by staying calm and defusing the situation. If you have reason to believe that a civil disturbance may disturb the building or your office:

1. **Contact the Property Manager.** Tell the current location of the Demonstration, the number of people involved and their current activity.
2. **Notify the people in your office** of the threat and warn them to avoid personal contact and especially not to make any statement that may aggravate the demonstrators.
3. **Lock all doors** except your main entrance. Lock sensitive areas such as file cabinets and vaults to protect company records.
4. **Stay in the building.** Elevator service will be reduced or suspended during the emergency to prevent entry into the upper floors of the building.

If demonstrators have entered your office, make note of all rooms or areas disturbed. After the demonstrators have left, search the area for objects that may have been left behind. Notify your supervisor if you find any such objects.

## **G. Power Failure**

If normal power fails, an emergency generator will automatically provide electricity to stairwells, exits, elevators and life safety systems. Elevators will stop temporarily and return to the lobby in a preprogrammed sequence. Thereafter, one elevator in each bank will remain in operation.

Private systems, especially telephones and computers, may be inoperative if electricity is lost. Check with your vendor concerning emergency backup power.

During a power failure, all building occupants should remain in their offices. If the situation appears to be extended, tenants will be informed by telephone or the public address system.

## **H. Emergency Response Planning**

The largest variable, and danger, in any emergency, is human response. Preparation and training on your part are an integral part of the building's emergency response plan.

Material in this section is designed to help you understand the actions that will be taken by building staff and to provide a basis for your own emergency plan. Please review it carefully. With your assistance, 121 South Main St. will continue to provide an exceptional and safe working environment.

Should evacuation become necessary, the authority and responsibility rests with the local authorities or on-site emergency first responders. Neither management nor ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

## **Additional Emergency Phone Numbers**

**Providence Fire Department 911 OR 274-3344**

**Providence Police Department 911 or 272-1111**

**Brown University Office of Public Safety 401-863-4111 or 401-863-3322**

**(Brown University Tenants Dial 911)**

**Main Lobby Security Desk 401-453-0050**

**Bomb Threat Report Form**

Person receiving call: \_\_\_\_\_

Phone number: \_\_\_\_\_

Time and date call received: \_\_\_\_\_

Time and date call ended: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

***Questions to Ask the Caller:***

When is the bomb going to explode?

Where is the bomb right now?

What kind of bomb is it?

What does it look like?

Why did you place the bomb?

Where are you calling from?

What is your name?

**DESCRIPTION OF CALLER'S VOICE:**

MALE OR FEMALE?

YOUNG, MIDDLE AGED OR OLD?

ACCENT?

TONE OF VOICE?

WAS THE VOICE FAMILIAR? IF SO, WHO DID IT SOUND LIKE?

**OTHER VOICE CHARACTERISTICS:**

Calm \_\_\_\_\_ Angry \_\_\_\_\_ Nervous \_\_\_\_\_ Serious \_\_\_\_\_ Well  
Spoken \_\_\_\_\_

Foul \_\_\_\_\_ Irrational \_\_\_\_\_ Drunk \_\_\_\_\_ Sober \_\_\_\_\_ Taped \_\_\_\_\_

Remarks: \_\_\_\_\_

