



Brookfield  
Properties



**Welcome to the J. Mehsen Joseph Public Health Laboratory**



**1770 Ashland Avenue  
Baltimore, Maryland 21205**

# **TENANT HANDBOOK**

Prepared by  
Brookfield Properties Facilities Management Team  
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# **1 INTRODUCTION TO BROOKFIELD PROPERTIES MANAGEMENT**

## **1.1 BROOKFIELD PROPERTIES MANAGEMENT**

Brookfield Properties, the facility management firm of 1770 Ashland Ave, is a publicly-held company at the forefront of innovative property services and creative development. Our proven approach to value creation is designed to maximize revenue, growth and sustainability across our global portfolio of high-quality real estate. With all zoning and permits in place and a diversified team of experts in design, construction, finance and facilities management, the facility offers the tenant a state of the art laboratory environment.

## **1.2 TENANT SATISFACTION**

Tenant satisfaction is paramount in our property management strategy. Ongoing communication with tenants at all levels, high quality and efficient delivery of building services, special amenities, cost-effective management, maintenance and enhancement of the property's common areas, and implementation of capital improvements are all integral to our management plan.

Brookfield Properties on-site management team works in close communication with the professional and technical resources of all Brookfield Properties divisions, including construction, design, development, commercial management, and ownership. To ensure that we make effective use of this expertise, we adopt a collaborative, multi-disciplinary approach to planning and decision making. Involved in these decisions are professionals with expertise in asset management, property management, leasing and marketing, finance, accounting, engineering, maintenance and construction.

## **1.3 HIGHLIGHTS**

The Laboratory Property is energized by the dynamic partnership between Maryland Economic Development Corporation (MEDCO), Brookfield Properties, and the State of Maryland Department of Health.

## **1.4 AMENITIES**

State-of-the-art utilities and systems including fiber optic and telecommunications infrastructure have been sized to meet current and expected future needs. See **Appendix E**.



## **2 BUILDING MANAGEMENT SERVICES**

### **2.1 BUILDING MANAGEMENT AND STAFF**

Management hours are normally from 8:00 a.m. to 4:30 p.m. Monday through Friday. The maintenance and engineering staff are available from 7:00 a.m. to 9:00 p.m. Monday through Friday and 6:00 a.m. to 3:00 p.m. Saturday and Sunday. Refer to the emergency contact list for information, located in **Appendix A**.

### **2.2 BUILDING SERVICES & OPERATIONS**

Providing service to the tenant is our primary business. Through frequent inspection of the building and its equipment and careful management of the building resources and personnel, we hope to promptly and courteously respond to the tenant's needs and to operate the building in accordance with the highest standards of the real estate industry. Therefore, we request your assistance by immediately notifying us at the forefront of innovative property services and creative development. Our proven approach to value creation is designed to maximize revenue, growth and sustainability across our global portfolio of high-quality real estate. The facility management team of any situation or condition which may needs attention.

### **2.3 REQUESTS FOR SERVICE**

Requests for routine service or maintenance work orders must be made by an authorized MDH representative to the Brookfield Properties Facilities Manager or designee or a Brookfield Properties Building Engineer.

#### **2.3.1 CORRIGO**

The Brookfield Properties management team uses online maintenance management software to report and track corrective, preventive and predictive maintenance. The Corrigo software allows users to report maintenance issues to the Brookfield Properties Engineering team.

#### **IMMEDIATELY REPORT AND CONFIRM COMMUNICATION TO A SECURITY OFFICER, BUILDING ENGINEER OR THE FACILITY MANAGER FOR ALL SUSPECTED BUILDING EMERGENCIES**

Voicemails and e-mails are not appropriate forms of notification during emergency building situations.



### **2.3.2 BILLABLE SERVICES**

An exact description of the services provided are defined in the management agreement. Generally, janitorial services, security, preventive maintenance and common areas maintenance of the building (snow removal, outdoor lighting, park maintenance, etc.) are included in the management agreement's approved operating budget. MDH or Brookfield Properties, on behalf of MDH, may contract services (new construction, electrical repairs, plumbing repairs, and major HVAC repairs etc.,) or may use the building staff for these purposes. All repairs or alternations performed to the facility that affect fixtures, electricity, plumbing, fire/life safety equipment and other building systems, as well as any other work performed by outside contractors (painting, equipment, or telephone installation, etc.,) must be coordinated with and approved by the Facilities Management Office.

All contractors must meet the Liability Insurance requirements as set forth by the owner. For specific information contact the Facilities Management office.

All work requests must be issued through the Corrigo maintenance management software to ensure accountability and track for future repair expenses. All billable requests must be approved in advance by the Laboratory Director or his designee.

## **2.4 BUILDING AND USER GROUP ALARMS**

Building System Remote Notification (RENO) Alarms:

The Siemens Building Automation System (BAS) controls building mechanical operations within the facility. This system allows the Brookfield Properties Engineering team to monitor and maintain all base building mechanical operations. Critical operating parameters are monitored and send alarms to notify the engineering staff via their cell phones when operations are not within acceptable ranges or functioning as designed.

User Group Remote Notification (RENO) Alarms:

User Group alarms are designed to report when a room, area or system within the tenant space has had a change in state. This could mean that a room temperature or freezer temperatures could be out of range or a system is off line. Any of these conditions could be costly and



damaging to the Laboratories Administration's operations. Select areas and equipment have been identified for monitoring and will provide RENO alarms to designated MDH personnel.

## 2.5 HOLIDAYS

The regular building services will not be provided on the holidays listed below. The building management office will be closed, however, security and engineering services will maintain the facility.

### Observed Brookfield Property Holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

## 2.6 ENERGY CONSERVATION

The facility was designed to employ numerous energy conservation strategies to reduce energy costs while meeting LEED® Silver requirements. However, the occupants of the facility play a key role in conserving energy through prudent usage. There are several ways in which MDH staff can positively impact energy costs. Here are several:

- Lights should be turned off when not in use. (lunch room, empty office, conference rooms, closets, storage and file rooms, etc.)
- Keep decorative lighting off whenever possible and practical.
- Consider use of task lighting instead of overhead lights.
- Purchase energy efficient electronics and utilize "energy saver mode", when practical.
- **Scientific equipment (i.e. - Chemical Fume Hoods and Biological Safety Cabinets) can be high energy users while in full operations. As safety practices dictate, the sash should always be lowered to the lowest level when not in use to minimize direct exhaust.**

## 2.7 JANITORIAL SERVICES

Good housekeeping is of the utmost importance in maintaining good laboratory practices and building operations. Contractual janitorial services are identified within the cleaning contract through the management agreement. Any additional janitorial services beyond the scope of



the contract (e.g., special floor treatments, unscheduled carpet cleaning, cleaning restricted spaces, cleaning BSL-3, etc...) must be approved by the Facilities Manager and the Laboratories Administration Director, or designee. All services provided beyond the base contract shall be considered as reimbursable (billable work-order) for the time and material(s). The following represents the services performed on a daily and weekly schedule as part of the base building services:

### **Offices, Conference Rooms and Common Areas**

#### **DAILY SERVICES**

1. Empty all trash receptacles and replace liners.
2. Dust mop all hard surface floors.
3. Mop hard surface floor of stains and spills.
4. Vacuum all high traffic carpeted areas.
5. Remove carpet spots.
6. Clean glass doors and glass panels.
7. Maintain all hallways, passenger elevators, restrooms and lobby areas.

#### **WEEKLY SERVICES**

1. Dust all horizontal surfaces to include furniture, fixtures, accessories and window sills at least 8 ft above the floor.
2. Thoroughly vacuum all carpeted areas from wall to wall.
3. Spot clean all walls, light switches, cabinets and doors.
4. Dust all low reach areas.
5. Damp wipe countertops.
6. Wash all ceiling HVAC diffusers and vents as needed monthly
7. Clean locker areas and shower stalls.

### **Accessible Laboratories**

#### **DAILY SERVICES**

1. Empty all waste receptacles and remove collected waste to dumpster and replace plastic liners, excluding medical or hazardous waste.
2. Damp wipe all exterior surfaces of trash container.
3. Dust mop all hard surface floors.

#### **WEEKLY SERVICES**

1. Spot clean all walls, light switches, kick and push plates, doorframes and fire extinguisher cabinets.
2. Wash all ceiling diffusers and vents as needed monthly.

#### **BI-WEEKLY SERVICES**

1. Damp mop all hard surfaced flooring to remove all scuff marks, then buff afterwards in accordance to manufacturers' recommendation.



### **Limited Access Spaces**

**(e.g., PCR labs, Radiation Lab, OLEPR Offices, Secured File Rooms)**

1. Limited services available by appointment and escort.
  - a. Dust mop all hard surface floors.
  - b. Damp mop all hard surfaced flooring, removing all scuff marks.
  - c. Vacuum all carpeted areas from wall to wall, if applicable.

**\* *Restricted laboratories (e.g., BSL3 suites, Rabies Suite) are not covered in the base janitorial services. Decontamination of spaces must be completed before cleaning services can be rendered.***

#### **2.7.1 TRASH SERVICE**

Normal trash removal is provided as a standard building service through the janitorial services and solid waste removal contracts. Large-scale debris, such as pallets and shipping crates, must be moved to the trash area and dismantled by the receiving party, warehouse staff or MDH maintenance staff. If assistance is required from the Brookfield Properties Engineering staff, a request must be made.

Hazardous laboratory waste (chemicals) and biohazardous laboratory waste (red or orange bags) require special handling to comply with regulatory requirements. MDH Laboratories Administration has incorporated and implemented these safety practices into its safety manual and will solely manage biohazardous waste by MDH Laboratories Administration employees, or MDH contractors. Brookfield Properties employees and contractor staff shall not routinely handle laboratory hazardous waste.

#### **2.7.2 RECYCLING**

Recycling is a key component of modern waste reduction; as such, recycling services are provided through the solid waste removal contract. The list of approved recycling materials will be furnished by the solid waste contractor and will be posted in conspicuous locations near blue recycling bins.

Cardboard boxes must be broken down (flattened) to minimize volume. Aluminium and plastic beverage containers should be safely flattened, if possible, and rinsed to reduce spillage, odor and insects.



## 2.8 LOADING DOCK OPERATIONS

All deliveries to the facility or its staff must be received by the loading dock attendant, or approved signatory, logged then forwarded out of the loading dock area in a timely manner. During extended hours, or whenever the loading dock is not attended, Security will notify the recipient to report to the loading dock to accept the delivery. Security personnel may not sign for, hold or take possession of any delivery. In accordance with the life safety code, there shall be no storage in the loading dock areas, freight elevator(s) or hallways.

Delivery personnel may not be permitted to enter the building without an escort.

Due to vehicular traffic and manipulation of freight parcels, the loading dock area **will not** be used as a primary means of building entry or egress for building staff. All loading dock doors will remain closed while not in use. The loading dock will be closed for all deliveries during any fire alarm activation.

The use of loading dock related equipment (e.g., roll-up door, dock leveler, hydraulic jack, fork lift, etc...) requires training and/or certification before operation. Please contact the MDH Laboratory Safety Office or Brookfield Properties Facilities Manager to arrange training with an appropriate trainer. Unauthorized use, or abuse, of any equipment may receive progressive discipline by the applicable supervisor.

The security officers will enforce all policies and document all loading dock activity to ensure the safety of the employees, drivers and couriers.

### 2.8.1 ALLEY USAGE

Access to the loading dock alleys (North and West) is limited for business and building operations only. The gated alley provides security control to reduce pedestrian and vehicle traffic. Like many other secured doors, the alley gates are equipped with card access devices, cameras and an intercom to remotely control the gates. Only trained Security Officers and Brookfield Properties staff may operate the gate controls.



**All gate operators must maintain visual contact, via camera or direct observation, of the gate at all times while it is being operated. Operators must ensure that obstructions, vehicle and pedestrians are completely clear of the doorswing before operating the door.**

## **2.9 MAIL, COMMERCIAL COURIERS AND INTER-OFFICE COURIERS**

United States Postal Services (US mail) and commercial courier delivery services (e.g. - FedEx) are delivered to the loading dock. Contact the mailroom (Rm. 131, ext. 4524) for processed mail delivery destination. For pick-up and delivery information, please contact the Registration Unit at 443-681-4524.

MDH and private couriers delivering samples and specimens to the Accessioning Laboratory (Rm. 139) must use the loading dock entrance to sign-in with the loading dock monitor. All returning coolers and outbound inter-office mail will be placed in the appropriate area of the courier room (Rm. 141). For pick-up and delivery information, please contact the Accessioning Unit at 443-681-3841 or the Loading Dock attendant at 443-681-3807.

## **2.10 CONFERENCE ROOMS**

Conference rooms are located throughout the facility and may be scheduled through the appropriate MDH divisions.



### **3 EMERGENCY PROCEDURES**

MDH has extensive Laboratory Safety and Security Plans regarding emergency procedures. This Tenant Handbook was designed to provide individuals with basic rules and procedures to safely evacuate and summon help in the event of an emergency. It is the responsibility of every employee to read and understand all procedures. Please do not hesitate to ask your supervisor, Laboratory Safety Officer, or Facilities Manager if any safety policy or procedure is unclear.

#### **3.1 FIRE EMERGENCY**

See **APPENDIX A** for emergency contact numbers.

Concern for the safety of building occupants is critical to MDH and Brookfield Properties Management. Emergencies, both major and minor, are a part of our everyday lives. Together, we can deal effectively with them if we are prepared and in control of the situation. Safety in laboratory buildings requires all occupants to be well informed of the proper steps to take in the event of an emergency. Early detection then prompt and proper responses to emergencies are essential elements in minimizing their effects. If you see smoke or fire immediately activate a Fire Alarm Pull Station which will initiate a building evacuation and automatically notify the Fire Department. If safe to do so, immediately **Dial 3911** to notify the security personnel stationed in the lobby. Anyone having knowledge of any unsafe or hazardous conditions in the building should inform the Facilities Manager immediately at 443-681-3818.

We appreciate your cooperation. As in all facets of our relationship with you, we look forward to working as a team to produce a more satisfying environment. The MDH Laboratories Administration is equipped with one of the finest life safety systems and is 100 percent sprinklered. Emergency equipment is automatically activated when any of the following devices are tripped:

- Smoke Detectors
- Heat sensitive automatic sprinklers
- Heat Detectors
- Pull Stations



Any of these devices will automatically trigger the following response:

- Alarm Notification to the Baltimore City Fire Department utilizing a central monitoring company.
- Immediate notification of the Brookfield Properties Security Control Center, Engineering Staff and Facilities Management Office.

**Although systems are in place for automatic notification and dispatch to the fire department, all emergency situations must be communicated to the front security desk (Ext. 3911) to ensure appropriate resources are summonsed.**

During a fire alarm condition:

### **WHEN THE FIRE ALARM SOUNDS, EVACUATION IS MANDATORY**

#### **DO NOT USE THE ELEVATORS – EXIT THE BUILDING USING STAIRWELLS ONLY**

In the event of an evacuation, all employees and visitors must proceed to the most appropriate stairwell and evacuation route to exit the building. All stairwells exit at street level. DO NOT USE THE ELEVATORS. If an individual is in the elevator at the time of alarm, the elevator will automatically return to the first floor. If the heat detectors are in alarm on the first floor, the elevator will automatically report to the lower level. Individuals must then proceed to the stairwells to exit the building.

Elevators 1, 2, 3 and 4 are equipped with smoke damper doors which will close in the event of fire alarm activation. The smoke damper doors will allow unobstructed egress out of the elevator cars.

All personnel must report to the designated muster area after an evacuation. See **APPENDIX B**

#### **Floor Warden and Floor Monitors**

Floor Wardens and floor monitors shall be appointed by the MDH Lab Director, or designee, for each floor and restricted space. If more than one shift is scheduled, a Floor Warden for each shift should be designated. An alternate Floor Warden should also be designated to ensure a Floor Warden is present at all times. The floor warden(s) may be assisted by designated floor monitors to ensure all spaces have been evacuated.



### **Floor Warden Responsibilities**

1. Know all handicapped employees who may be physically, visually or hearing challenged on the floor (this also applies to handicapped visitors and those only temporarily handicapped, i.e., on crutches, etc.)
2. Instruct all employees on the floor as to the following:
  - the locations of the fire alarm pull stations
  - the locations of the fire extinguishers
  - the locations of the emergency stairwells
  - never use the elevators during an alarm
  - location of pre-determined "assembly area" away from the building
3. When fire or smoke is detected, take this action:
  - Pull the fire pull-station immediately. (if time permits, **Dial 3911** to report the emergency).
  - Using the building stairwells, evacuate the entire floor's personnel and provide a situation report to the command post (Lobby security desk).
4. When an alarm is sounded and fire or smoke is not detected, organize an orderly evacuation via the emergency stairwells and provide a situation report to the command post (Lobby security desk or other designated area).

### **SHELTER IN PLACE PROCEDURES**

For many years the standard practice has encouraged the occupants of buildings to respond to an emergency by leaving the building; sound the building alarm and evacuate to the exterior, a safe distance away from the building. Today the climate has changed to some extent and it's necessary that tenants become acquainted with a new concept that may be necessary to protect oneself from external airborne contaminants or extreme weather events.

"Shelter-In-Place" requires the same internal organization be in place and basically with the same functions. When there is an atmospheric release or extreme weather condition that could



keep you from going outside you must remain indoors. Announcements will be made over the building's intercom system with instructions for proper response. You should seek shelter in a room where the windows are not exposed to the exterior and the door can be closed. Windowless corridors, conference rooms or storage closets could be used as a room to "Shelter-In-Place".

## **FIRE DRILLS**

To ensure proper safety response in emergencies, Brookfield Properties Management and the Baltimore Fire Department will conduct Building Fire/Evacuation drills at least annually. These drills shall be treated as an actual emergency response and will be evaluated for compliance to the Fire Safety Code.

## **3.2 MEDICAL EMERGENCIES**

See **APPENDIX A** for emergency contact numbers

EMERGENCY LINE - **DIAL 3911** immediately:

Provide the dispatcher the following information:

- Your location
- Your name
- Your division name
- The floor (suite) number
- A description of the nature of the emergency

Ask another person to notify the EMERGENCY LINE at **3911** if you are activity involved with emergency mitigation. We will provide an elevator for immediate use by the emergency services.

Please send someone down to the lobby to meet the EMS providers at the building's main entrance. Security and/or engineering staff will assist MDH staff by manually operating elevators during the emergency situation.

Keep the patient warm and calm. Cover the patient with a blanket, if applicable and available.



Determine the patient's personal details, if possible:

- Name, address, age.
- Nature of illness.
- Allergies or taking any medication.
- Local doctor and last treated.
- Telephone number of closest relative.

Remain calm. Comfort and reassure the patient in a calm tone of voice.

Monitor breathing for any changes.

### 3.3 SECURITY EMERGENCY

See **APPENDIX A** for emergency contact numbers

**Report all emergencies to the EMERGENCY LINE DIAL 3911.**

To properly respond to a situation, the following information should be given:

- MDH Laboratories Administration and Address.
- Room/Suite Number.
- Name of Person Calling.
- Nature of Emergency.

For emergency response by police or ambulance, please dispatch a person to the lobby to guide the response team to the correct location.

### 3.4 POWER FAILURES

If a power failure is limited to specific areas within your premises, call the Facilities Management Office (Ext. 3818). Typically this problem is the result of a tripped circuit breaker. If the problem occurs again, you may have too much equipment on a single circuit. The Facilities Management Office can assist you in determining whether equipment can be relocated or whether you must add additional outlets on separate circuits or dedicated circuits.

If a power failure occurs building-wide, the emergency generators will switchover power within seconds. Not all locations are supported by the backup generators, but all life safety systems are supported with UPS until the generators become fully operational. The Facilities Management Office will be in close contact with Baltimore Gas & Electric (BGE) to determine the nature and anticipated length of the outage and relay the information to MDH



management staff. Most commercial telephone systems and telephone jacks require electricity to operate. We suggest that every tenant keep an alternative means of communications available. This may be as simple as a cell phone or the installation of an emergency power source for your telephone systems. If the Utility Company advises that the outage will last a significant period of time, it is up to Brookfield Properties management and MDH management to determine whether to wait for restoration or cease operations.

As most power failures are not due to life or property-threatening emergencies, if evacuation is necessary, please encourage all employees to evacuate in a calm and orderly fashion. Be sure to secure all electric equipment that could pose a hazard if left unattended and secure entry doors before leaving.

#### Before Power is Restored.

If possible, turn off any equipment that might be damaged by a power surge, including:

- Scientific equipment (follow manufacturer recommendations)
- Computers, printers
- Televisions
- Other electronics (postage machines, etc.)

#### After Power is Restored.

Advise the Facilities Management Office if any equipment does not function after power is restored to the building. Frequently, such equipment may have tripped a safety mechanism that must be manually reset.

### **3.5 BOMB THREAT PROCEDURES**

See **Appendix C** for Bomb Threat reporting checklist.

### **3.6 EARTHQUAKES**

The MPHL was robustly designed and constructed to meet or surpass seismic building codes; however, earthquakes come with the triple threat of earth movement, fire and flood. What isn't damaged by the main shocks may be destroyed if a fire results from gas lines being ruptured in the earthquake, or by a flood that results from water main breaks. The following information provides basic guidance in the occurrence of a seismic event:



#### DURING THE SHAKING:

- Warn persons to stay indoors if already there.
- Take cover under sturdy furniture such as work tables. Brace yourself/themselves in a doorway, or move into a corner and protect the head and neck in any way possible.
- Stay near the center of the building.
- Stay away from glass windows, skylights and glass doors.
- Do not run through or near buildings where there is danger of falling debris.
- If persons are outside, they should stay in the open, away from buildings and utility wires.

#### AFTER THE SHAKING:

- Don't panic. Remain calm. Stop and take time to think. Wait until all motion has stopped. Do not run downstairs or outdoors. Do not use elevators.
- Do not attempt to evacuate immediately unless absolutely necessary. Wait for instructions to do so from the proper authority.
- Protect hands and feet in all areas near broken glass or debris.
- Keep head and face protected with something like a hard hat, blanket, coat, newspapers, or a cardboard box.
- Check for fires and fire hazards.
- All appliances should be turned off.
- Do not operate electrical switches, appliances, or open-flame equipment if gas leaks are suspected. Sparks or flames can ignite gas from broken lines causing an explosion.
- Check to see that sewage lines are intact before permitting flushing of toilets.
- Be prepared for "aftershocks" – they are weaker than the main shock but can cause additional damage.
- Check closets and storage shelf areas. Open closet and cupboard doors carefully and watch for objects falling from shelves.
- Use extreme caution when entering or working in damaged or weakened buildings -they may collapse without warning.

### **3.7 HAZARDOUS SPILLS AND RELEASES EMERGENCIES**

MDH has extensive Laboratory Safety, Chemical Hygiene and Exposure Control Plans that combine to address emergency procedures regarding dangerous substances. This document



was designed to provide individuals with basic rules and procedures to safely evacuate and summons help in the event of an emergency.

Chemical Inventory Lists must be forwarded to the Facilities Management Office at least annually so the information can be maintained and updated at the Security Offices and the Fire Control Room for use by First Responders.

In the event of a spill or release, determine if additional resources are required (e.g., Safety Officer, Security, Fire, HAZMAT, EMS, Police, etc...). If not trained or lack proper PPE to handle the type or scope, please take defensive measures to prevent spread then evacuate. Follow these steps:

- Evacuate the immediate spill area.
- Immediately contact the Lab Safety Office and/or Security to advise the exact location, nature, and extent of the spill as accurately as possible.
- If it is judged that the building should be evacuated to ensure the safety of occupants while response and clean-up is underway, activate the nearest safely accessible evacuation/ fire alarm pull station.
- If safe to do so, try to locate the individuals listed on the lab emergency sign for the lab and, if appropriate inform them of the situation.
- Go to a safe location near the incident scene to provide direction to the spill and release responders.
- Spills and releases may be detected by individuals during the course of their everyday work. Facility Management conducts inspections during which they may detect spills or releases but don't assume it has been reported or detected.
- Spills and releases need to be reported to Building Management and the on-site security team. See **APPENDIX A** for emergency contact numbers.



## **4 SECURITY**

The security team at 1770 Ashland Avenue is comprised of Brookfield Properties employees, trained contractual security officers, and the employees of MDH Laboratories Administration. While the primary security duties are assumed by the security officers, all employees bear some responsibility for maintaining a secure environment. This responsibility can be achieved by adhering to security policies specified in this manual and the Laboratories Administration Security Plan(s), being aware of your surroundings, and applying common sense.

**All employees are required to use their security access keycard for entry and will be monitored by Security at the Lobby Desk.** Access will not be granted into the building after hours unless you have a valid access card, or are listed on the after-hours access memorandum provided to security.

### **4.1 SECURITY TEAM**

The security team provides 24 hour uniformed security officers at locations within the facility and surrounding property. The trained officers employ security strategies to maximize overall protection of life and property.

The Brookfield Properties Security Team will:

- Respond to the scene, contain and control the incident
- Handle the incident per the appropriate policy or procedure (i.e. hostage scenario, bomb threat, hazmat, etc.)
- Call for additional resources
- Establish a command post if necessary
- Establish a perimeter, provide pedestrian and traffic control
- Establish a staging area if necessary
- Liaison with Brookfield Properties Management, and outside agencies
- Ensure continuity of services is restored
- Ensure that appropriate notifications are made.



## 4.2 VISITORS

MDH has prescriptive policies and procedures regarding visitors. Please review and follow the MDH Laboratories Administration Security Plan. This document was designed to provide individuals with basic rules and procedures to security. The following highlights provide a brief snapshot of the visitor policy:

- Employees must complete the visitor clearance form before any visitor is allowed past the lobby
- Visitors must complete all security requirements (sign-in, badges, proof of ID, wavier signatures, etc...)
- Visitor badges must be worn at all times
- Visitors must have official business to conduct with staff
- Visitors must be escorted
- Visitors must follow all safety and security procedures as directed by the escort
- Visitors must obey any reasonable directive from MDH management, the Facility Manager, the Security Officer and/or the escort

**Any visitors failing to comply with these rules, and MDH Security policies will be escorted from the premises.**

## 4.3 SECURITY TIPS

- A. Keep purses and valuables out of sight in a locked area** Do not leave your purse on your desk top, under your desk or in an unlocked desk drawer. Do not leave wallets in coat pockets or unsecured briefcases.
- B. Keep your doors locked if working after hours or if you are alone.** After hours, lock entrance door behind you whenever possible.
- C. All building personnel have uniforms or badges.** All security guards, building cleaners, building maintenance and engineering staff wear uniforms. Do not hesitate to challenge someone you do not recognize or contact the management office or front security desk to inform them of your concern.



- D. No Soliciting is permitted in the building.** If you are visited by a solicitor, please promptly call the Lobby Security Officer (443)681-3795 and/or the Facility Manager at (443)681-3818. Please provide a physical description of the solicitor and last known whereabouts.
- E. Try to memorize a physical description of any suspicious person.** Concentrate on physical attributes, not clothing.
- F. Do NOT attempt to apprehend or detain anyone.**
- G. Note license plate number, description of car and direction of travel, if applicable.**
- H. Report all thefts to the Laboratory Safety/Security Office, Brookfield Properties Security, and the Facilities Manager.**
- I. All property to be removed from the building must be accompanied by a property removal pass.**
- J. Maintenance personnel routinely replace burned out light bulbs,** however, notification of maintenance issues requires a team effort to providing the best working environment.



## **5 SIGNAGE**

Signage requirements have been established by the facility and property stakeholders to protect the integrity of the finishes and to ensure uniformity. All signage must be approved by the Laboratories Administration's Director, or designee, and the Facility Manager. Requests for signage installation will be directed through the Facilities Manager office. All work will be performed by the Brookfield Properties facilities team, or in coordination with a third party vendor, to minimize damage/injury property or personnel.

Employees may use bulletin boards in designated locations (i.e., lunchroom, lounge areas and library) to post approved general announcements and notifications.



## **6 TENANT RULES AND REGULATIONS**

The building owner and MDH have developed workplace guidelines to ensure a professional work environment, consistent with good laboratory practices and the expectations of employment (**Appendix D**),. Cleanliness of work areas and professional work habits of employees are important to the overall quality and safety of laboratory testing. A clean and well-organized environment contributes to quality services.

Additionally, the following activities are prohibited within the Science + Technology Park buildings:

- Loitering in the lobbies.
- Smoking anywhere other than in approved outside Smoking Areas.
- Eating or drinking in the laboratories, lobbies, elevators, loading docks or restrooms.
- Running or disorderly conduct of any nature.
- Animals (pets) in the building, except service animals that assist persons with disabilities, and laboratory animals.
- Unauthorized video or photography within the facility.
- Peddlers, solicitors and beggars.
- Soliciting of any type, without the express permission of Management.
- Distribution of any literature within the lobby or on the premises without the express permission of Management.
- Singing, playing a musical instrument, or playing a radio or electronic device in the lobby, on elevators or in public corridors without the express written consent of Building Management.
- Demonstrations.
- Attachment of posters, placards, or notices in the building or property.
- Distribution of any material in or around the building.
- Bicycles in the building or on the premises, except in areas prescribed for this activity.
- Pick-up and delivery in areas other than the Loading Dock.
- Roof or ceiling access unless previously approved by Facility Manager, or designee.



## APPENDIX A – EMERGENCY CONTACTS

### **CONTACT THE FRONT SECURITY DESK FOR ALL EMERGENCIES: DIAL 3911**

To properly respond to a situation, the following information must be given:

- Maryland Public Health Laboratory
- 1770 Ashland Ave, Baltimore, Maryland 21205
- Floor/Room Number (if applicable)
- Name of Person Calling, and Phone Number for follow-up
- Nature of Emergency

\*\* For emergency response by fire, ambulance or police, verbal notification must be given to the security desk and a person must be dispatched to the lobby to guide the response team to the correct location.

#### **Laboratory Safety and Security**

	<b><u>Office Phone</u></b>	<b><u>Mobile Phone</u></b>
• Rachel Michael, MPHL Safety Officer	(443) 681-3792	(410) 218-3414
• Heather Peters, MPHL QA Officer	(443) 681-3791	(443) 928-2346

#### **Facility Emergencies**

##### **Security**

• <b>FRONT DESK SECURITY</b>	(443) 681-3795	(410) 949-6469
• <b>LOADING DOCK SECURITY</b>	(443) 681-3808	
• Dave Richard, Brookfield Security Mgr.	(443) 681-3795	(410) 736-3230
• Sgt. Sherian "Tina" Seegers, Broadway Svcs.	(443) 681-3795	(410) 949-5945
• Melvin Penn, Brookfield Security Director	(410) 900-1017	(410) 977-9378

##### **Operations**

• Jack Quinlan, Facilities Manager	(443) 681-3818	(443) 502-0105
• Robin Curry, Asst Facilities Coordinator	(410) 681-3849	(443) 462-6335
• Mark McKinney, General Manager	(410) 900-1014	(443) 224-3184
• Gale Kilgore, Facilities Coordinator	(410) 900-1006	(443) 761-2121
• Robin Cutlip, Chief Building Engineer	(410) 900-1041	(443) 677-3438

##### **Engineering**

• Engineering Office	(443) 681-4518	
• Jeraald Graham, Lead Engineer	(443) 681-4518	(443) 500-3528
• James Rucker, Building Engineer	(443) 681-4518	(443) 478-4353
• Tim Fitch, Building Engineer	(443) 681-4518	(443) 401-8731
• Travis Simon, Building Engineer	(443) 681-4518	(410) 855-5348

##### **Housekeeping**

• James Becker – Abacus Supervisor	(443) 681-3795
• Daisy Marte – Abacus Day Porter	



## APPENDIX B – EMERGENCY EVACUATION MAP 1770 ASHLAND AVE.





## APPENDIX C – BOMB THREAT REPORT FORM

### **BOMB THREAT CALL CHECKLIST**

1. Remain calm.
2. Hold the call on the line as long as possible, getting answers to the following questions:
  - a. Date of call: \_\_\_\_\_
  - b. Time of call: \_\_\_\_\_
  - c. Where is the bomb? \_\_\_\_\_  
\_\_\_\_\_
  - d. What time is it set to go off? \_\_\_\_\_
  - e. What kind of bomb is it? What does it look like? \_\_\_\_\_  
\_\_\_\_\_
  - f. What is your name, age and address? \_\_\_\_\_  
\_\_\_\_\_
  - g. Caller ID available? \_\_\_\_\_
3. Evaluate the voice of the caller and check the appropriate spaces below:

MAN _____	INTOXICATED _____
WOMAN _____	SPEECH IMPEDIMENT _____
CHILD _____	SPECIAL ETHNIC _____
AGE _____	CHARACTERISTICS _____
	OTHER _____
4. Listen for any background noise and check the appropriate spaces below:

MUSIC _____	BABIES/CHILDREN _____	AIRPLANE _____
CONVERSATION _____	CARS/TRUCKS _____	OTHER _____
TYPING _____	MACHINE NOISE _____	
5. If caller remains on the phone, attempt to notify other personnel of the threat and have them notify Security. Security will follow protocols to contact the Police. Please provide:  
Employee's Name: \_\_\_\_\_  
Employee's Phone Number: \_\_\_\_\_  
Caller ID available? \_\_\_\_\_
6. Immediately notify Building Management that the threat has been received.
7. **DO NOT BROADCAST TO OTHER WORKERS THAT A BOMB THREAT HAS BEEN RECEIVED!**

## APPENDIX D – TENANT GUIDELINES SNAPSHOT

### **Personal Workplace:**

- Nothing may be used to affix items to the walls, ceilings or floors that will damage the finish. Pins, nails and tape are not approved for any use on the walls.
- Nothing may be hung on or taped to glass (e.g., pictures, blinds, curtains).
- For items that need to be hung, work orders will be submitted to Facility Manager for assistance. Employees may not hang items on their own.
- Portable space heaters are not permitted in the facility. Fans are not permitted in Laboratory areas.
- Candles or open flames are not permitted in the facility.
- All plants in public spaces will be supplied and maintained by Property Management.
- Personal plants are not permitted.

### **Break Rooms and Lounge Areas:**

- Consumption of food and beverage is allowed in designated areas (e.g., lounge areas on every level, break rooms/pantries, lunch rooms, conference rooms and terrace). No food or beverage is allowed in the Computer Training Room and laboratory areas.
- Coffee makers with ON/OFF switch and automatic off feature are allowed in break rooms. Ensure coffee makers have a UL rating. Individual coffee makers are not allowed in offices or other spaces.
- 2 microwaves and 1-2 refrigerators will be provided in each break room.
- Toasters, toaster ovens, hot plates, or other food cooking devices are not permitted in the facility.

### **Signage/Announcements:**

- Only Laboratories Administration approved signage is allowed. Contact Facility Manager with any requests about signage.
- Bulletin boards in designated locations will be available for employee announcements/notifications (i.e., lunchroom, lounge areas and library).

### **Storage:**

- Supplies, equipment, and debris must be placed in accordance to fire code (i.e., no blocking of egress, electrical panels, sprinkler clearance).
- All employees are afforded a private office or locker for storage of personal items. Additional space for storage of winter coats and boots is provided in room 129C (Coat Room).

### **Electronics:**

- Employees should refer to Labs Administration handbook regarding use of radios, earphones and cell phones.

### **Smoking:**

- 1770 Ashland Avenue is a non-smoking facility. A designated location will be provided for employees within a reasonable distance to the facility.

**Following these guidelines will help to provide a professional work environment, consistent with good laboratory practices and the expectations of employment. Cleanliness of work areas and professional work habits of employees are important to the overall quality and safety of laboratory testing. A clean and well-organized environment contributes to quality services. Thank you for your cooperation.**

## APPENDIX E – SCIENCE + TECHNOLOGY PARK AMENITIES SNAPSHOT

### **Banking:**

- *Harbor Bank*: 855 –C North Wolfe St., Baltimore, MD 21205 (410) 675-1167, Rangos Building
- *Bank of America*: 1800 E. Monument St., Baltimore, MD 21205 (410) 675-6262
- *Wells Fargo*: 2008 E. Monument St., Baltimore, MD 21205 (410) 377-9600
- *7 Eleven (SECU ATM)*: 855 –F North Wolfe St., Baltimore, MD 21205, Rangos Building

### **Food:**

- *Atwaters*: 855A North Wolfe St., Baltimore, MD 21205
- *Kabobi*: 855D & E North Wolfe St., Baltimore, MD 21205
- *StarBucks*: Ste. #120 -1812 Ashland Ave., Baltimore, MD 21205
- *7 Eleven*: 855F North Wolfe St., Baltimore, MD 21205
- *Walgreens*: Ste. #1 – 900 North Washington St., Baltimore, MD 21205
- Food carts and trucks are in the area on a seasonal basis.

### **Entertainment and Other Amenities:**

- *Eager Park* – Activities/Concerts – seasonal schedules posted