



**118-120 Waterman Street
Providence, RI**

TENANT HANDBOOK



January 2016

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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 118-120 Waterman Steet Providence Rhode Island.

118-120 Waterman Street compromises of approximately 84,000 rentable square feet over 2 floors accessed by one modern elevator and two main stairwells. The building is occupied by Citizens Bank.

Citizens Bank, Citizens Financial Group, Inc. is one of the oldest and largest financial services firms in the United States. Headquartered in Providence, Rhode Island, where its roots date back to 1828, Citizens offers retail and commercial banking products and services to individuals, small businesses, middle-market companies, large corporations and institutions.

II. Tenant Move-In Procedures

Cushman & Wakefield wants your move-in and occupancy at 118-120 Waterman Street to be as pleasant as possible. We have taken great care to create a functional work environment, which is compatible with the needs of your organization and is comfortable and convenient for your employees. One of the most important factors in achieving this objective is a timely and well-coordinated move into your premises. 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 tenants, which, if followed, will greatly reduce the likelihood of that happening 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.

We would appreciate notification in writing of the name of this person and the name of an alternate in case of illness, vacations, etc. Cushman & Wakefield 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.

Cushman & Wakefield's contact will be the Assistant Property Manager and/or Tenant Coordinator (see Directory, Exhibit A). All requests should be directed to his/her attention.

B. Special Installations

Associated with the construction of every new tenant space are installations that exceed or vary from building standards. Based on our experience, we can anticipate the types of items that will require special attention, and by categorizing and discussing them here, we can 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 has been obtained and included on the construction drawings. The following are some of the issues that may be associated with the construction of 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. Attention should be given to special equipment such as computers, word processors, or fax machines, which 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.
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.

C. Move-In and Deliveries

It is imperative that a move-in schedule be developed to avoid conflicts and overloading of facilities. Accordingly, tenants are requested to plan for a specific move-in time and date as soon as possible after receiving notification that their space will be ready for occupancy. At a minimum, a notice of 48 business hours is required prior to the arrival of the moving van. To avoid disrupting the operations of existing tenants, move-ins will be permitted only between 6:00am and 8:00am, or after 5:00 pm, Monday through Friday. Move in can also be scheduled on Saturday, Sunday, and holidays, or as otherwise approved by the Property Manager.

118-120 Waterman Street will have a building engineer on duty to assist with any facility or security concerns, as well as supervise the use of the loading dock, building entrances, lobbies, and elevators as appropriate for the building. His/her instructions on the use of these areas and facilities should be strictly followed. He/she is not authorized to assist your movers in carrying items, placing furniture, or trash removal.

Tenants should use the designated elevators to transport the furniture to their floor. Tenants should confirm that their movers will provide protective coverings for common area and tenant space carpeting. Repairs of any damage to the loading dock, common area, or tenant spaces during the move shall be billed to the tenant. Tenants are encouraged to have their mover review the building with a building management representative prior to moving.

Large deliveries of furniture or materials after occupancy will be permitted only between the hours of 6:00am to 8:00am, or after 5:00 pm, Monday through Friday. Large deliveries are also permitted on Saturday, Sunday, and holidays, or as otherwise approved. These must be scheduled in advance. Normal deliveries received during the course of business will be permitted during working hours.

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 118-120 Waterman Street 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 log into and begin using this website.

Additional building information and access to work order requests can also be made online at <http://www.cw-brown.com>.

If you have any maintenance issues outside of our property management office hours, please contact our emergency call center number **(866) 947-5793**. It is acceptable for calls to be made to this number during the day.

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. The Property Manager will also be able to follow up with your contact person 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

118-120 Waterman Street is open twenty-four hours to tenants and authorized visitors. The heating and cooling systems normally operate during the following standard business hours: 8:00am to 6:00 pm, Monday through Friday, and 8:00 a.m. to 1:00 p.m. on Saturday.

C. Off-hours Heating, Ventilation and Air Conditioning

The heating, ventilating, and air-conditioning system in 118-120 Waterman Street have been designed so that smaller zones may operate during non-business hours.

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, Cushman & Wakefield can act as construction manager and represent the tenant in all alterations.

For all major tenant alterations, it shall be the tenant's responsibility to prepare and submit two (2) sets of Plans and Specifications for approval to the building owner for review and comments. Upon receipt of the approved plans, Cushman & Wakefield will prepare a construction cost proposal and review with the tenant. With tenant approval, Cushman & Wakefield will award the contracts and issue a purchase order. Once construction begins, Cushman & Wakefield will coordinate the work, required inspections, clean up, and monitor any final punch list items.

If you elect to use Cushman & Wakefield for this service, you may be asked to pay a certain percentage of the agreed upon cost of major tenant alteration work in advance. The remainder will be billed as the work is completed. Please direct all questions or concerns regarding this matter to the Management Office.

In any event, no alterations or improvements are permitted without the prior written consent of the building owner (Your lease 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 Cushman & Wakefield. For the protection of all tenants, Cushman & Wakefield will impose conditions for carrying out any alterations or improvements which ensure that the building will not be damaged in any way and that the work is performed in a manner which will not inconvenience or endanger occupants or visitors to 1 Davol Square. 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/Superintendents (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

N/A

B. Suite Entry Door Keys

Tenants will be provided a minimum of five suite entry door keys, with the number of additional keys varying with the size of the tenant.

Should additional keys be required, they are available through the Management Office. The per key cost will be passed onto the tenant with no mark up.

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 by the first day of each month.

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

Farview Inc.
Brown University Cashier Office
164 Angell Street
Box 1911 - Providence, RI 02912

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.

Just prior to the beginning of each new calendar year, all tenants will receive a statement of estimated operating expenses. A portion of these operating expenses will be billed on a monthly basis

After the end of each calendar year, the actual building operating expenses are determined and any amounts or credits due shall be invoiced to tenants. Please refer to your lease agreement for further details regarding payment of operating expenses.

B. Building, Directories and Suite Entry Signage

The building directory is located in the main lobby. Each tenant and subtenant 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.

Subtenants shall be responsible for all expenses related to the suite entry.

C. Building Inspections

In our effort to anticipate and prevent problems before they arise, Cushman & Wakefield 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, to receive input from you on problems you have encountered, and ways you see to improve the operation. We shall give you

reasonable notice of such inspections so you may plan accordingly to minimize the disruptions to your operation while we are in your premises.

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 1 Davol Square a pleasant, professional, and safe place to work.

D. Parking

Twenty-eight (28) onsite parking spaces.

E. Cleaning and Trash Removal

If Applicable:

Included in most of the office leases is a provision for cleaning and trash removal by the landlord. We will make every effort to keep your office and the public areas of the complex in a clean and sanitary condition.

Normally, office cleaning and trash removal will begin around 5:00 p.m. every weekday, with the exception of holidays.

If you have recently moved in, you can expect a representative of the janitorial contractor and/or our Property Manager to meet with you to determine your individual needs.

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

F. Mailroom/Express Mail Services

Direct mail service.

G. Property Management

The Management Office is located at 1 Davol Square, Suite 100, Providence, RI 02903. The Management Office phone number is 401-421-1110.

The facsimile number is 401-421-1296. Our office hours are Monday through Friday, 8:30am to 5:00pm.

H. Amenities and Other Services

There are Trash and Grease containers are located on the property. Be courteous to your neighbors and keep this area clean.

Tenant Education Programs

Tenants are encouraged to contact Cushman & Wakefield at any time to arrange for seminars or meetings to discuss emergency-related procedures.

Arrangements can be made for tenant education programs to discuss such topics as fire safety, bomb threats and power losses on either an individual meeting basis or larger scale meeting to allow for attendance of several employees.

As well, a tape recording of your building's fire alarm is available for use in orienting new employees or reviewing procedures with existing employees.

Smoking Policy/Ordinance

C&W Green Policy Guideline on Smoking that all persons smoking must be a minimum distance of 35 feet away from any building entrance, as stated on signage found at each building entrance.

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.

EXHIBIT A

Property Management Directory

Cushman & Wakefield Management Office

Telephone: 401-421-1110

Fax: 401-421-1296

<http://www.cw-brown.com>

Thomas Donovan, General Manager

Cell Phone: 617-997-5114

Thomas.Donovan@cushwake.com

John Arzoomanian, Assistant Property Manager

Cell Phone: 401-871-0083

John.Arzoomanian@cis.cushwake.com

Josie Thibedau, Tenant Services Coordinator

Office Phone: 401-421-1110

Josephine.Thibedau@cis.cushwake.com

Gregory Driscoll, Building Superintendent

Cell Phone: 401-480-1871

Greg.Driscoll@cushwake.com

Martin Loomis, Lead Stationary Engineer

Cell Phone: 401-649-0990

Martin.Loomis@cis.cushwake.com

Eric Janes, Engineer

Cell Phone: 401-649-2009

Eric.Janes@cushwake.com

Paul Beauregard, Engineer

Cell Phone: 401-649-1665

Paul.Beauregard@cushwake.com

*On site

Building Holidays

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Independence Day

RI State Holiday - Victory Day

Labor Day

Veteran's Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day

VI. Emergency Management Procedures

A. Safe Environment

The Fire Alarm System at 118-120 Waterman Street 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 overhead 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 location has an annunciator 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 and elevator shafts are pressurized to keep smoke from entering. Upon activation of any automatic initiating device, the vestibule ventilation system shall be activated. Elevators are returned to the lobby only upon activation of any elevator lobby or elevator machine room smoke detector. **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 to give verbal instructions should the need arise. Building engineers and guards carry two way radios when away from their posts and will usually be the first to arrive on the scene. An intercom system for occupants is installed in each stairwell which communicates with three master stations; FCC, security desk, and building maintenance office.

Due to the fire resistant qualities of modern office high rises, total evacuation of the building is very rare. **Relocation is usually necessary only from the floor with the fire and the floors directly above and below.** Alarms will usually sound only on these floors. Additional floors may be evacuated when ordered by the Fire Safety Director, 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 (118-120 Waterman Street).
2. **Call the Management Office. Dial 401-421-1110.** Outside normal business hours, call the BIG emergency phone number at **(866) 947-5793.**

If a private physician has been called, let us know and we will escort the doctor to your office.

3. **Post one person at the elevator** to lead the medical team to the person in distress.

C. Fire Emergency

1. **Dial 911.** Tell the address (118-120 Waterman Street) and floor location of the fire, its severity and type.
2. **Rescue or assist anyone in danger.**
3. **Confine the fire** by closing the door.
4. **Activate the Manual Pull Station** located next to each stairwell.
5. **Call the management office (401-421-1110)** and repeat the above information. Outside regular business hours call the BIG emergency phone number at **(866) 947-5793**.

Use the fire extinguisher only if you are familiar with proper procedures and can do so without endangering yourself or others. All fires, no matter how small or quickly extinguished, must be reported to building management.

D. In Case of Fire Alarm

1. **If an alarm is initiated, the fire alarm horns and strobes will only be activated on the floor where the alarm originated, and one floor above and one floor below.**
2. All occupants of these **three floors** should evacuate the building immediately.
3. Simultaneously, the fire alarm system signals the fire department and the command center equipment in the lobby. All elevators will automatically travel and park on the ground floor. Building personnel will respond immediately to aid in the evacuation process until the Fire Department arrives.
4. **In a fire situation, the floor on which there is a fire, and the floors immediately above and below, will exit first. Proceed to the nearest stairwell and exit the building.** On all other floors, evacuation will be achieved systematically through instructions announced over the fire communication system. This will be done by the fire department.
5. **Do not evacuate your floor until instructed how and when to do so.** Stairwell location diagrams are located at each lobby, which will direct you to the nearest emergency exit. Doors are marked with lighted exit signs. Please familiarize yourself with your particular floor. Please do not call the building management or security desk during an alarm condition, unless it is an emergency. We need to keep the phone lines open.
6. Exit the building and walk to the evacuation location in the rear parking lot to south side of the building.

NOTE:

1. **Remain calm.**
2. **Close doors but do not lock them.** Take only essential items with you and do not return for additional papers or belongings.
3. **Follow instructions of your Floor Warden.** You may be asked to inspect the area or help others.
4. **Proceed down the stairs** three floors below your original position and re-enter the building. Stairwell doors will be unlocked to provide an open relocation route. Women should remove high heel shoes. Use the handrail and keep to the right on the stairs to avoid firefighters who may be coming up the stairs on their right.
5. **Do not use the elevators.** Elevators will automatically return to the lobby to await firefighters.
6. **Feel doors before opening them.** Do not open any that are hot.
7. **If you are handicapped,** await help from your assigned Aid or wait near the stairwell doors.
8. **If you are trapped,** keep doors shut and seal the crack under them with cloth. Call the fire department (911) and report your exact location. If phones are inoperative, call attention to your location by flashing light colored cloth inside your window. Break the glass only if air in the room becomes unbreathable. Doing so may attract smoke into the room.

If you must cross an area filled with smoke, stay low. The best air is 12-24 inches above the floor.

E. 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 Building Manager.** He or she will notify other tenants, building staff, and police.
4. **Inform your manager.** Begin a visual inspection of your area, but **DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECTS.**

F. Letter Bombs

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.

G. 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 Building 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.

H. Power Failure

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

I. 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, 118-120 Waterman Street 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.

If Applicable.

J. Fire Drills

Fire drills are held periodically at 118-120 Waterman Street to test systems and practice emergency response on the part of occupants and staff of the building. Everyone is required to participate.

Tenants will be notified in advance of a fire drill. When the drill is completed, each tenant and members of the Fire Brigade will submit reports on the effectiveness of the emergency plan and problem areas noted. A record of each fire drill will be kept by the Fire Safety Director as documentation of the building's emergency preparedness program.

K. Fire Safety Director

The Building Manager, acting as Fire Safety Director, is the primary tenant contact in emergency situations. If conditions warrant, he or she will order relocation and coordinate the movement of tenants to a safe level.

The Fire Safety Director is also responsible for pre-emergency planning, and for maintaining organization charts listing handicapped people, their assigned aids, and other members of current tenant emergency teams.

L. Fire Brigade

A Fire Brigade, consisting of building personnel, will usually be the first to arrive at the scene. If the fire is small, they will confine or extinguish it using equipment carried with them. Upon locating the fire, one member of the Fire Brigade will move to the floor below and communicate conditions to firefighters as they arrive.

Under no circumstances should the elevators be used for the initial investigation of an alarm.

M. Emergency Coordinators

Emergency Coordinators receive special training and are responsible for knowing the building relocation and/or evacuation plan, floor layouts, and the location and use of fire equipment. During an emergency, they are responsible for implementing an orderly evacuation, following instructions of the Fire Safety Director of the fire department.

Prior to an emergency, Emergency Coordinators are also responsible for educating their fellow workers about emergency procedures, through training or bulletin board postings as necessary. They maintain lists of handicapped people in their offices and assure that each is assigned one or more Aids. Finally, Emergency Coordinators are responsible for identifying and training Deputy Emergency Coordinators capable of performing their duties in their absence and assisting them during a drill or emergency.

Emergency Coordinators are assigned one per tenant or one per floor for multi-floor companies. They are chosen by their employees and must be capable of assuming a leadership role and commanding obedience during an alert. They must be at their desks within the immediate work area each day on a consistent basis. An individual whose job requires frequent absences from the office is not a good choice.

N. Emergency Coordinators - Safety Planning Responsibilities

1. **Have an evacuation route clearly planned.** Assist Deputy Emergency Coordinators in preparing evacuation plans for their individual areas.
2. **Identify weak points during fire drills.** Discuss these with the Fire Safety Director and work with Deputy Emergency Coordinators to correct deficiencies.
3. **Maintain up to date organization charts** of Deputy Emergency Coordinators and Aids to the Handicapped. Report changes to the Fire Safety Director.

4. **Instruct new Deputies and Aids** in their responsibilities during drills or actual evacuations.
5. **Inspect your area** periodically for safety. Make sure stairwells are kept free of obstructions and all flammable substances are stored in approved containers.
6. **Know the location of fire extinguishers** and how to use them, but do not endanger yourself or others. If the fire is large or spreading rapidly, close the door and leave the area. Do not attempt to use fire hoses. **Only personnel trained in the proper use of fire extinguishers should attempt to use them.**

O. Emergency Coordinators Responsibilities – An Actual Fire

1. **Confine the fire** by closing doors and windows. Take steps to control the fire if appropriate but in all cases, removing anyone in danger, confirming the fire and giving notification take precedence over fighting the fire.
2. Call the Fire Department. Dial 911. Tell them:
 - The exact location of the fire, including the building address, the floor number, and location (e.g. 118-120 Waterman Street, northeast corner, 2nd floor).
 - The material that is burning: e.g. wiring, paper, liquids, furniture.
 - The severity of the fire.
 - Your name, location, and phone number.
1. Contact the management office at 401-421-1110 and provide the same information. Thereafter, keep building management informed of the status of the fire, smoke conditions, and progress of evacuation, if called for.

P. Emergency Coordinators Responsibilities – During an Alert

If a decision to evacuate your floor is announced, Emergency Coordinator should:

1. **Report to your designated telephone** so that building management can reach you at the expected number. You may delegate this task but do not leave your phone unattended until the floor has been evacuated
2. **Initiate evacuation**, calling upon Deputies and Aids to the Handicapped as preplanned. Assign others as needed to:
 - Handle flashlights or other emergency lighting in the case of a power failure.
 - Take a first aid kit.
 - Secure special company records.
 - Unplug electrical equipment such as copiers, hot plates and coffee makers.
 - Check the area for remaining visitors or employees. Instruct floor searchers to turn off lights and to close but not lock doors.

3. If your floor is not involved, ask your Deputy Emergency Coordinator to inform people in their areas that they are not in danger. **DO NOT EVACUATE** unless directed to do so.
4. If your floor encounters smoke, do not wait for an evacuation order. Contact the Fire Safety Director and tell him or her of your intent to evacuate, and the route you will take.
5. **Reassemble and account** for all people in your work area on the prearranged re-entry floor. If there is a full building evacuation, meet at your firm's prearranged area. Stay away from the building to avoid falling glass.

Q. Deputy Emergency Coordinators

Two Deputy Emergency Coordinators are typically chosen per floor. Businesses occupying less than a full floor may choose one or two depending on their office configuration. Deputy Emergency Coordinators receive training adequate to assume Emergency Coordinators responsibilities if necessary. When the regular Emergency Coordinator is present, Deputies will direct traffic away from the elevators unless otherwise instructed by the Fire Safety Director or the fire department. Prior to entering a stairwell, Deputies should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

During an alert, Deputies inspect their areas to verify that all personnel have relocated and report to the Emergency Coordinators when the area is clear. Once relocated, the Deputy will assemble and account for all people in his or her assigned area.

R. Aids to the Handicapped

Two fellow employees are assigned as Aids to assist any person who has a handicap which causes difficulty in relocating. Handicapped people with hearing or visual impairments are assigned one Aid. Aids to the handicapped are designated in advance and their names reported to the Fire Safety Director. Upon reaching their destination, they will request that their Emergency Coordinator notify the Fire Safety Director of the handicapped person's relocation. A list of handicapped persons will be kept on file in the property Management Office.

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)

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: _____

Physically Disabled Employee Information

List each physically disabled individual on the floor. Make sure the information is current and the Building Management has an up to date list. (Fax # 401-421-1296)

NAME	LOCATION	PHONE EXT.