

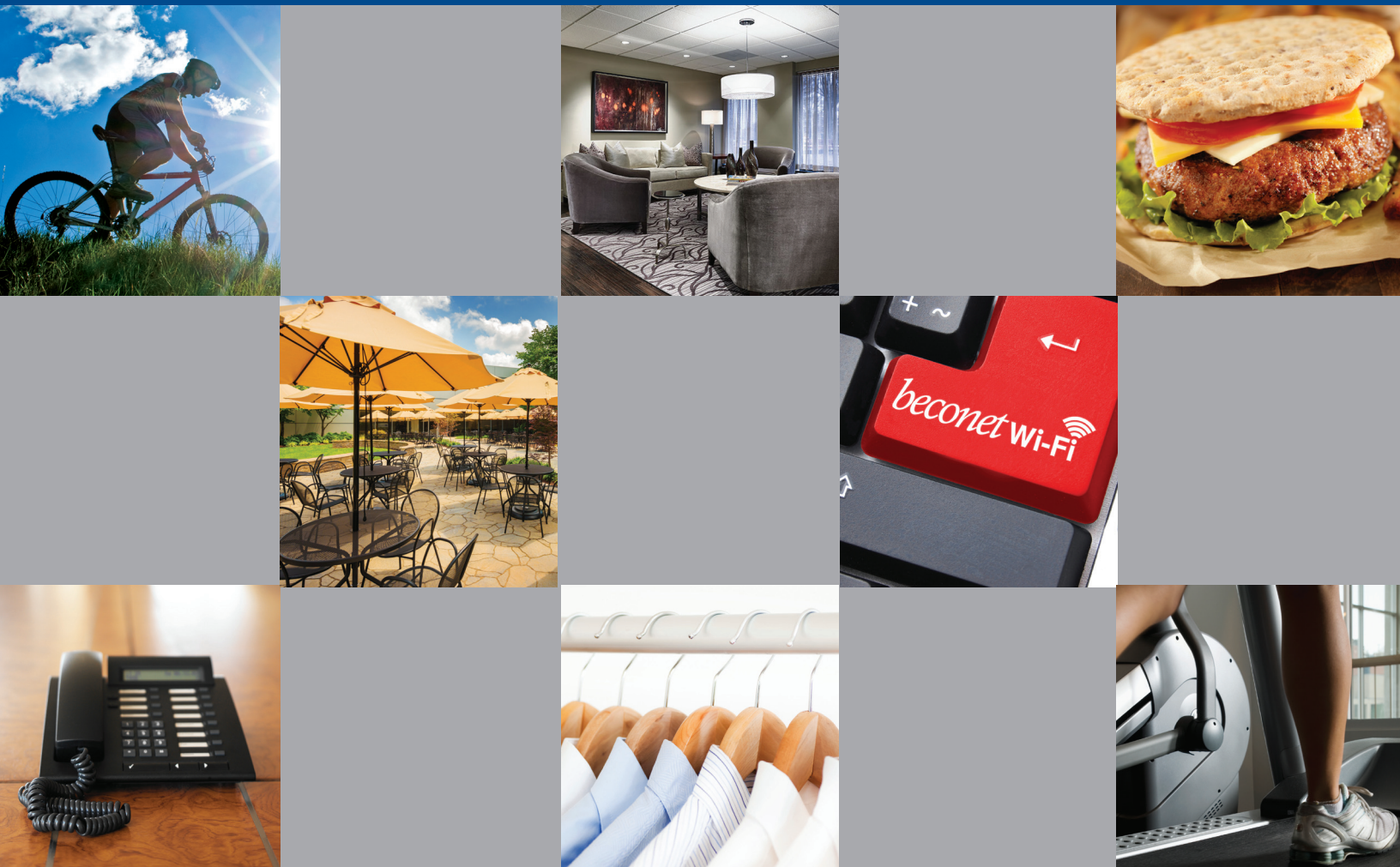
# Welcome to

# CenturyPlaza

COLUMBIA

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## A CUSTOMER GUIDE



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### BUILDING LOCATION

Century Plaza is located at 10630-10632 Little Patuxent Parkway, Columbia MD 21044.

The headquarters of BECO Management, Inc. (BECO) is located on the second floor of the BECO Building West, 5410 Edson Lane, Suite 200, Rockville, MD 20852.

### HEATING AND AIR CONDITIONING

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors and offices independent of the rest of the building. The HVAC system is automatically controlled by a computerized energy management system, which is monitored and controlled by the building engineer.

Heating and air conditioning are provided in season, Monday through Friday from 7:00 a.m. to 8:00 p.m. and 8:00 a.m. to 4:00 p.m. on Saturday. Heating and air conditioning are not provided on observed holidays. A customer may arrange to have heating or air conditioning provided on holidays, weekends or after normal hours of operation by placing a service request at [www.mybeco.com](http://www.mybeco.com) twenty-four (24) hours prior to the requested service. Services are billed on a per hour basis with a four-hour minimum. The current cost is \$50 per hour.

**Century Plaza will be closed on the following observed legal holidays:**

NEW YEAR'S DAY  
MLK DAY  
MEMORIAL DAY  
INDEPENDENCE DAY

LABOR DAY  
THANKSGIVING DAY  
CHRISTMAS DAY

BECO will send you notification prior to the holiday reminding you the building will be closed, or of any changes to our normal holiday observance.

### MAINTENANCE & SERVICE REQUESTS

Century Plaza has a staff of engineers who routinely deal with the maintenance and operation of the building's mechanical, electrical and plumbing systems. Service requests can be made 24 hours a day via [mybeco.com](http://mybeco.com). All service requests will be logged and directed to your engineer who will respond to your needs.

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### AFTER HOURS SERVICE REQUESTS

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After hours service requests can be made via [mybeco.com](https://mybeco.com) which can be accessed 24 hours a day.

In case of an after-hours emergency you can also call our answering service who will contact “on-call” personnel as appropriate to respond to your needs. Please call (301) 816-1500 or (800) 967-BECO and follow the recorded instructions.

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### PAYMENTS

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All payments should be made payable to and sent to the following address:

BRIT-Century Plaza LLC  
C/O Wells Fargo Bank  
P.O.Box 758817  
Baltimore, MD 21275-8817

Electronic Transfer Information:

Wells Fargo Bank, N.A.  
Acct Name: BRIT-Century Plaza LLC  
ABA Number: 051400549  
Acct Number: 2050000301375

Because we do not render monthly invoices, please keep in mind that your rent is due on the first day of every month. Should you have any questions regarding your account, please contact your property manager or lease administrator.

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### NOTIFICATIONS

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You may register to receive email and notifications directly from us by going to [www.beconet.com](https://www.beconet.com), selecting “BECO Customers” in the top right, and clicking “Subscribe”. Please fill out the form and be sure that you are subscribed to your building. Additionally, you can sign up employees in your office by using the notifications form (in the forms section). Employees can update their email preferences or unsubscribe at any time by clicking on the links on the button of the emails.

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### SECURITY ACCESS & KEYCARDS

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During non-business hours all perimeter doors are secured. You will be provided with access keys that allow access to the building during secured hours. Please fill out the Security Card Request Form (see Forms section of this handbook) at least two weeks prior to move in. If you need to activate or deactivate a keycard, please also contact your property manager.

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### POSTAL SERVICES

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Incoming mail is delivered daily to the mailboxes between 11:00 a.m. and 2:00 p.m., Monday through Friday. Mail is picked up daily in the building courtyard at 1:15 p.m. and at 4:00 p.m., Monday through Friday.

Your company's mailing address should be as follows:

[Your Name]  
10630 or 10632 Little Patuxent Parkway  
Suite [Your suite number]  
Columbia, MD 21044

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### ELEVATORS

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Each building has two passenger elevators that are operational twenty-four (24) hours per day. The elevators are equipped with telephones in case of emergency. When the contact button is depressed, a call is automatically placed to the monitoring office. The dispatcher will immediately contact the appropriate personnel to handle the situation.

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### CLEANING SERVICES

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BECO has employed a janitorial contractor to clean the office building nightly, from approximately 6:00 p.m. to 10:00 p.m., Monday through Friday. The building will not be cleaned on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

The cleaners are responsible for cleaning floors (i.e., mopping, vacuuming and periodic waxing), emptying the trash and dusting furniture. Trash will only be removed if in waste cans or if clearly marked "TRASH" or "BASURA." Large amounts of trash (i.e., due to construction, moving or an office cleanup day) should be coordinated with your property manager. Depending on the volume of trash created you may be responsible for additional removal costs. Due to safety concerns, trash should never be placed in the halls or service corridors.

If a customer has a private kitchen, cafeteria, vending area or bathroom, the cleaners will clean the floors and empty trash. Supplies will not be provided for these facilities.

Venetian blinds will be dusted and/or vacuumed on a quarterly basis. The customer is responsible for having the blinds cleaned if more attention is required. All building standard blinds must remain in the windows at all times.

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If a customer has a private kitchen, cafeteria, vending area or bathroom, the cleaners will clean the floors and empty trash. Supplies will not be provided for these facilities.

Venetian blinds will be dusted and/or vacuumed on a quarterly basis. The customer is responsible for having the blinds cleaned if more attention is required. All building standard blinds must remain in the windows at all times.

If a customer spills something or otherwise stains the carpet or floor, the cleaners or porter will attempt to remove the stain. If the substance cannot be removed by conventional methods, the customer may be responsible for having the stain removed. Please notify your Property Manager as soon as possible in the event of a spill. Time is of the essence when preventing stains.

Cleaning personnel are provided keys for each customer's suite. BECO recommends that each customer lock the offices at the close of the business day, even if employees are working late. Upon leaving the premises, the customer should turn off all lights. The cleaners are required to turn off the lights and ensure that suite entry doors are locked upon departing.

## RECYCLING

The building has instituted a single-stream recycling program for glass, aluminum, plastic, cardboard, and paper. Single-stream recycling means that you no longer have to sort glass, paper and metal within your recycling container. Just mix everything together – it will be sorted once it's delivered to the recycling center. The janitorial contractor conducts pick-ups on an as-needed basis from the recycling center. The janitorial contractor conducts pick-ups on an as-needed basis from a designated central closet located on each floor of the building.

### WHAT WE RECYCLE

- Paper (newspaper, junk mail, magazines, catalogs, envelopes)
- Clean cardboard and boxboard
- Paper egg cartons
- Paper bags
- Office and school papers
- Empty glass jars and bottles
- Aluminum cans and clean foil
- Empty tin and steel aerosol cans
- All plastic containers labeled #1 & #2

### WHAT WE DO NOT RECYCLE

- No garbage
- No plastic bags
- No food waste
- No food tainted items (used paper plates or boxes, paper towels or paper napkins)
- No polystyrene or styrofoam
- No motor oil bottles
- No hazardous chemical containers
- No plastic toys or sporting goods
- No electronics or batteries
- No compact discs or DVDs
- No foam egg cartons
- No ice cream cartons
- No light bulbs
- No hangers
- No yard waste or garden tools
- No plastic containers labeled #3 – #7
- No pots and pans
- No phone books
- No pizza boxes
- No mirrors or window glass



### WINDOW CLEANING

Cleaning of the interior and exterior perimeter windows will be scheduled semi-annually. You will be informed by memorandum prior to the scheduled date of each cleaning to allow sufficient time for your staff to remove personal items, (i.e., books, paper, artifacts) from the windowsill. This will enable the window cleaners to have easy access to the window surfaces and accomplish their task with minimum disruption to you. The window cleaners are not allowed to handle or relocate any articles that may rest on or near the sills. As such, if articles are not removed, the windows will not be cleaned.

### CUSTOMER FUNCTION GUIDELINES

If you are planning a function (party, reception, fund-raiser, etc.), please notify your property manager in advance. BECO maintains certain policies and procedures to help coordinate the event, manager in advance. BECO maintains certain policies and procedures to help coordinate the event, limit liabilities to the building, and ensure the safety of all visitors and guests. Your property manager may ask for the following information: date of event, time, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for other equipment), security requirements and certificate of insurance.

### LOST AND FOUND

Please report any lost or missing items to BECO. Items found on the premises are kept in the management office.

### LOCK OUT POLICY

Customers who request that building staff let them into locked offices are often unaware that this puts our staff members in a difficult position. We do not know every employee of your company and do not want to accidentally admit a former employee or unauthorized person into your suite.

For security, safety and liability reasons, the building staff (including management and engineers) has been instructed not to unlock customer suite doors except in an extreme emergency.

If one of your employees becomes locked out of your suite, we suggest that he/she contact a fellow employee for access. You may want to designate a person or persons in your office to handle such situations.

Also, please note that the same policy applies to after-hours access to the building. All employees must use their access cards.



### SOLICITATION

Solicitation is not allowed in the building. Any salespersons or suspicious persons should be reported to BECO immediately at (301) 816-1500 or (800) 967-BECO or via [www.mybeco.com](http://www.mybeco.com).

### TELECOMMUNICATION SERVICES

Currently, the following providers can offer all customers a variety of telecommunication services.

**Comcast - 1-866-682-7927**

**Verizon FIOS - 1-888-591-6075**

These services may include dedicated internet access as well as a variety of advanced internet services. Other services may include voice services and equipment and hosted applications.

### KEYS

Should you need additional keys they can be purchased from BECO. Requests for lock work, except for desks and filing cabinets, should be made directly to your property manager. Alterations to locks can be made only with approval from BECO.

### SIGNS, LETTERING, AND NOTICES

Suite entry signage must be ordered through the property manager. A form to request your signage is included in the "Forms" section. The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please contact your property manager.

Signs or notices displayed in any public area of the building require prior approval from the property manager.

### SELECT A MOVING COMPANY

There are many options for moving companies in the area. We suggest you connect with a company as early as possible to secure your ideal moving dates. We recommend looking for companies with reliable trained help, checking references, asking for a detailed explanation of their insurance coverage and claims procedures.

If you need recommendations for a local moving company, please feel free to contact your property manager.

### MOVE-IN PROCEDURES

Notify us as soon as possible as to the date and time of your scheduled move or large deliveries. BECO must clear all moving arrangements. Elevator pads will be provided by BECO. All moves will be scheduled on a first come, first served basis.

- Large office moves (more than two elevator loads) may only occur on the weekends or after 6:00 p.m. Monday through Friday. Large deliveries (Less than two elevator loads) may be taken between the hours of 9:30 a.m. to 11:30 a.m. and 1:30 p.m. to 4:30 p.m., Monday through Friday.
- When moving furniture or equipment, please provide management office with the completed Elevator Reservation Request Form. If the move involves the utilization of a professional moving company or furniture delivery personnel, a Certificate of Insurance must also be provided to the building administrator with the following as additional insured:
  - BRIT-Century Plaza LLC, as Owner
  - BECO Management, Inc., as Manager
- The movers are responsible for providing Masonite or other acceptable floor covering to protect the lobby and elevator floors.
- The moving contractor will be responsible for any damage to the building resulting from the move.
- Movers and delivery personnel are not to block pedestrian traffic or vehicular traffic during the move.
- After hour/weekend moves require a member of the building management staff to be in attendance. The customer will be charged for the management staff costs.
- Your property manager will inspect your move-in route to your suite before and after your move. BECO recommends your move coordinator attend the walkthrough.

Customers are responsible for their moving company by:

- ☐ Scheduling arrivals and departures
- ☐ Supervising help
- ☐ Providing access to restrooms
- ☐ Making repairs to building damages and/or reimbursement for costs
- ☐ Removing all packing materials
- ☐ Requiring placement of rigid boarding over the pathway to and from the elevators and office.
- ☐ Ensuring that the floors (including carpeting, tile, granite floors, wood doors, and walls) are protected during the move.
- ☐ Protecting wall corners with shields
- ☐ Protecting wood doors
- ☐ Keeping elevators padded
- ☐ Using established service routes and access doors
- ☐ Prohibiting the use of the main lobby without special approval and preparation

### CUSTOMER CONSTRUCTION

BECO Management's construction team is available to perform construction, renovations or alterations anytime during the course of your lease. Customers wishing to utilize an outside contractor for any construction, renovations or alterations performed within their office space after initial lease improvements will first need to obtain prior written approval from the property manager and construction manager. It is helpful for both the customer and property manager to begin discussing any potential construction at the earliest possible stage.

Advance planning may avoid any concerns about:

- Protection of the building systems (air conditioning, heating, structural, etc.) during construction to ensure maximum comfort and safety for all building customers.
- Protection of the building appearance to the maximum extent possible during and after construction.
- Compliance with relevant building codes and insurance requirements.

### WRITTEN APPROVAL PROCESS FOR OUTSIDE CONSTRUCTION

A written request for outside construction approval should include an architectural drawing or a detailed sketch of the proposed improvement. After the initial request, detailed construction drawings will need to be provided prior to final approval. A list of all contractors and sub-contractors for the proposed project must also be submitted for approval.

After a review of the construction drawings, the property manager will provide a written response either approving the project or detailing points of concern.

### CUSTOMER RESPONSIBILITIES DURING OUTSIDE CONSTRUCTION

Once written approval is obtained, it is the customer's responsibility to ensure that all work is performed in compliance with the rules and regulations provided by the property manager. This includes but is not limited to the following:

- Providing copies of the contractor's certificates of insurance for the appropriate amount of general liability and workers' compensation coverage.
- Providing a copy of the building permit for the work being undertaken.
- Scheduling an initial meeting and periodic inspections between the contractor and the construction manager.
- Making appropriate arrangements in advance with the property manager for the admittance of workers and the delivery of materials.
- Ensuring that the contractor cleans the space during and after the construction period.
- Noise producing work shall be performed after hours.
- Obtaining prior written approval for any changes that depart from the original plans.
- Upon completion, providing the property manager with architectural, mechanical and electrical as-built drawings.

## AMENITIES

No matter where you are in the area, enjoy the use of BECO's Living Rooms, Conference Centers, and Fitness Centers. Explore locations and amenities at [beconet.com/anywhere](http://beconet.com/anywhere).



IMPORTANT PHONE NUMBERS

EMERGENCY PHONE NUMBERS

EMERGENCY Fire – Rescue – Ambulance .....	911
Local Police, Non-Emergency .....	(410) 313-2200
Local Fire, Non-Emergency .....	(410) 313-2200
Howard County General Hospital.....	(410) 740-7890
Poison Control .....	(800) 222-1222
Chemical & Oil Spills, National Terrorism Response Center .....	(800) 424-8802
Access Monitoring Company, Alarm Security.....	(800) 356-2222
Baltimore Gas & Electric Power Company.....	(410) 685-0123
Howard County Water and Sewer.....	(410) 313-4900
Verizon (Telephone & Data) .....	(800) 356-2355

### DISCLAIMER

BECO has compiled the information in this Fire Safety Plan and Evacuation Procedures (the “Plan”) to provide reference and resource information for its customers. The information contained in this plan has been gathered from, among other sources, the resources named in the Plan. Although the Plan may be updated from time to time by BECO, each customer is hereby advised to use its own best judgment and knowledge in the event of any of the emergency situations described in the Plan. The Plan is intended as a general guide only and should not be used as a definitive statement of the best course of action to take in the event of an emergency. Strict adherence to the steps enumerated in the Plan should not be construed as a guaranty of the best outcome in the event of an emergency.

### PURPOSE OF THE FIRE SAFETY PLAN, EMERGENCY & EVACUATION PROCEDURES

The purpose of the fire safety plan, emergency and evacuation procedures are for the Century Plaza customers and their employees to apply the guidelines herein when fire or other life threatening emergencies exist. Preparation and training are an integral part of the building’s emergency response plan. Fire drills will be conducted periodically.

Fire drills will be coordinated with the Howard County Fire Department and the contractor(s) who monitors the building fire alarm system. The purpose of the drills is to simulate emergency conditions and familiarize customers with the actions required under such conditions for evacuation. When a fire drill is completed, each customer’s Safety Monitor and members of the Emergency Team will submit reports on the effectiveness of the emergency plan and problem areas noted. A record of each drill will be kept documenting the date and time of the drill, the notification method used, personnel on duty, number of occupants evacuated, special conditions, problems encountered, weather conditions, and time required to complete evacuation.

Please read carefully so that you are made aware of the exact procedures for handling emergencies and evacuation of the building. The goal is to ensure the highest degree of safety to all concerned. Copies of this plan should be distributed to all occupants within a Customer’s suite so everyone will be familiar with the enclosed procedures.

In an emergency, limit your telephone use. It will be vital to keep lines of communication between BECO, the authorities and customers open. Customer’s cell telephone numbers should be provided as an additional communication resource. Also listen to your radio for instructions should telephones and power outages prevent traditional means of communication.

**During fire drills, it is mandatory for all persons to completely evacuate the building**

EMERGENCY CALL SHEET

1. CALL 911

PROVIDE THE FOLLOWING INFORMATION:

A. NATURE OF THE EMERGENCY: FIRE, BOMB THREAT, MEDICAL, OTHER

B. YOUR NAME:

C. COMPLETE STREET ADDRESS OF LOCATION OF THE EMERGENCY:

10630 OR 10632 LITTLE PATUXENT PARKWAY COLUMBIA, MD 21044

D. BUILDING NAME: CENTURY PLAZA

E. YOUR COMPANY NAME:

F. SUITE NUMBER AND FLOOR WHERE THE EMERGENCY IS LOCATED:

G. CLOSEST STREET INTERSECTION:

BROKEN LAND PARKWAY / LITTLE PATUXENT PARKWAY / GOVERNOR WARFIELD PARKWAY

H. TELEPHONE NUMBER FOR CALL BACK:

2. CALL BECO AT (301) 816-1500 OR (800) 967-BECO

PROVIDE THE ABOVE INFORMATION AND WHETHER 911 HAS BEEN NOTIFIED.



### RECOMMENDED CUSTOMER EMERGENCY SUPPLY LIST

- ☐ Flashlights and batteries
- ☐ AM/FM-weather band battery operated radio and batteries
- ☐ First aid kit
- ☐ Large Ziplock bags
- ☐ Roster of all employees/occupants to include:
  - a. Name
  - b. Home address & telephone number
  - c. Cell telephone number
  - d. Vehicle make, model, year, color and tag number
  - e. Emergency contact name and telephone number
- ☐ Daily census/schedule
- ☐ Floor plan of suite identifying employee locations
- ☐ Suite access monitoring company information including access codes & combinations
- ☐ List of equipment in suite to include additional HVAC units & hazardous chemicals or materials
- ☐ Pre-established schedule of time and day for contact with corporate telephone tree

### FIRE/LIFE SAFETY PLAN

Century Plaza has many fire/life safety systems designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. The building systems are inspected regularly and the fire control panel is monitored remotely 24-hours a day, seven days a week.

Smoke detectors and manual pull stations are located in various locations on each floor. They sound an alarm that is heard throughout the building and transmitted to the monitoring center which contacts the fire department.

If smoke is detected, the air handling equipment will shut down to help prevent the spread of smoke and fire. During an emergency, the elevators will not respond to call buttons. **YOU MUST USE THE STAIRS.**

Fire extinguishers are located at each stairwell. They can be operated easily if you remember the word PASS:

- P - PULL THE SAFETY PIN (typically a twist-pull action).
- A - AIM NOZZLE (or hose) AT THE BASE OF THE FIRE
- S - SQUEEZE THE TRIGGER HANDLE
- S - SWEEP SLOWLY FROM SIDE TO SIDE (watch for re-flash)

**NEVER** re-hang an extinguisher once it has been discharged, even if only used for a few seconds.  
**Notify BECO so a licensed contractor can recharge it.**

### FIRE EMERGENCY PROCEDURES

#### WHEN SMOKE OR FIRE IS DISCOVERED OR YOU HEAR THE ALARM

1. Remove everyone from the immediate danger area.
2. Call 911 – Use the Emergency Call Sheet.
3. If you can safely do so, call BECO at (301) 816-1500 or (800) 967-BECO. Do not stay at the telephone if you are in danger.
4. When the fire alarm is activated all customers and occupants are to evacuate the building.
5. Feel doors for heat before opening. Open doors cautiously.
6. Contain the fire if possible by closing doors and turning off electrical equipment.
7. Exit calmly. Do not panic.
8. Assemble at designated area upon exiting the building.
9. The fire department will give an “all clear” when it is safe to reenter the building.

### FIRE PREVENTION TIPS

The most effective method of handling an emergency is to prevent the situation from arising or by following sound safety procedures. BECO Maintenance personnel perform regular inspections of common areas, fire warning and fire suppression equipment. However, it is still important for each customer and their occupants to regularly inspect their suite and work areas for potential fire hazards.

#### BELOW IS A SUGGESTED LIST OF SOME PRECAUTIONARY STEPS TO FOLLOW.

- The office wiring was designed for a specific electrical load. Overloaded electrical circuits or outlets cause overheating creating a fire hazard. Contact your property manager should your electrical needs not be adequate.
- Using extension cords in lieu of permanent wiring is not permitted.
- Keep emergency exits open and free of boxes or furniture.
- Keep sprinkler heads free. The National Fire Code indicates that nothing shall be within 18 inches of the ceiling. The heat from the fire must reach the head for it to release and extinguish the fire.
- Appliance connections and cords should be kept in good repair.
- Turn off kitchen appliances when unattended.
- Flammable materials are not permitted. However, if you have any materials necessary for the operation of an office, store with lids tightly closed in an approved metal or safety container.
- Law strictly prohibits smoking anywhere in the building.
- The use of space heaters is strictly prohibited.
- Know how to use a simple fire extinguisher.

**Report any potential fire hazard to BECO immediately at (301) 816-1500 or (800) 967-BECO**

### EVACUATION PROCEDURES

Once a situation is identified, customers and occupants should evacuate the buildings whether it is due to a fire or other type of emergency.

1. Secure classified materials if the situation so allows.
2. Take only essentials such as coats, briefcases, purses and leave.
3. Feel the door before opening it.
4. If cool, open cautiously. Shut the door immediately if there is smoke in the hall or if there is heat pressure against the door. If the hall is clear, proceed.
5. If heat or smoke is seeping in, **DO NOT OPEN.**
  - a. **Call the Fire Department at 911 and then BECO at (301) 816-1500 or (800) 967-BECO if you CANNOT evacuate from your location.**
  - b. Place wet towels, clothing, etc. around the door.
  - c. Cover heating and AC vents (if possible) with towels or clothing.
  - d. Place a wet towel or cloth over your mouth and nose. Stay low, below the smoke.
  - e. Do not break out the windows unless it is a last resort. (It may allow smoke into your room).
6. When evacuating an office, close all doors, walk, don't run, to the nearest exit.
7. When reaching street level, proceed to your organization's outside designated assembly area.
8. If you are away from your office or the building, do not return. Evacuate the building if inside and go to your designated assembly area.
9. Your organization's outside assembly location is where all personnel shall meet and be accounted for. This area is at least 300 feet away from the buildings and does not interfere with fire, police or other emergency personnel or equipment.
10. **Smoking during a drill or an evacuation is absolutely prohibited.**
11. Each visually impaired and physically disabled/non ambulatory person must be assigned an "aid" to assist them during an emergency. Each impaired person must complete the Impaired Employee form in the back of this plan and return it to BECO. Each person must be asked what is the best way to assist them during an emergency. It is important that the "aid" or "aids" remain with the person until the emergency is over.
12. Each customer has a Safety Monitor(s) that will assist with the safe and speedy evacuation of a building.

CONTINUED ON FOLLOWING PAGE

13. Assistant Safety Monitors will report to the Safety Monitor(s) and are appointed by them. They will:
  - a. Search restrooms and offices for personnel.
  - b. Order evacuation of personnel unaware of the emergency.
  - c. Assist personnel who are impaired or injured if their “aids” are unavailable.
14. Suites are evacuated in the following order:
  - a. All personnel, except those with evacuation responsibilities.
  - b. Assistant Safety Monitors, after determining that no one is in the lavatories, storerooms, or other auxiliary rooms.
  - c. Safety Monitor(s), after ascertaining that no one remains by checking with Assistant Safety Monitors and personally checking the general areas.
15. An Emergency Evacuation Floor Plan of each floor is included in these procedures. There should be one posted in each customer suite by each exit.
16. Building personnel and authorities will make the best efforts to prohibit the entrance of unauthorized personnel during an evacuation.
17. Upon receiving the “all clear” signal from the authorities in control, customers may reenter the building.
18. If customers are not permitted to reenter the buildings right away, BECO will notify the Safety Monitors. Each customer can make a decision as to what their employees are to do.

### THE BUILDING EMERGENCY TEAM

The property manager is the acting Safety Director. As such, the Safety Director will coordinate and be the primary customer contact in emergency situations.

The building engineer will be the Assistant Safety Director. When the property manager is not on-site the engineer becomes the acting Safety Director.

All Building On-Site Personnel are members of the Emergency Team with specific roles to interface with the Safety Director, Assistant Safety Director and the authorities responding in the event of an emergency.

Each customer will be responsible for selecting and notifying BECO of the Safety Monitor(s) for each suite. The Safety Monitors become members of the Emergency Team. BECO relies on the police, fire and emergency management authorities to advise of protective actions that will be taken during specific situations on or around the building premises.

**If any customer or customers' employees have knowledge of or reason to believe there will be an incident involving the building or its customers, BECO should be contacted at (301) 816-1500 or (800) 967-BECO so that appropriate coordination with local authorities can be made.**

### DUTIES OF THE SAFETY DIRECTOR

1. Reviews and updates the fire safety, emergency & evacuation plan as necessary but at least once a year.
2. Distributes and reviews plan with customer representatives.
3. Meets with Customer Safety Monitor(s) and Assistant Safety Monitor(s).
4. Assumes control of the situation until emergency authorities arrive.
5. Takes position outside the building at the Incident Command Center.
6. Liaison to authorities responding to on-site situation.
7. Interacts with each Customer Safety Monitors on employee and impaired employee evacuation check.
8. Communicates periodically with Customer Safety Monitors regarding the status of situation.
9. Meets with Customer Safety Monitors after the situation to review the effectiveness of the plan.

## EMERGENCY PROCEDURES

### DUTIES OF THE ASSISTANT SAFETY DIRECTOR

1. Acts as Safety Director in the absence of the property manager.
2. Be familiar with duties of the Safety Director.
3. Assists in shut down of building mechanical operations.
4. Assists emergency response personnel.
5. Assists in evacuation as needed.
6. Works in conjunction with the Safety Director.
7. Makes emergency repairs as appropriate.

### DUTIES OF THE BUILDING ON-SITE PERSONNEL

1. Takes position in the main entrance lobby level to assist in evacuation.
2. Shuts down building non-emergency mechanical operations.
3. Assists emergency response personnel as needed.
4. Reports to Safety Director at the Incident Command Center for additional assignments.

### DUTIES OF THE SAFETY MONITOR(S)

Each customer is responsible for appointing a Safety Monitor(s) and an Assistant Safety Monitor for each floor or department occupied by the customer. Each customer is also responsible for designating an assembly area 300 feet away from the building. This will be the location all employees should report to upon evacuation of the building.

The customer and each department(s) Monitor(s) shall submit a completed Safety Monitor Roster (See Safety Monitor Roster in Forms Section) and return it to BECO. The duties of the Safety Monitor(s) include familiarizing themselves with this manual and the following information.



### SAFETY PLANNING RESPONSIBILITIES

1. Have an evacuation route planned for the office and individual areas. See that emergency exits are posted within the suite.
2. Identify individuals within their company who require special assistance in evacuation. Assign them an aid.
3. Identify areas within your office that may not be able to hear or see the fire alarm system.
4. Select a pre-arranged assembly site away from the building.
5. Maintain up-to-date organizational charts and current roster of all personnel to include home and cell telephone numbers.
6. Locate all building exits.
7. Know the location of fire extinguishers and how to use them.
8. Periodically inspect your area for safety.
9. Instruct Assistant Safety Monitors of their responsibilities during drills or actual evacuations.
10. Meet and communicate periodically with the Safety Monitor(s) of neighboring customers on your floor.

### DURING AN ALERT

1. Implement the building fire safety plan & evacuation procedures.
2. Remove anyone in danger.
3. **Call 911.**
4. **Call BECO Management at (301) 816-1500 or (800) 967-BECO.**
5. Notify all employees and other occupants in the customer's suite of the situation.
6. Ensure the designated "aid" assigned to assist each impaired employee is available and escorting the employee to a designated safe area if not out of the building.
7. Secure special company records.
8. Direct the evacuation of their group via designated fire exits. If these egress routes are not accessible, know alternate routes and use them.
9. Check all offices, conference rooms, kitchen, restrooms, storage areas, etc. to assure complete evacuation. Coordinate this effort with your department Monitors.
10. Confine the fire by closing all doors in the office. (Do Not Lock)
11. Turn off lights as you inspect each area.
12. Unplug electrical equipment if possible.
13. Take flashlights, radio and first aid kit.
14. Direct fellow employees to your organization's designated assembly area.
15. Reassemble and account for all people. Determine missing persons.
16. Report to the Incident Command Center.
17. Notify BECO property manager/Safety Director and/or the fire department of handicapped people who need special assistance, any injuries, or any missing persons.
18. Await further instructions from the property manager/Safety Director.
19. Upon the "all clear" signal direct the employees to reenter the building.
20. Provide any follow-up information that may be necessary to BECO.

### BOMB THREATS

#### 1. The bomb threat is received:

- a. Instruct all personnel, especially those answering the telephones, in what to do if a bomb threat call is received.
- b. Discreetly attract the attention of a co-worker to listen in on the call.
- c. Get as much information as possible and complete the Bomb Threat Checklist in the Forms Section.
- d. Pay particular attention to background noises, such as motors running, music playing, and any other noise that may give a clue as to the location of the caller.
- e. Keep the caller on the line as long as possible. Ask him or her to repeat the message. Record every word spoken by the person.
- f. Remain calm to solicit additional information from the bomb threat caller.
- g. Inform the caller that the building is occupied and that the detonation of a bomb could result in death or serious injury to many innocent people.

#### 2. After the call:

- a. Do not hang up until the caller hangs up.
- b. Hang up on the call.
- c. Pick up the phone and before you take another call, trace the previous one.
- d. Listen for dial tone then:
  - i. Push \*57 if you have a push button touch tone phone
  - ii. Dial 1157 if you have a rotary phone.
  - iii. Wait for the message telling you the call was traced.
  - iv. The information will only be released to a law enforcement agency for investigative purposes.

#### 3. Call 911 and and BECO at (301) 816-1500 or (800) 967-BECO immediately.

### BOMB THREATS

#### 4. **The bomb:**

- a. Assemble the Safety Monitors and Assistant Safety Monitors to conduct a quick visual search of their suites and common areas on the floor for a bomb.
- b. Bombs can look like anything and can be placed or delivered in any number of ways.
- c. When searching for a bomb, suspect anything that looks unusual.
- d. Never disturb a suspicious device.
- e. Do let trained bomb technicians determine what is or is not a bomb.
- f. In the event of a bomb threat, do not use radios or cell telephones in or near the building.
- g. Do not pull a fire pull lever to evacuate the building.

#### 5. **Written bomb threat:**

- a. Do not ignore.
- b. Upon recognition as a bomb threat, avoid any further handling.
- c. Save all materials, including any envelope or container.
- d. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks.

#### 6. **The Command Center:**

- a. The authorities will establish a Command Center in the vicinity of the building.
- b. The police department and/or fire department representatives and members of the building staff will inspect the building for areas where explosives are likely to be concealed.
- c. A bomb disposal unit will be dispatched if warranted.
- d. Communication will be established between the Command Center and customers.
- e. The customer will be responsible for reporting the results of their searches within their suites to the Command Center.
- f. If necessary, the customer, upon notification by authorities should evacuate their employees from the building and report to their designated assembly area.
- g. When authorities give the “all clear” signal customers may return to the building.
- h. The true decision to return will be made by each customer.

### SHELTERING IN PLACE

The following information identifies basic actions to be implemented to enhance protection from airborne chemical, biological or radiological attacks. The purpose is to assist customers in preparation to “self-help” their employees and visitors in the event of an incident requiring everyone to remain in the building.

#### UPON NOTIFICATION OF AN ATTACK:

1. Relocate immediately to a predetermined interior location away from windows and exterior doors.
2. Seal area, doors, all vents and windows (if any) with plastic sheeting and duct tape.
3. The building engineer will turn off central system equipment immediately. If there are fan control adjustments on thermostats within your office space, turn them to the offsetting.
4. If skin is exposed wash with soap and water.
5. Don't bring contaminated clothing into the shelter. Cut it off rather than pull over your head. Put clothes in a plastic bag outside.
6. Use chlorine bleach to disinfect glasses.
7. Stay in the shelter and listen to the radio.
8. Authorities will give instructions on whether to evacuate or stay put. Do not go outside to help someone until the authorities say it is safe. When the authorities say it is safe, carefully leave the shelter and the building.

The supply list below should be stored in the designated shelter location. Supplies should be adequate to last three (3) days -72 hours minimum.

- ☐ Water – 1 gallon per person/per day
- ☐ Food – Non-perishable
- ☐ Non-electric can opener
- ☐ Coarse soap
- ☐ First Aid Kit
- ☐ Blankets
- ☐ Chlorine Bleach
- ☐ Disinfectant
- ☐ Battery Powered Radio + Extra Batteries
- ☐ Flashlight + Extra Batteries
- ☐ Plastic Sheeting – Precut to size for doors and vents
- ☐ Duct Tape
- ☐ Bucket with Lid

### BIOLOGICAL AGENTS (I.E. ANTHRAX, RICIN)

#### 1. Identification of suspicious envelopes or packages

The US Post Office has identified characteristics of suspicious mail; they include:

- a. Any envelope or package with suspicious or threatening messages on it
- b. Any envelope or package with stains, oily marks, or powder
- c. Unexpected envelopes or packages from foreign countries
- d. Any packages or envelopes emitting odors
- e. Envelopes or packages with no return address
- f. Envelopes or packages that show a city or state in postmark that does not match return address.
- g. Misspelling of common words on envelopes or packages
- h. Uneven, loose or powdery contents in envelopes or packages
- i. Envelopes or packages that are excessively sealed with tape
- j. Envelopes or packages that are excessively heavy for their size
- k. Personally addressed envelopes or packages with childish writing and bad capitalization

#### 2. Handling unopened suspicious mail

- a. Do not sniff envelopes or packages
- b. Do not shake envelopes or packages
- c. Place unopened suspicious mail in a closeable plastic bag, such as Zip-Loc, then seal bag. Carefully place plastic bag in empty bin, box or trash container. Post "Do Not Touch" sign on container holding plastic bag
- d. Wash your hands with copious amounts of soap and water
- e. Call 911 immediately**
- f. Call BECO at (301) 816-1500 or (800) 967-BECO.**
- g. Record names and contact numbers of everyone present in the area where the package or envelope was first identified as suspicious and everyone who possibly handled the suspicious package or envelope.
- h. Give this list of names and their contact information to the police and property manager

CONTINUED ON FOLLOWING PAGE

## 3. If, when opening mail, powder spills out or odors emitted

**a. DO NOT TRY AND CLEAN UP POWDER**

**b. DO NOT CALL OTHERS TO VIEW SPILLED MATERIALS**

**c. DO NOT INHALE OVER OR NEAR THE OPEN MAIL**

d. Carefully place the package or envelope on table where opened.

e. Carefully cover the spilled contents and the source envelope or package (use anything available, newspapers, clothing, inverted trash can etc. and remember location and nature of covering).

f. Advise anyone in room or area to quietly leave area and close door. These individuals should be directed to go to another room and wait until their contact information can be obtained or they are given further instructions.

g. Immediately wash hands with copious amounts of soap and water.

**h. Call 911**

**i. Call BECO at (301) 816-1500 or (800) 967-BECO.**

j. If traces of powder fell on clothing, do not brush off, carefully remove clothing item and place on floor, cover discarded clothing with plastic sheets, cloth or newspapers and walk out of room.

k. Wash thoroughly with soap and water and then notify authorities. Note, soap and water is every bit as efficient, and is a lot safer than spraying yourself with disinfectants.

l. List people in area and record contact numbers; give this information to the police and property manager.

m. Customer should shut down air handling units serving affected areas, until cleared by authorities.

n. Doors in the immediate area should be shut and labeled "Do Not Open"

## 4. Suspected contamination by an aerosol

This situation could result from any small device that is triggered on opening a parcel or letter; or, may be considered feasible if there are warnings that the air-handling system has been contaminated; or, any warning that a biological agent has been released into a public space.

a. Advise all present to leave the area immediately and proceed to another designated room in order to get their contact information and wait for instructions from authorities.

b. Close all doors to the area.

**c. Call 911 immediately.**

**d. Call BECO at (301) 816-1500 or (800) 967-BECO.**

e. List names of all people who were in area and collect contact numbers.

f. Deliver these lists to the authorities and property manager.



### NATURAL DISASTERS

#### POWER OUTAGES

1. Notify **BECO at (301) 816-1500 or (800) 967-BECO.**
2. Open blinds to let outside light in.
3. Private telephone systems may be inoperable during a loss of power. Check with your vendor concerning emergency power back-up.
4. If instructed to evacuate, lock all areas.

BECO does not evacuate a building unless a power failure is life threatening or appears to be extended. The property manager will update customers periodically until power is fully restored. During a power failure, whether total shut down, partial or just dimming, immediately turn off all nonessential motor driven devices to prevent unnecessary damage.

#### FLOODING

1. The most important consideration is to eliminate all sources of electricity from the flooded area, if possible.
2. Unplug or switch off all electrical equipment accessible away from the water.
3. Move all documents, valuables and portable equipment from the premises or to a safe area, if possible.
4. Consider moving furniture if practical.
5. Evacuate the immediate area.
6. **Notify BECO at (301) 816-1500 or (800) 967-BECO immediately if water overflows or a water pipe ruptures.**
7. Contact the appropriate agencies to turn off the water supply and shut down the electrical power as required.
8. Tune into the emergency broadcast station to determine extent of danger.
9. If evacuation is necessary, follow instructions to safely exit the building.

## EMERGENCY PROCEDURES

### HURRICANES

1. Close and lock all doors and windows.
2. Customers should store all small office equipment and loose papers in locked cabinets in the interior of the suite if possible.
3. Unplug all computers, remove them from locations near windows, and cover computers with plastic.
4. Tune into a radio station for information.
5. Evacuate if instructed.

### TORNADOES

1. In the event of a Tornado Watch, customers should store all small office equipment and loose papers in locked cabinets in the interior of the suite if possible.
2. **Tornado Warning means imminent danger.**
3. Stay away from windows, doors, and outside walls.
4. Leave office and go to interior small rooms or corridors on as low a floor as possible.
5. Tune into a radio station for information.
6. Evacuate if instructed.

### EARTHQUAKES

1. Crouch under desk or table on an interior wall.
2. Tuck your head to your knees and cover head and neck with your arms if you cannot reach a sheltered area.
3. Stay away from masonry walls or large glass areas susceptible to collapse.
4. Beware leaving the building, as there may be falling debris, broken glass, collapsing walls or overhead power lines.
5. **If fire develops, report it to 911 and BECO at (301) 816-1500 or (800) 967-BECO.**
6. Follow fire drill procedures.
7. Direct first aid personnel to injured persons.
8. Follow Medical Emergency procedures.
9. Assist in directing evacuation of building after shaking has stopped.
10. Help avoid confusion and panic.
11. **USE ONLY STAIRWELLS. Elevator must not be used.**
12. Evaluate injuries or property damage. Report them to Safety Director/property manager at the Incident Command Center.

## EMERGENCY PROCEDURES

### MEDICAL EMERGENCIES

1. In the event of a serious injury, accident or illness in your suite, lie the person down, keep them comfortable and still. Do not try to move the victim.
2. **Call 911.**
3. **Notify BECO at (301) 816-1500 or (800) 967-BECO.**
4. Send someone to meet the emergency medical team either in the lobby or at the elevator on your floor.

### RIOT/CIVIL DISTURBANCE SITUATION

1. **Call the police department at 911.**
2. **Notify BECO at (301) 816-1500 or (800) 967-BECO.**
3. Determine if any action is necessary to ensure the safety of employees or property.
4. Close all blinds and drapes.
5. Act as fire guards and watch for any signs of fire.
6. Ensure that everyone stays away from windows.
7. Customers and occupants on the first floor may be advised to proceed to an upper floor for safety.
8. Customers and occupants should not attempt to leave the building until advised that conditions have returned to normal.
9. Building management will notify customers in the event of an early closing of the building.

### WORKPLACE VIOLENCE/HOSTAGE SITUATIONS

1. Limit access within suite area.
2. Be alert to suspicious persons or unusual behavior by customer employees or occupants.
3. **Call 911 - Communicate the actual situation immediately and clearly.**
4. **Call BECO at (301) 816-1500 or (800) 967-BECO if safe to do so.**
5. Keep low to the floor and a low profile – no heroics.
6. Do not aggravate the individual or the situation.
7. Be calm, professional and do not panic or cry.
8. In the resolution, be very still and be prepared to be treated as the “threat” or hostage taker until the S.W.A.T. team establishes your identity.

### PERSONAL SAFETY PRECAUTIONS

- Never leave your reception area unattended. Do not allow visitors or delivery men/women to pass beyond the reception area unless the receptionist is aware of the nature of their business.
  - Never leave an unattended office unlocked, even for a short time.
  - Keep all valuable personal items such as keys, wallets, or purses with you, and never leave them in plain sight.
  - If you must store personal valuable items or cash, do so only in a drawer or cabinet that locks.
  - Do not keep petty cash or stamps in an unlocked drawer.
  - Do not carry large sums of money. Do not leave your wallet in a jacket (or your purse) hung over your chair or behind your door.
  - If you are responsible for making deposits, vary your procedure. Carry deposits where they cannot be seen, not in purses, briefcase or moneybags.
  - Beware of repairmen attempting to pick up office equipment for repair. Question the person, obtain identification and check with his office for verification.
  - When working during non-business hours, keep all exterior doors locked. If you have an alarm system, keep it activated if possible.
  - Always lock your door and secure your suite alarm system from inside when working late or early. If you are working alone, turn on lights in other areas and leave a radio playing in another room.
  - Never leave a combination safe on a day-lock position. Always spin the dial when locking the safe.
  - Be alert to persons who enter an office under the pretext of seeking employment. Keep them in your sight at all times and ask them to begin filling out an application while you phone your firm's personnel manager.
- Immediately report all suspicious persons, peddlers, or person purporting to be canvassing to management personnel or call the police at 911. Do not attempt to apprehend or detain these persons.
- Ask to see the I.D. cards of any person claiming to represent the company that provides access control services to the building or to your suite. BECO contractors are required to wear a visible photo ID card.
  - Always secure your automobile by locking all windows and doors. Do not leave valuables in the car. Park near a light if you are working late.

CONTINUED ON FOLLOWING PAGE

- Have your car keys in hand when leaving the office so you may enter your vehicle quickly. Be sure to lock your doors once inside. Stay clear of alleys, alcoves and other parked vehicles when walking to your car.
- Look under your car as you approach and check the back seats before entering.
- Quietly leave if an unauthorized person surprises you in your suite. Call the police.
- Ask unknown persons attempting to follow you into the building during security hours to use his/her card in the reader or instruct them to use phone for assistance.
- Do not enter an elevator if a suspicious looking person occupies it. Simply walk away.
- Inspect the locking hardware on your suite doors. Notify BECO if repair or replacement is necessary.
- Request that BECO change door locks and security system key cylinders if keys cannot be accounted for.
- Do not keep your valuable or movable belongings near door or windows.
- Record serial numbers of merchandise and belongings and engrave your firm's tax identification numbers on valuables. This will help speed their identification upon recovery and ensure their return to you. Photograph items that cannot be engraved.
- Control the issuance of security cards and keys. Update your card access list.
- Report all lost access cards and keys to the access control company or your property manager immediately so that unauthorized persons cannot use them to gain entry.
- Secure your suite alarm system at the end of the day.

## BUILDING INFORMATION SHEET - BUILDING 1000

Building Name:

**Century Plaza - Building 1000**

Address:

**10630 Little Patuxent Parkway  
Columbia, Maryland 21044**

Building Telephone Number:

**(800) 967-BECO**

Hours of Operation:

**7:00 a.m. - 9:00 p.m. Mon-Fri  
8:00 a.m. - 4:00 p.m. Sat**

Year Building Completed:

**1972**

Type of Construction:

**Steel Frame - Concrete & Brick**

Number of Floors:

**4**

Surface Parking:

**531 Spaces Shared with 10632  
(Building 2000)**

Gross Square Foot Floor Area:

**86,690 Square Feet**

Fire Alarm System and Signals:

Alarm bells on all floors with flashing strobes in common areas, pull stations on all floors; annunciator panel in lobby, main panel in Mechanical Room next to Deli on first floor.

Automatic Sprinkler System:

Throughout the common areas of the building.

Elevator Capture and Recall:

When fire alarms are activated elevators enter their emergency service mode. Can only be used with a fireman recall key by authorized emergency personnel only.

Smoke Detection System:

On each floor in elevator lobby areas.

Other Fire Protection Systems:

Fire pumps, fire hose standpipe system (for fire department use only).

Standpipe System Location:

Stairwells

Emergency Lighting:

Battery back-up operated lights are in all stairwells and hallways. They remain lit for initial egress of building in case of a power failure.

Access Control System:

Monitored by Security Associates.

Power Generators:

None supplied by BECO.

Main Auxillary Water Valves:

In closet on outside wall within Suite 104.

Main Auxiliary Gas Valves:

Exterior of building on southeast corner by Little Patuxent Parkway and Governor Warfield Parkway.

Main Electrical Cut-Off Switch Location:

Mechanical Room on first floor next to Deli.

## BUILDING INFORMATION SHEET - BUILDING 2000

Building Name:

**Century Plaza - Building 2000**

Address:

**10632 Little Patuxent Parkway  
Columbia, Maryland 21044**

Building Telephone Number:

**(800) 967-BECO**

Hours of Operation:

**7:00 a.m. - 9:00 p.m. Mon-Fri  
8:00 a.m. - 4:00 p.m. Sat**

Year Building Completed:

**1974**

Type of Construction:

**Steel Frame - Concrete & Brick**

Number of Floors:

**4**

Surface Parking:

**531 Spaces Shared with 10630  
(Building 1000)**

Gross Square Foot Floor Area:

**87,714 Square Feet**

Fire Alarm System and Signals:

Alarm bells on all floors with flashing strobes in common areas, pull stations on all floors; annunciator panel in lobby, main panel in mechanical room across from men's restroom on first floor.

Automatic Sprinkler System:

Throughout the common areas of the building.

Elevator Capture and Recall:

When fire alarm activated elevators enter their emergency service mode. Can only be used with a fireman recall key by authorized emergency personnel only.

Smoke Detection System:

On each floor.

Other Fire Protection Systems:

Fire pumps, fire hose standpipe system (for fire department use only).

Standpipe System Location:

Stairwells

Emergency Lighting:

Battery back-up operated lights are in all stairwells and hallways. They remain lighted in case of a power failure.

Access Control System:

Monitored by Security Associates.

Power Generators:

None supplied by BECO.

Main Auxillary Water Valves:

In closet on outside wall within Suite 129.

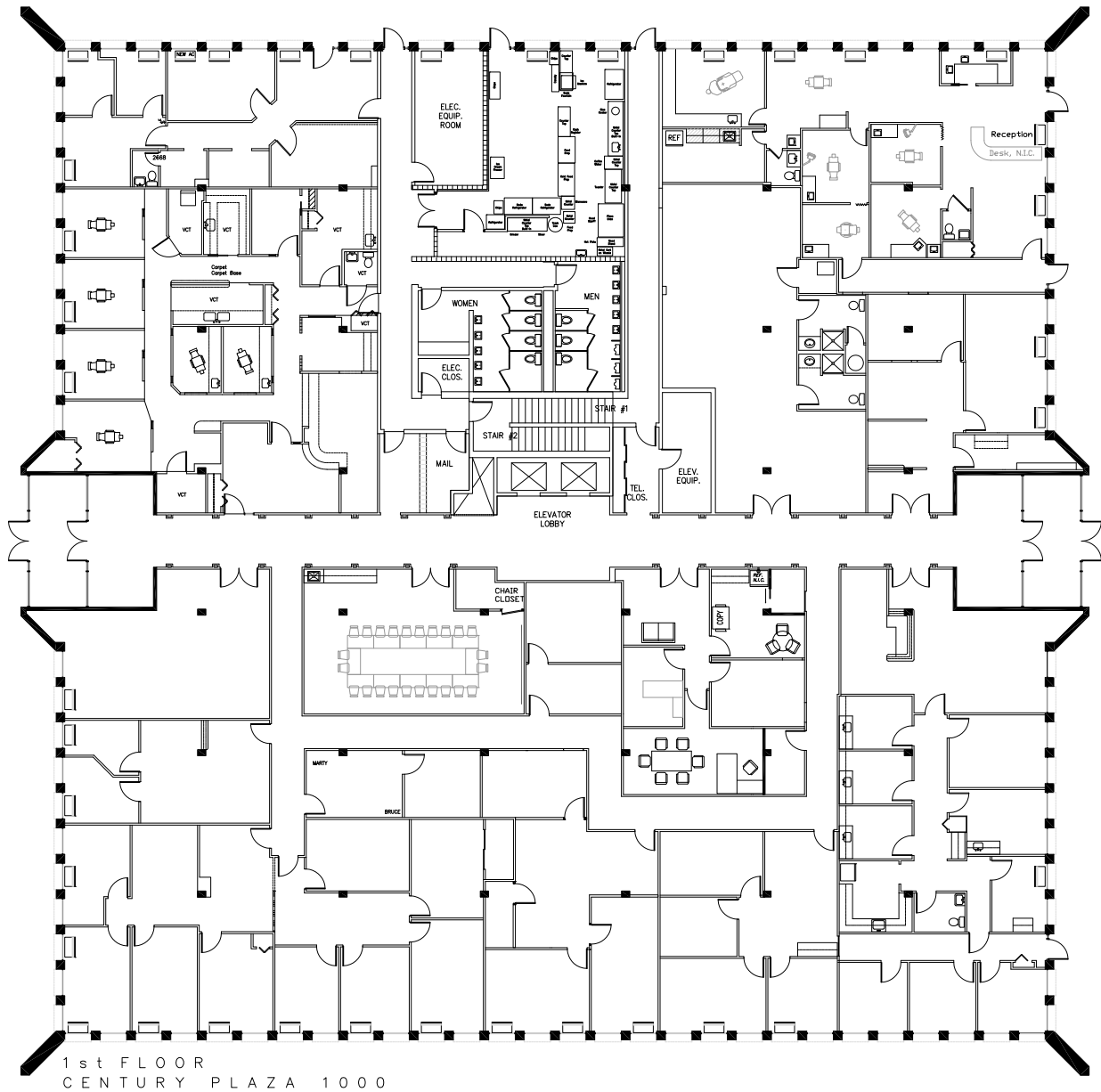
Main Auxiliary Gas Valves:

Exterior of building on southwest corner on Little Patuxent Parkway.

Main Electrical Cut-Off Switch Location:

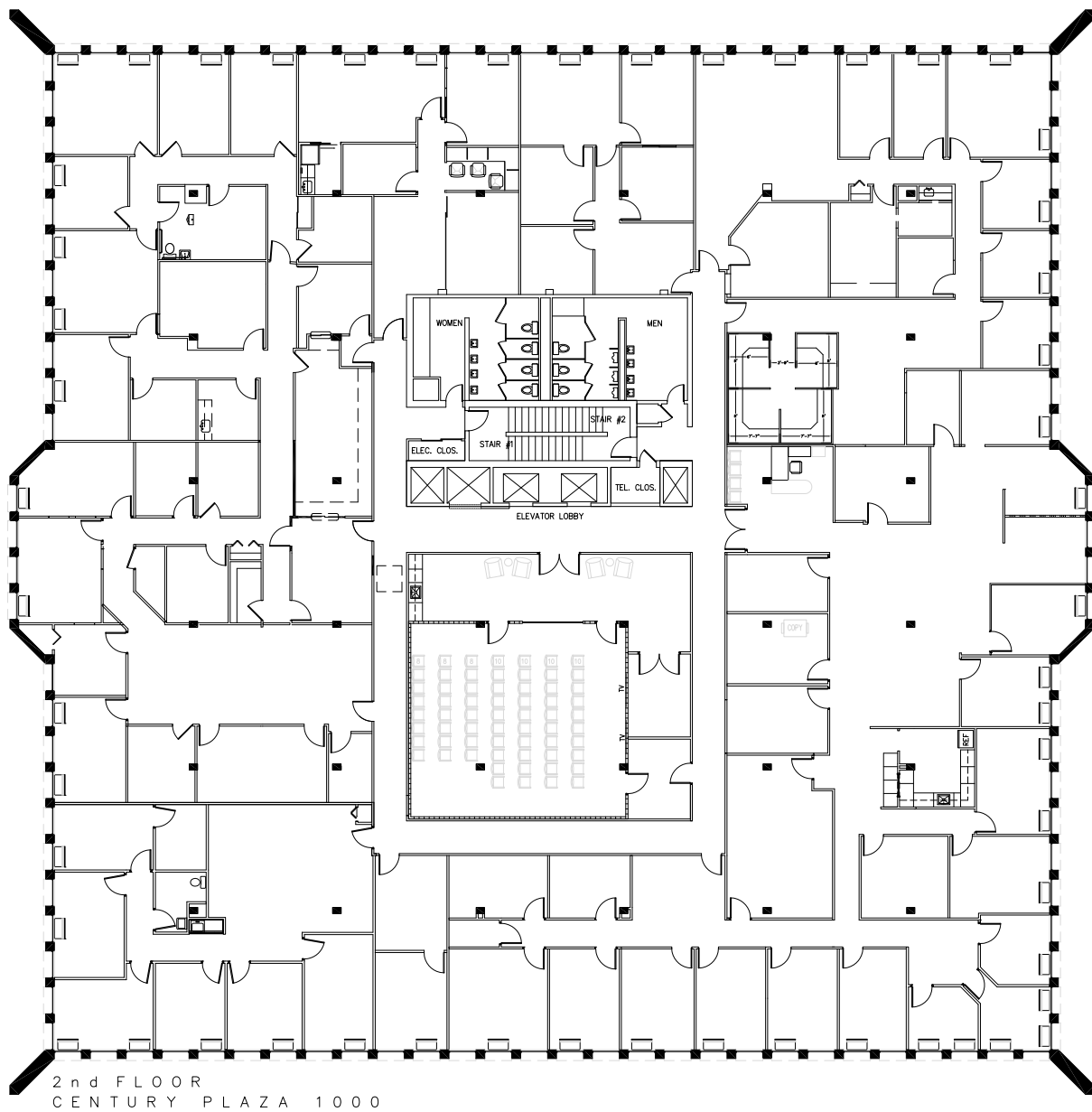
Mechanical room across from men's restroom on first floor.

1ST FLOOR CENTURY PLAZA 1000

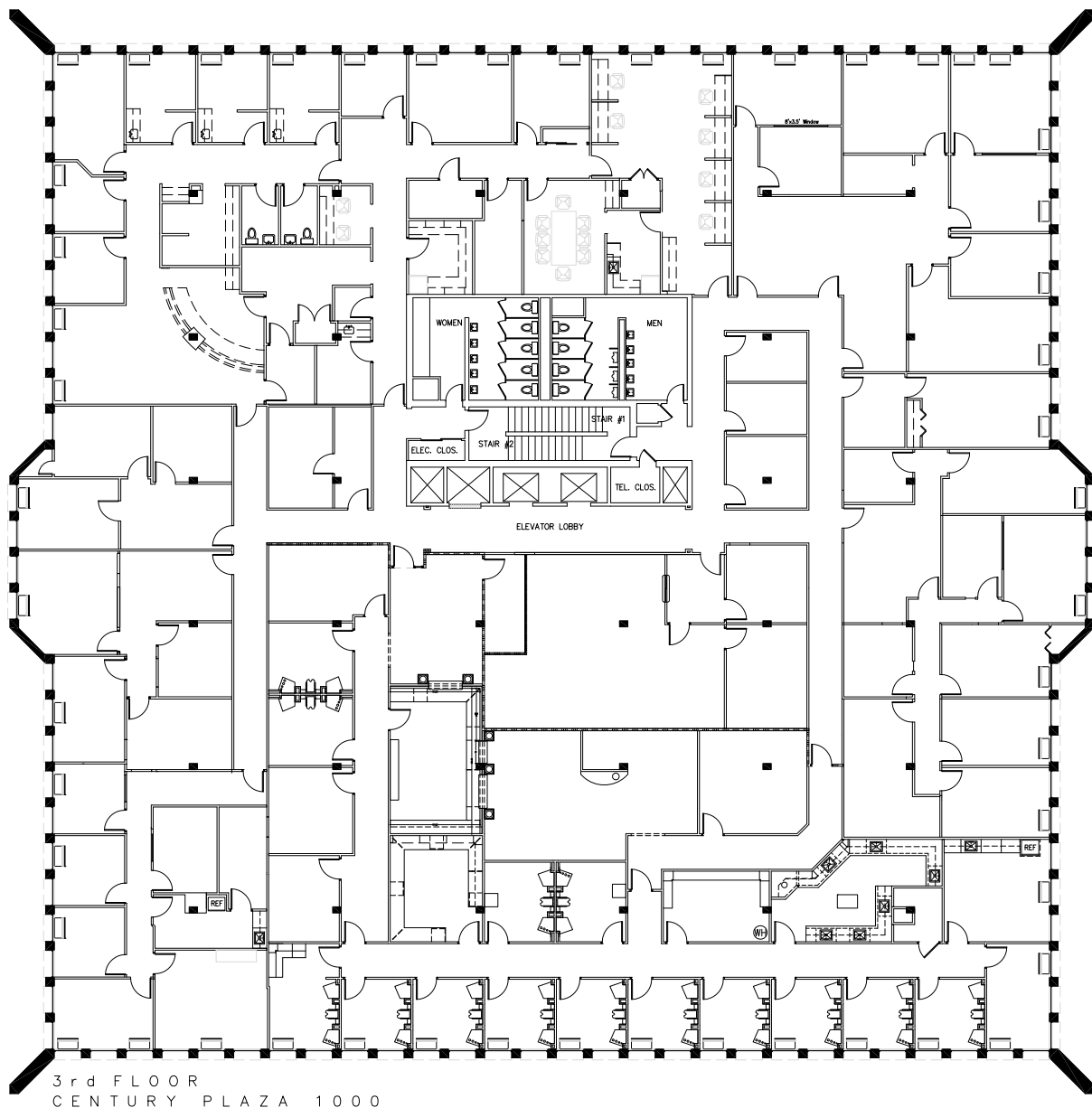




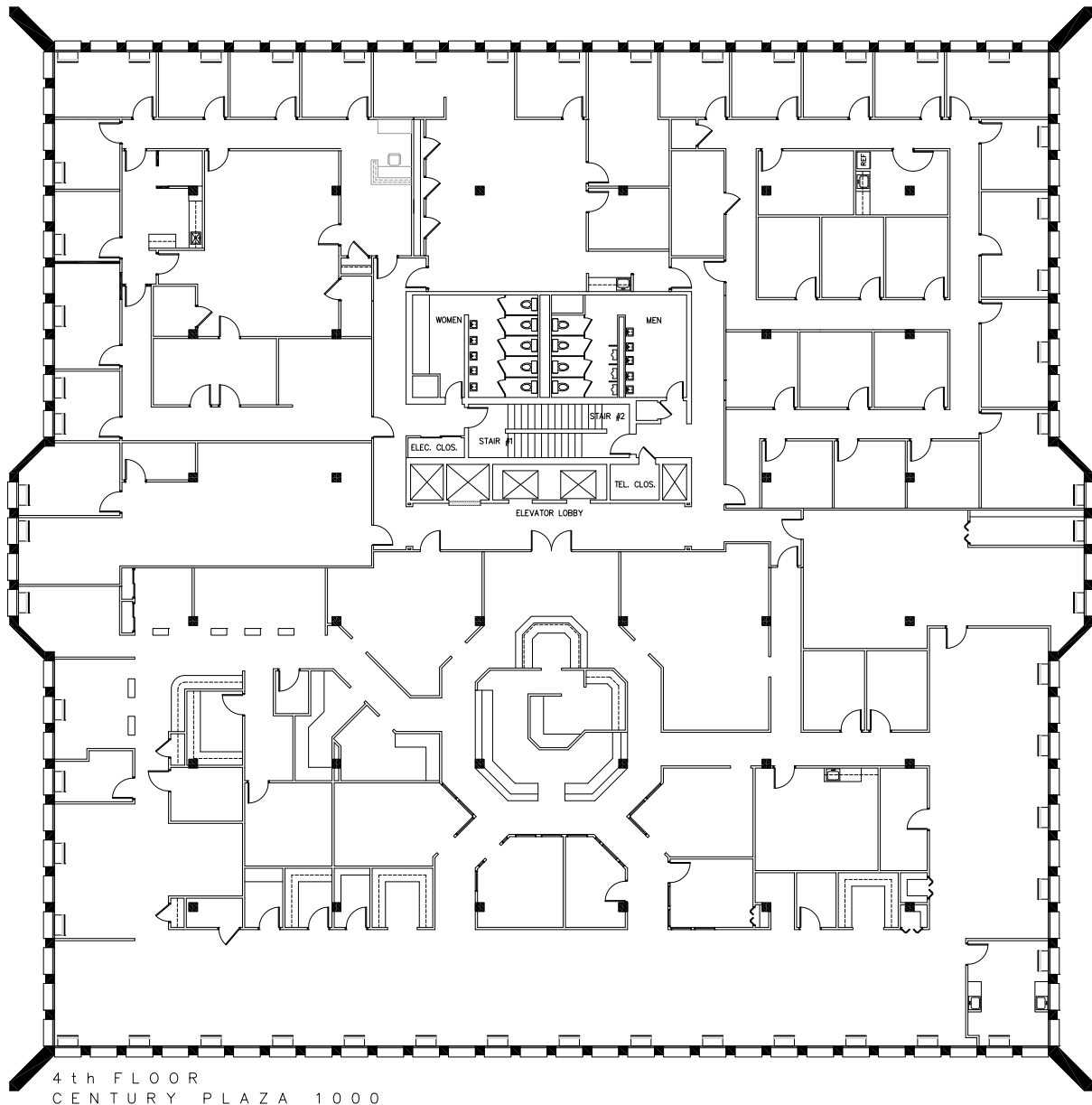
2ND FLOOR CENTURY PLAZA 1000



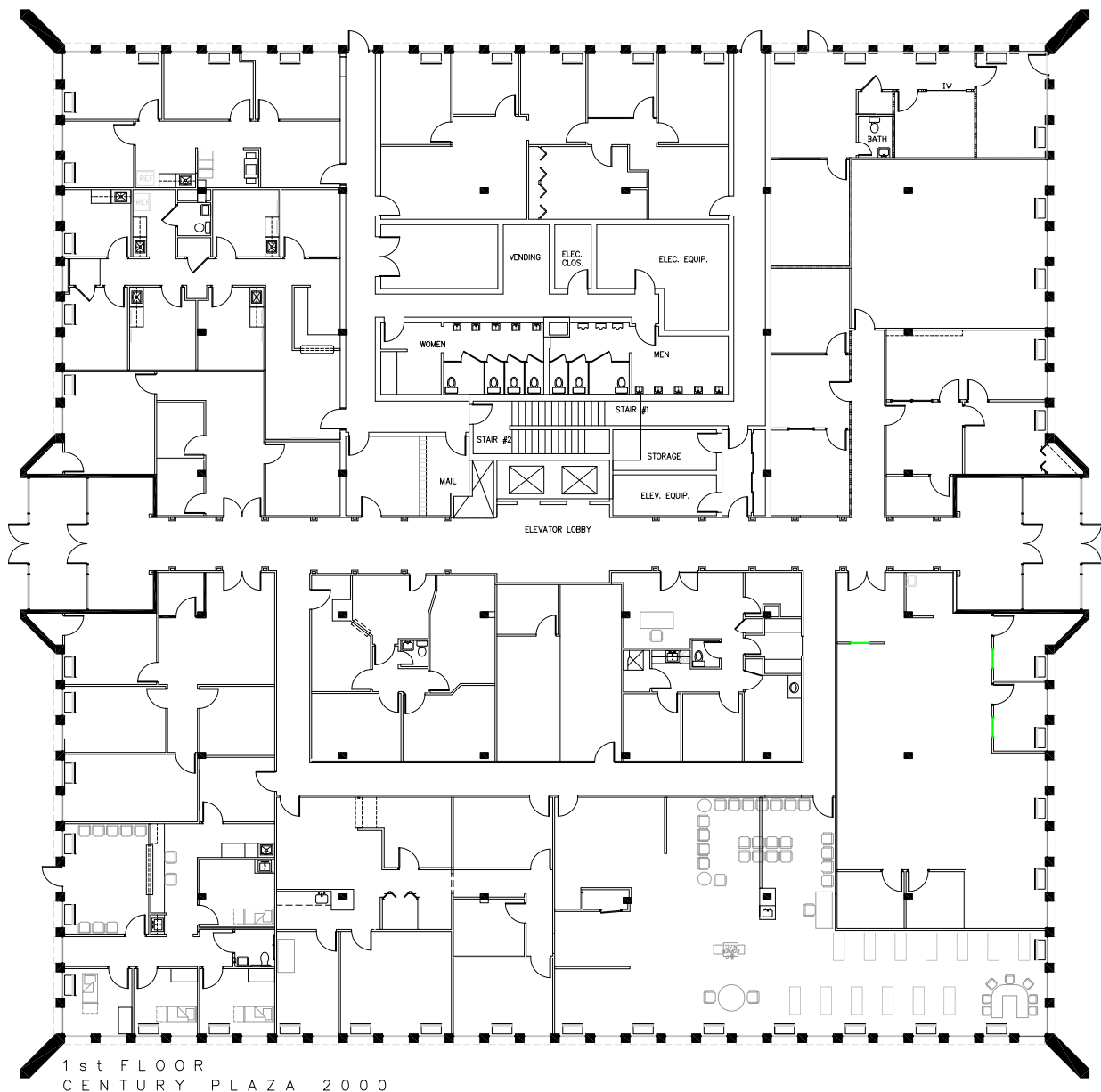
3RD FLOOR CENTURY PLAZA 1000



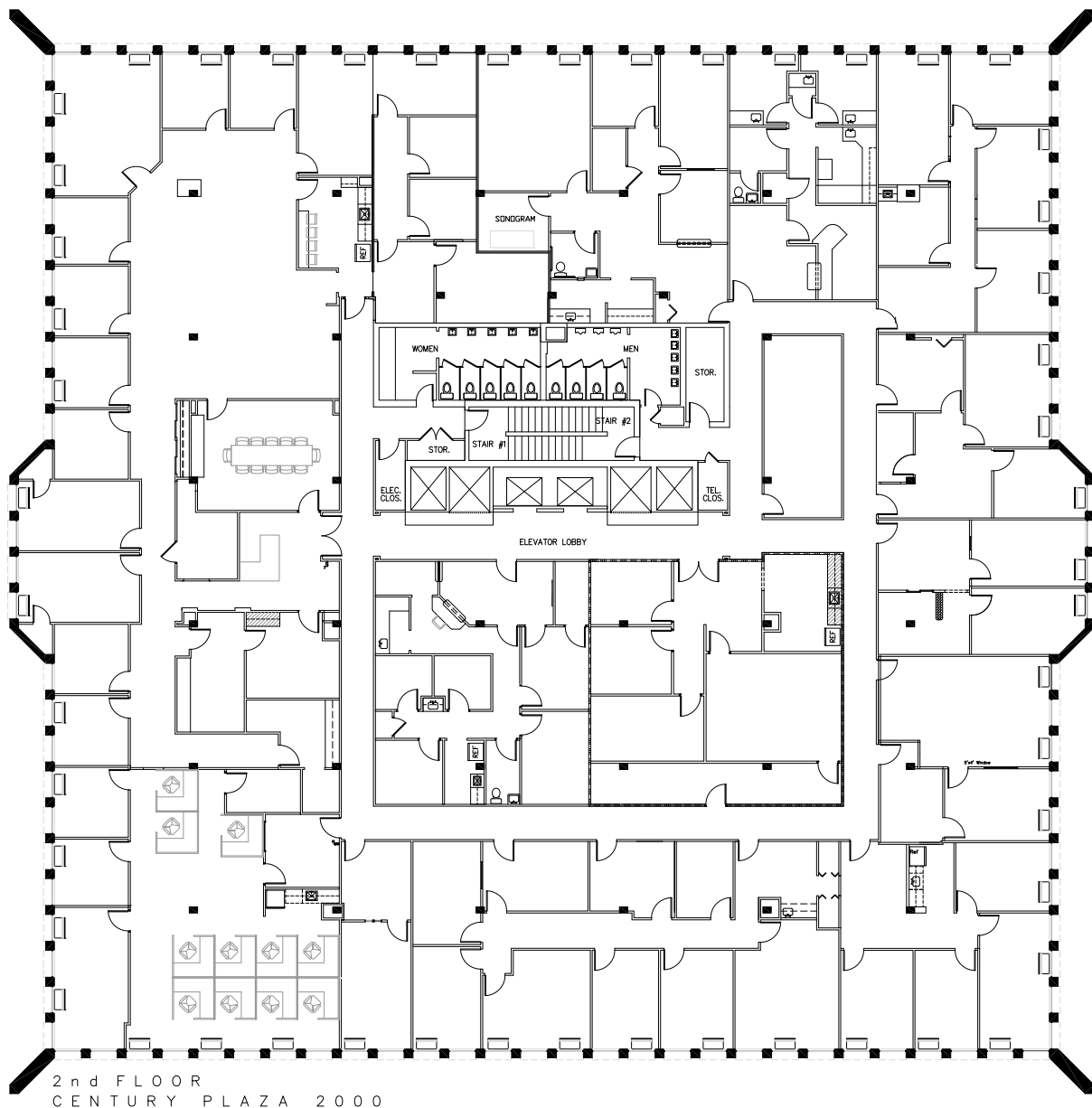
4TH FLOOR CENTURY PLAZA 1000



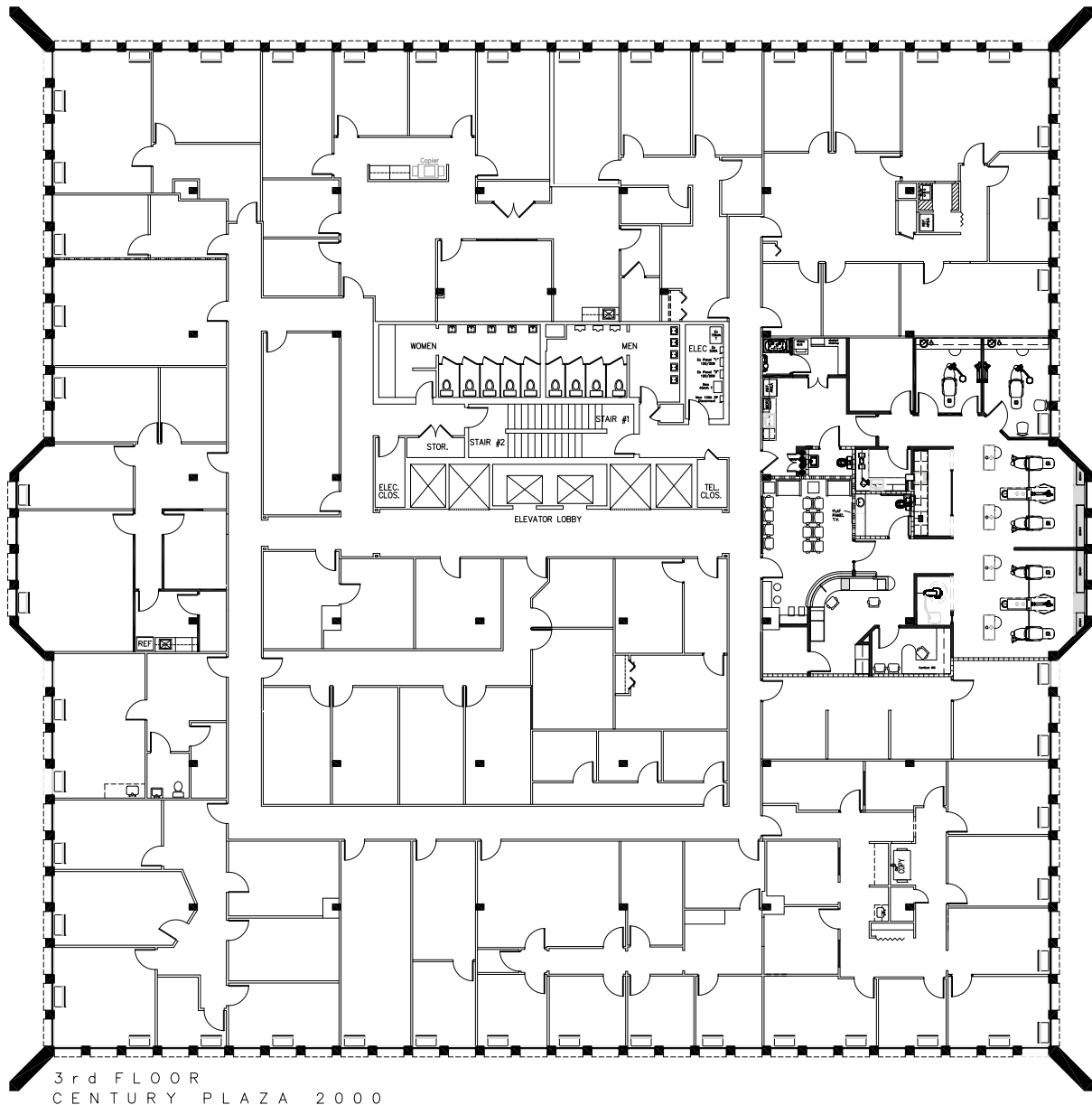
1ST FLOOR CENTURY PLAZA 2000



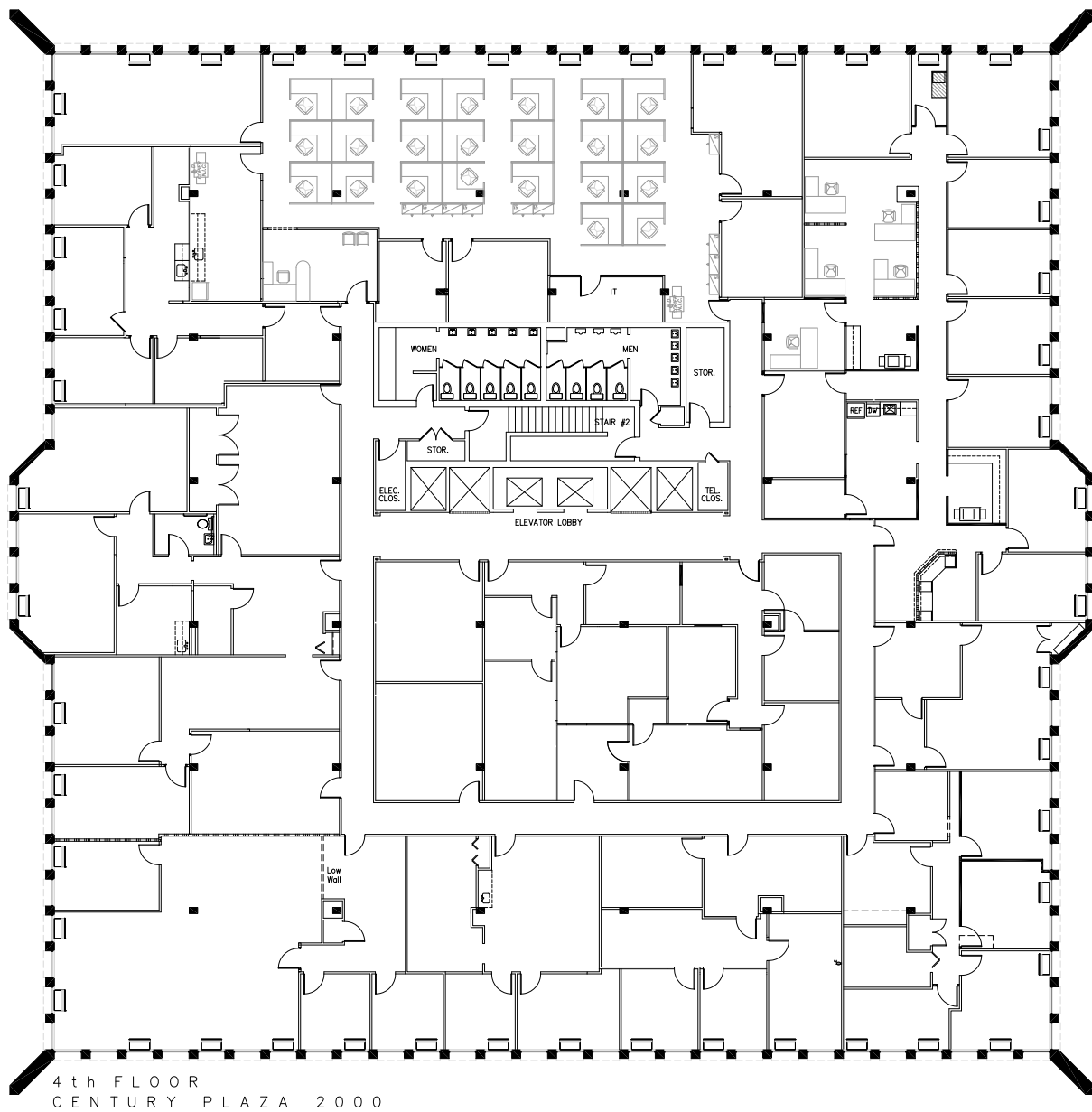
2ND FLOOR CENTURY PLAZA 2000



3RD FLOOR CENTURY PLAZA 2000



4TH FLOOR CENTURY PLAZA 2000



### RESOURCES

1. **BOMA International Emergency Resource Center**, Building Owners & Managers Association International (BOMA), Washington, DC, [www.boma.org](http://www.boma.org)
2. **Before Disaster Strikes: Developing an Emergency Procedures Manual**, Institute of Real Estate Management (IREM) Chicago, IL; [www.irem.org](http://www.irem.org)
3. **Emergency Management Guide For Business and Industry**, Federal Emergency Management Agency, [www.fema.gov](http://www.fema.gov)
4. **Montgomery County Fire & Rescue Services**, 101 Monroe Street, Rockville, MD 20850
5. **Howard County Department of Fire & Rescue Services**, 6751 Columbia Gateway Drive, 4th Floor, Columbia, MD 21046
6. **Healthy Buildings International, Inc.** 9401 Mathy Drive, Montgomery, VA 22031-5311, [www.hbiamerica.com](http://www.hbiamerica.com)
7. **The Connie Patterson Company, LLC**, 2316 Pondside Terrace, Silver Spring, MD 20906, [conpatco@aol.com](mailto:conpatco@aol.com)



Forms should be completed and submitted electronically. A hard copy of each form has been provided for reference or should you not have access to the web. Forms A and B should be completed immediately and returned to your property manager.

## FORMS

### A. IMPAIRED EMPLOYEE LIST

Form to be filled out if there are any disabled employees in your company.

### B. SAFETY MONITOR ROSTER

Assign safety monitors for emergency procedures.

### C. BOMB THREAT CHECKLIST

Form to be filled out after a bomb threat.

### D. EVACUATION DRILL REVIEW

Help us improve our evacuation plan using this form.

### E. CUSTOMER INFORMATION FORM

Form to update contact information.

### F. ELEVATOR RESERVATION REQUEST

Form to schedule a move or large delivery.

### G. NOTIFICATIONS SIGNUP FORM

Subscribe your employees to receive emergency email notifications.

### H. SHORT TERM PARKING REQUEST FORM

Form to be used when leaving a vehicle in the building parking lot for more than one night.

### I. ACCESS CARD ADMINISTRATION

Form for new access cards and updating/deleting cards.

### J. CUSTOMER SIGNAGE FORM

Form to be used when requesting building signage

## A. IMPAIRED EMPLOYEE LIST

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

### EMPLOYEE INFORMATION

NAME: \_\_\_\_\_

OFFICE PHONE: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

NATURE OF IMPAIRMENT: \_\_\_\_\_

HOW BEST CAN YOU BE ASSISTED IN AN EVACUATION?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### IN CASE OF AN EMERGENCY

AID (BUDDY): \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

BACK-UP (BUDDY): \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

## B. SAFETY MONITOR ROSTER

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

### SAFETY MONITOR(S)

1. MONITOR: \_\_\_\_\_

OFFICE PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

2. MONITOR: \_\_\_\_\_

OFFICE PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

### ASSISTANT MONITOR(S)

1. ASST. MONITOR: \_\_\_\_\_

OFFICE PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

2. ASST. MONITOR: \_\_\_\_\_

OFFICE PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

### FOR EMERGENCY PURPOSES ONLY

WITH VOICE MAIL AND/OR ANSWERING MACHINES IN MANY OFFICES, IF THERE IS A WAY TO BYPASS THE MACHINES PLEASE INDICATE BELOW.

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## C. BOMB THREAT CHECKLIST

REPORT BOMB THREAT CALL IMMEDIATELY TO:  
911 AND BECO SECURITY AT (301) 364-5300

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_ COMPANY PHONE: \_\_\_\_\_

NOTE EXACT TIME OF CALL: \_\_\_\_\_

NOTE EXACT WORDS OF CALLER: \_\_\_\_\_

### QUESTIONS TO ASK

1. WHEN IS THE BOMB GOING TO EXPLODE? \_\_\_\_\_

2. WHERE IS THE BOMB? \_\_\_\_\_

3. WHAT DOES IT LOOKS LIKE? \_\_\_\_\_

4. WHAT KIND OF BOMB IS IT? \_\_\_\_\_

5. WHAT WILL CAUSE IT TO EXPLODE? \_\_\_\_\_

6. DID YOU PLACE THE BOMB? \_\_\_\_\_

7. WHY? \_\_\_\_\_

8. WHERE ARE YOU CALLING FROM? \_\_\_\_\_

9. WHAT IS YOUR NAME? \_\_\_\_\_

10. WHAT IS YOUR ADDRESS? \_\_\_\_\_

### CALLER'S VOICE (CHECK ALL THAT APPLIES):

- |                                   |                                |                                   |                                    |                                  |                                 |
|-----------------------------------|--------------------------------|-----------------------------------|------------------------------------|----------------------------------|---------------------------------|
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Man   | <input type="checkbox"/> Stressed | <input type="checkbox"/> Deep      | <input type="checkbox"/> Stutter | <input type="checkbox"/> Broken |
| <input type="checkbox"/> Sincere  | <input type="checkbox"/> Woman | <input type="checkbox"/> Calm     | <input type="checkbox"/> Squeaky   | <input type="checkbox"/> Slurred | <input type="checkbox"/> Lisp   |
| <input type="checkbox"/> Giggling | <input type="checkbox"/> Young | <input type="checkbox"/> Rapid    | <input type="checkbox"/> Normal    | <input type="checkbox"/> Nasal   | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Old   | <input type="checkbox"/> Slow     | <input type="checkbox"/> Disguised | <input type="checkbox"/> Loud    | <input type="checkbox"/> Accent |

WAS THE VOICE FAMILIAR? IF SO, WHOM DID IT SOUND LIKE? \_\_\_\_\_

WERE THERE ANY BACKGROUND NOISES? \_\_\_\_\_

REMARKS: \_\_\_\_\_

PHONE NUMBER CALL RECEIVED AT: \_\_\_\_\_

Proceed to complete and deliver this  
checklist to BECO Security and/or  
authorities as soon as possible.

## D. EVACUATION DRILL REVIEW

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

PLEASE PROVIDE THE FOLLOWING INFORMATION TO ASSESS THE EFFECTIVENESS OF THE RECENT EVACUATION:

DATE OF EVACUATION: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

DID YOU HEAR THE ALARM BELLS IN YOUR AREA? YES ☐ NO ☐ IF NO, GIVE LOCATION.

\_\_\_\_\_

DID YOU UNDERSTAND THAT ALL OCCUPANTS WERE TO EVACUATE? YES ☐ NO ☐

\_\_\_\_\_

DID YOU EXPERIENCE OR WITNESS, ANY PROBLEMS DURING THE EVACUATION? YES ☐ NO ☐

IF YES, EXPLAIN.

\_\_\_\_\_

YOUR FEEDBACK IS IMPORTANT AND WE APPRECIATE ANY SUGGESTIONS YOU MAY HAVE FOR IMPROVING THE EVACUATION PLAN.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## E. CUSTOMER INFORMATION

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_ SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY WEBSITE: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_ COMPANY FAX: \_\_\_\_\_

### PRESIDENT/CEO INFORMATION

NAME	OFFICE PHONE	EMAIL
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### BILLING CONTACT (PRIMARY BILLING CONTACT RESPONSIBLE FOR PAYING RENT CHARGES)

NAME	OFFICE PHONE	EMAIL
------	--------------	-------

### ADMINISTRATIVE CONTACTS (PRIMARY ADMINISTRATIVE CONTACTS FOR BECO FROM YOUR OFFICE)

NAME	OFFICE PHONE	EMAIL
------	--------------	-------

NAME	OFFICE PHONE	EMAIL
------	--------------	-------

### EMERGENCY CONTACTS (AFTER HOUR CONTACTS FOR BECO FROM YOUR OFFICE)

NAME	HOME PHONE	MOBILE PHONE
------	------------	--------------

NAME	HOME PHONE	MOBILE PHONE
------	------------	--------------

### OFFICE INFORMATION

COMPANY DESCRIPTION: \_\_\_\_\_

NUMBER OF EMPLOYEES AT THIS LOCATION: \_\_\_\_\_ OFFICE HOURS: M-F ☐ SAT ☐ SUN ☐

DOES YOUR OFFICE HAVE ALTERNATE LOCATIONS: Y ☐ N ☐

IF YES, WHERE? \_\_\_\_\_

OFFICE HOLIDAYS: (PLEASE CHECK ALL THAT APPLY)

New Year's Day <input type="checkbox"/>	MLK Jr. Day <input type="checkbox"/>	President's Day <input type="checkbox"/>	Memorial Day <input type="checkbox"/>
July 4th <input type="checkbox"/>	Labor Day <input type="checkbox"/>	Columbus Day <input type="checkbox"/>	Veteran's Day <input type="checkbox"/>
Thanksgiving <input type="checkbox"/>	Thanksgiving (Friday after) <input type="checkbox"/>	Christmas Eve <input type="checkbox"/>	Christmas Day <input type="checkbox"/>

OTHER: \_\_\_\_\_

## F. ELEVATOR RESERVATION REQUEST

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

OFFICE EMAIL: \_\_\_\_\_

### MOVING INFORMATION

DATE OF MOVE: \_\_\_\_\_

TYPE OF MOVE: MOVE IN ☐ MOVE OUT ☐ DELIVERY ☐

ESTIMATE TIME OF MOVE: FROM \_\_\_\_\_ TO \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

CONTACT MOBILE PHONE: \_\_\_\_\_

CONTACT EMAIL: \_\_\_\_\_

NAME OF MOVER/DELIVERY COMPANY: \_\_\_\_\_

MOVER/DELIVERY COMPANY PHONE: \_\_\_\_\_

DELIVERY CONTACT PERSON: \_\_\_\_\_

DELIVERY CONTACT PHONE: \_\_\_\_\_

PLEASE SCHEDULE ALL DELIVERY RESERVATIONS AT LEAST 24 HOURS IN ADVANCE AND MOVE-IN RESERVATIONS AT LEAST ONE WEEK IN ADVANCE, BY COMPLETING THIS FORM. CERTIFICATES OF INSURANCE MUST BE SENT TO THE PROPERTY MANAGER PRIOR TO MOVE-IN/DELIVERY, AND MOVING RULES AND REGULATIONS MUST BE COMPLIED WITH.

## G. NOTIFICATIONS SIGNUP FORM

## COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS:\_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

## EMPLOYEE INFORMATION

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME \_\_\_\_\_ MOBILE PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME \_\_\_\_\_ MOBILE PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

NAME	MOBILE PHONE	EMAIL
------	--------------	-------

<hr/>	<hr/>	<hr/>
NAME	MORILE PHONE	Email



**H. SHORT TERM PARKING REQUEST FORM**

## COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE &amp; FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

## PERSONAL INFORMATION

NAME: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

## WHO SHOULD BE CONTACTED IN CASE OF EMERGENCY OR IF VEHICLE NEEDS TO BE REMOVED?

NAME: \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_

## VEHICLE INFORMATION

YEAR: \_\_\_\_\_

MAKE: \_\_\_\_\_

MODEL: \_\_\_\_\_

COLOR: \_\_\_\_\_

LICENSE PLATE NUMBER: \_\_\_\_\_

STATE: \_\_\_\_\_

## DATES LEAVING VEHICLE

FROM: \_\_\_\_\_

TO: \_\_\_\_\_

## I. ACCESS CARD ADMINISTRATION

### COMPANY INFORMATION

REQUESTED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_

OFFICE EMAIL: \_\_\_\_\_

### CARD/KEY INFORMATION

CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke
CARD/KEY NUMBER	NAME	EMAIL	<input type="checkbox"/> Add <input type="checkbox"/> Update <input type="checkbox"/> Revoke

## J. CUSTOMER SIGNAGE FORM

### COMPANY INFORMATION

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

SUITE & FLOOR NUMBER: \_\_\_\_\_

COMPANY PHONE: \_\_\_\_\_ COMPANY FAX: \_\_\_\_\_

OFFICE EMAIL: \_\_\_\_\_

COMPANY WEBSITE: \_\_\_\_\_

### LOBBY DIRECTORY LISTINGS

COMPANY NAME: \_\_\_\_\_ SUITE NUMBER: \_\_\_\_\_

INDIVIDUAL LISTINGS: (IF APPLICABLE)

FIRST NAME	MI	LAST NAME	SUITE #
IF YOU REQUIRE ADDITIONAL LISTINGS SHOWING ANY PREFERRED INDENTATIONS, PLEASE LIST THEM HERE: (BECO MANAGEMENT RESERVES THE RIGHT TO LIMIT THE NUMBER OF INDIVIDUAL LISTINGS):			
_____			
_____			

### DOOR SIGNAGE

COMPANY NAME: \_\_\_\_\_ SUITE NUMBER: \_\_\_\_\_

OTHER: \_\_\_\_\_

If you would like to include artwork, please submit the artwork as an .AI or .EPS file (vector line art format) to [communication@beconet.com](mailto:communication@beconet.com). There is no cost for building standard door signage at initial move-in for prime lease tenants. Changes at a later date will generate a fee. Prime tenants may purchase signage for subtenants, or subtenant may purchase signage directly from BECO.

### NON-STANDARD BUILDING SIGNAGE

If you would like to request non-standard building signage, please specify your request below:  
Non-standard signage is at the tenant's cost, subject to the terms and conditions of the lease.

\_\_\_\_\_  
\_\_\_\_\_