



Tenant Manual

Onyx Management Group





WELCOME TO ONE GATEWAY CENTER

On behalf of the Property Management Staff of Onyx Management Group, welcome to One Gateway Center. Since it is our desire to offer the highest quality services to our tenants, this property is managed with a customer-oriented approach designed to provide you with an exceptional level of service that exceeds your expectations. It is our utmost desire to maintain all avenues of communication to ensure that these services are rendered satisfactorily.

With our capable staff of an on-site Property Manager, Support Staff, Engineers and qualified Contractors, we are here to accommodate your needs and maintain efficient operation.

From time to time, the Property Manager will make visits to your office. However, feel free to contact the Management Office at any time with any inquiries you may have. Should any of your calls occur after normal business hours, please contact the One Gateway Security Desk at (973) 623-7859.

The Management Office is located on the 2nd floor of One Gateway. Our normal business hours are from 8:00 AM to 5:00 PM Monday through Friday.

Onyx Management Group
One Gateway Center, Suite 210
Newark, New Jersey 07102
Tel: 862-231-2655 Fax: 973-623-1306



TENANT CONTACT INFORMATION

Dear Tenant:

Please help us update our records by filling out the vital information below. Please fax the completed information to the Onyx Management office at (973) 623-1306.

Company Name (Tenant):

Daily Contact Person:

Title of Contact Person:

Company Address (Tenant) :
(include zip code):

Email for confirmation of **Pre-registering
visitors:**

Main Phone #

Direct dial (if applicable)

Office Fax #

Daily Contact E-mail Address:

Emergency Contact Person:
(After hours- re: tenant space)

Emergency Home Phone #:

Cell Phone #:

Pager # (if applicable):

Tenant Financial Contact:

Financial Contact Person:

Financial Contact E-mail:

Financial Correspondence
Address:

Financial Phone/Fax Number:

Tenant Leasing Contact:

Leasing Contact Person:

Leasing Contact Email:

Leasing Correspondence Address:

Leasing Phone Number/Fax:

Tenant Executive Contact:

Executive Contact Person:

Executive Contact Email:

Executive Contact Address:

Phone Number/ Fax:



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I PROPERTY MANAGEMENT DIRECTORY

Property Management Staff

On Site Staff:

Joseph W. Tobia

Senior Property Manager
jtobia@onyxequities.com

Noemi Padilla

Property Administrator
npadilla@onyxequities.com

Thad Maskel

Chief Engineer
tmaskel@onyxequities.com

Management Office – Phone – (862) 231-2655 Fax – (973) 623-1306
Main Security Desk – Phone – (973) 623-7859
Security Operations & I.D. Center - Phone – (973) 273-1301

II BUILDING SERVICES

Property Management Engineering Staff

Building Housekeeping Staff

Evening Janitorial Services

Refuse/Recycling

Office Renovations

Security Services

Post and Duties

Security Escorts

Access Control Systems

Special Keying

HVAC

After Hours HVAC

Telephone and Data Infrastructure Profile

Loading Dock

Extended Use of Loading Dock/Freight Elevator Usage

Vehicle Parking

Equipment Removal

U.S. Postal Services

Overnight Delivery Drop Boxes

One Gateway Center Parking Garages



PROPERTY MANAGEMENT ENGINEERING STAFF

The Property Management Engineering Staff is responsible for maintaining the building's heating, ventilating and air conditioning systems, electrical functions, elevators, plumbing systems, etc. This work is performed both when the need arises and also in the course of preventative maintenance to ensure continuing operation without interruption.

The Engineering Staff will handle calls regarding variations of temperature, lighting, difficulties with the building water piping, fire alarms and operation of its elevators, as well as any minor repair/maintenance items that may require attention. Should you experience problems in any of these areas requiring immediate attention, you may call the Management office at (862) 231-2655. Your call will be answered and dispatched by the Management Office. For non-emergency items, a work order should be entered into our online system by one of your designated office staff. This will send an alert direct to the engineering staff, and your request will be answered as quickly as possible.

Our Engineering personnel are on-site Monday through Friday 7:00 AM until 11:00 PM. In the event of an emergency after hours, you may call the One Gateway Security Desk at (973) 623-7859. The Security Desk is manned 24-hours per day, 7 days per week 52 weeks per year. Our staff is on call 24-hours per day via cellular telephone.



BUILDING HOUSEKEEPING STAFF

Building Management's Housekeeping staff is comprised of men and women to address general housekeeping needs. Daily litter pick-up, general cleaning and restocking of washroom facilities, monitoring and maintenance of lobbies, elevators, stairwells and building entrances is provided continuously throughout the day. Special needs within your tenant area may be requested by calling the Management Office who will coordinate your request with the Manager of Janitorial Services.

Evening Janitorial Services

The building janitorial services are performed daily, Monday through Friday, except on select holidays as specified in your lease. All common area lobbies and washrooms will be cleaned nightly and maintained in the highest standard of cleanliness. The nightly cleaning of tenant areas will take place after 5:30 PM and will consist of the vacuuming of all trafficked areas, sweeping and damp mopping of vinyl floor areas, dusting, and wastebasket trash removal. A periodic schedule, either weekly or monthly for certain items will cover high dusting and dusting of blinds, vacuuming of all carpeted areas and upholstered furniture. It is up to each tenant to arrange for the maintenance of interior office areas that are not covered under cleaning specifications in your lease. Special clean-ups after parties or special late night meetings are the tenant's responsibility to arrange with the Management Office.

Refuse/Recycling

At no time is a tenant permitted to remove trash from their space to the common areas, without prior approval from the Management Office. Any large accumulation of cardboard, files, etc., must be kept within the demised premise (never in corridors or elevator lobby areas) until arrangements have been made with either the Management Office.

Removal of trash other than paper and cardboard (old furniture, heavy equipment, copiers, computers, etc) must be pre-arranged with the Management Office and our waste removal contractor. At no time will the tenant dispose of heavy equipment in the refuse container located at the loading dock area. Contact the Management Office for arrangements.

The State of New Jersey mandates a recycling program to eliminate recyclable items from the waste stream.



Property Management has instituted a recycling recovery program. The format is simple. All paper, including cardboard, may be disposed at the desk. In fact, any paper or cardboard may be mixed, except that which has been food contaminated. (e.g., napkins, paper/styrofoam, cups, etc.) Aluminum, glass and solid waste items must be placed in separate containers either in a coffee room, kitchen, cafeteria, or any centralized location of your office, or in several locations of your space. Placement of recycling containers can be arranged through the management office.

Larger items including cardboard boxes, etc. can be disposed of by placing green discard labels (supplied by janitorial provider) on the item(s) and placing them near trash receptacles. Please be advised that items not marked with the label will not be removed.

No plastic liners are to be used in the paper containers at the desk or copy room areas. Plastic liners will be used for glass, aluminum and solid waste containers only. Liners are supplied by the janitorial service.

For more information please contact the Management Office.



OFFICE RENOVATIONS

From time to time, a tenant may have a special need regarding renovations to tenant's layout, additional air diffusers, lights, outlets, painting, etc. Any of these or similar requests relating to your space proper must first be directed to the Management Office for review. You will then be advised as to the feasibility of such requests and how we may help facilitate same. The Management Office will review the project and advise you as to the necessary requirements to be met (permits, insurance certificates, licenses, construction standards for work and material, updated drawings, etc.) and will be able to provide you with an estimate for such work. It is our desire to perform the work for you in an efficient, economical and timely fashion.

No renovations may be made to tenant's space without the expressed, written consent of the Property Management Office pursuant to the provisions of your lease.



SECURITY SERVICES

Security at One Gateway Center is a high priority. We have developed a professional staff and have implemented sophisticated procedures to maximize the personal safety of our tenants. Security is provided 24-hours a day, 7 days a week.

A security supervisor is on site at all times and may be reached by calling either the Security Desk located in the main lobby or the Management Office. (See Directory Listing)

Post and Duties:

Management: The Security Manager is responsible for all security personnel. He provides the communication and ensures post orders are being maintained. He coordinates schedules, having responsibility for the continued training of all officers, monitoring of all security systems and has direct contact with tenant representatives.

Supervisor: Tours all posts. Responsible for all security personnel on each shift. (24-hours, 7 days a week, 365 days a year)

Security Operations Center: This post is the heart of the complex's physical security systems. Here we monitor surveillance cameras and our card access system, as well as prepare employer access cards.

Main Lobby: Security personnel positioned at reception desk 24-hours per day, 7 days a week, 365 days a year to greet invitees to the building, monitor select surveillance cameras, fire alarms and elevator operations for One Gateway. This position provides information and assistance to visitors entering the building.

Loading Dock Officer: A multi-faceted position that schedules deliveries, furniture moves and all access into the building via the loading dock entrance at One Gateway; 7:00 AM – 6:00 PM Monday through Friday.

In addition to our security officers, the security at One Gateway Center is composed of many elements including electronically monitored closed circuit television cameras, motion detectors, remote door strikes, elevator and stairwell emergency call buttons and two-way radio communications between the Management Office staff, engineering, janitorial and security staffs. Electronic locks on stairwell doors provide additional security. During the course of each year, our security staff is responsible for organizing and coordinating annual fire drills as well as periodic seminars.



Security Escorts:

Individuals who may need to work after hours can contact the Security Desk (973) 623-7859 to request an escort to your vehicle. This is a free service provided to our tenant's 24-hours per day, seven days per week. We encourage you to participate in this service if you feel at all uncomfortable walking alone to your parking area.



ACCESS CONTROL SYSTEMS

The building entrance doors at The Gateway Center are controlled by a proximity Entry Management System. Entrance areas include the Market Street Entrance, Raymond Plaza West Entrance at One Gateway, the Gateway Center Mulberry Street Entrance, as well as the Three Gateway Parking Garage. The doors open automatically at 6:00 AM and lock automatically at 7:00 PM, Monday through Friday. The building is locked Saturdays, Sundays and all holidays as per your lease. Access to and from Penn Station is available Monday through Friday 6:00 AM – 11:00 PM, Saturdays 7:00 AM - 7:00 PM, and Sundays 9:00 AM - 5:00 PM

The building's access cards are compatible with the parking garage system for monthly parkers. If you are provided a building access card, that same card may be programmed for the parking garage. If you are not provided a building access card, the garage will provide you a card for access to the garage only.

Building access is provided after hours via an access card. Every tenant is provided one card per 1,000 square feet of leased office space (25,000 sq. ft. equals 25 cards). Should more access cards be necessary, they are available through the Management Office for an additional fee. (Parking card allocations are determined by your lease.)

Each card may be programmed with individual access levels (i.e., Saturdays 9:00 AM to noon with no access permitted at any other day or time; or with 24-hour access, 7 days per week.). Reprogramming cards or replacement of lost or stolen cards is available through the Management Office for an additional fee.

Many Gateway Center tenants have an Electronic Access System to monitor access to their space. You may arrange to have a system installed for your demised premises by contacting the Management Office.

To obtain a photo identification card which will allow access to the building and/or parking garage(s), a request, in writing, on company letterhead should be directed to the Management Office. You must include:

Employee Name
Tenant Name
Building
Office/Floor Number
Telephone Number
Employee ID Number or Social Security Number
Hours of Access Permitted
Name of Person Authorizing Access Card

It takes approximately two (2) working days for the card to be activated. Should cards be lost or stolen, there will be an additional fee for replacement.



SPECIAL KEYING

All keys are keyed to a building Master Key System. New tenants receive two (2) keys per lockset free of charge. Additional keys may be purchased through the Management Office.

Requests for Lock Work must be made through the Management Office. This key system is necessary to allow building personnel access to all areas in the event of an emergency. For this reason, management requires that no locks be changed or additional locks/bolts be added to any door within your suite without coordinating this request through the Management Office.



HVAC SYSTEMS

Heating and air conditioning, in season, are provided Monday through Friday, 7:00 AM to 6:00 PM. All efforts are made to maintain temperatures at a comfortable level of 72-75 degrees in the summer and 68-72 degrees in the winter. Should the temperature level change abruptly or exceed a reasonable level in your office, please contact the Management Office and an engineer will be dispatched to adjust the condition.

After Hours HVAC

Heating and air conditioning are not provided on Saturday, Sunday or holidays (unless specified in your lease). Should you require HVAC service after normal operating hours, individuals authorized by each tenant should follow these procedures:

One Gateway:

Perimeter units can be activated by pushing the respective “reset” button. To receive air conditioning through the core unit as well, please notify the Management Office at least 24-hours in advance.



TELEPHONE AND DATA INFRASTRUCTURE PROFILE

Existing Service Providers

Verizon, Telcove, MCI / Worldcom, Metromedia, AT&T, Cogent, and Cablevision
Lightpath, Light Tower, and Zayo (Z-Colo)

Types of Service

Analog and digital including fiber optic, CATV

General Description

Copper and fiber optic entrance facilities with basement level demark point with conduit in both central and dedicated risers to each floor's telephone closet.

Verizon, Telcove, and Metromedia have single points of access. MCI / World com and AT&T each have two points of access.

Cogent has a 144 count multi-mode fiber optic network installed with service to each floor. Z-Colo provides an array of Ethernet products (10bT, 100bT, Gig E, DIA). There is a Central Equipment room in the basement that has supplemental cooling and a back-up diesel generator. Coaxial, Cat-5 and Cat-3 wiring is supported. An average three week install lead time is required.

CATV hubs / nodes are available on all floors from Cablevision. This provides alternate broadband service via cable modems as well as cable television service.

Contacts

Lighttower Fiber Networks: Ade Ademilola – Enterprise Account Executive / ade.ademilola@crowncastle.com / Telephone No. 973-287-5238

Lightpath: Christine Solomon / christine.solomon4@alticeusa.com / Telephone No. 201-644-2135 / Customer Care: 866-611-3434

Cogent: Roger Flores / rflores@cogentco.com / Telephone No. 212-257-7236

zColo: Angel Otero / Field Engineer / Telephone No. 973-792-6160 /
Other: 877-926-5687

Optimum Services/Internet / Phone / TV Service: Sean Gilmore / Acct Executive / sean.gilmore@alticeUSA.com / Telephone No. 973-668-8216



LOADING DOCK/FREIGHT ELEVATOR USAGE

Loading Dock hours are 7:00 AM to 6:00 PM and **Freight Car hours are 7:00 AM to 5:00 PM Monday through Friday**. Should assistance be required transporting shipments to your office, arrangements can be made through the Management Office.

Extended Use of Loading Docks/Freight Elevator Usage

In order to arrange for large deliveries requiring extended use of the loading dock and/or freight elevator after hours, requests should be made in writing to the Management Office at least 24-hours in advance. After hours usage is available. Current hourly charges will apply. Please note insurance coverage from your vendors may be required before arrangements can be made. Also see Delivery and Move Procedures.

Vehicle Parking

The loading dock can only accommodate vehicles under 13'6". No small vehicles or courier cars are permitted to park in the loading dock. All time limits, rules and regulations will be enforced. A service lot next to the loading dock is available to suppliers with small deliveries.

Larger deliveries requiring more than (30) minutes must be scheduled for loading dock use after normal hours by contacting the Management Office. Contractors may not park any vehicle or trash containers on the loading dock at any time.

All parking related questions should be directed to the Management Office for the appropriate building as listed on the enclosed directory.

Equipment Removal

To remove any large items from the building (e.g., computers, typewriters, office machines, etc.), please forward a letter on company letterhead to the Management Office authorizing the removal and have the person removing the item carry a copy of the letter when exiting the building.



U.S. POSTAL SERVICES

Mail delivery and pick up will be provided daily, Monday through Friday, at One Gateway. The building's mailroom is located in the basement near the loading dock entrance. Access to this area may be obtained via the service elevator, through the stairwell at the main lobby, or from the loading dock ramp.

A mail box shall be provided to you by the Management Office. We are requesting that you advise us of the volume of mail your office generates to determine the container size you will need. The dimensions of the mailboxes are as follows:

Small - 6-1/2" W	x	5-1/4" H
Large - 13" W	x	5-1/4" H

Your mail will be delivered directly to the mailroom and deposited into the assigned mailbox daily (Monday through Friday). You will be issued a key to the mailroom and to your mailbox. Drop off of out-going mail will also be handled at the mailroom. The evening mail pick-up is between 5:15 PM and 5:30 PM, your mail should be downstairs by 5:00 PM

The building's address is One Gateway Center, Suite 210, Newark, New Jersey, 07102.

Outgoing mail slot is located in the main lobby or in the building service corridor mailroom. The weekday collection times are located at each receptacle. There are mail receptacles located near the Raymond Plaza West and 100 Mulberry entrances.

Overnight Delivery Drop Boxes

Federal Express and UPS drop boxes are located in the walkway between the Concourse and the Gateway III Parking Garage.

In addition, Federal Express has a drop box located in the One Gateway service corridor.



ONE GATEWAY CENTER PARKING GARAGES

There are two parking garages adjacent to One Gateway Center. Both garages are managed by LAZ Parking. Parking at the One Gateway & Three Gateway garages are available to both tenant/employees and visitors to One Gateway Center on a daily and monthly basis.

While the One Gateway parking garage is open 24-hours per day, 7 days per week, the Three Gateway parking garage is staffed as follows:

Monday - Friday	5:30 AM - 12 midnight
Saturday	7:00 AM – 3:00 PM
Sunday	9:00 AM – 1:00 PM

When the Three Gateway parking garage is unstaffed, access is provided to all monthly parkers via their access card.

Parking arrangements may be made and information regarding rates may be obtained from the parking garage management, LAZ Parking

One Gateway Parking Garage	973-623-1023
Three Gateway Parking Garage	973-643-0812



III. RULES AND REGULATIONS

Smoking Policy

Location of Designated Smoking Areas

Solicitation Policy

Additional Rules and Regulations



SMOKING POLICY

Smoking is prohibited in any elevator, lobby, stairwell, restroom, common areas, and anywhere inside the complex. Smoking must be taken outside the building to one of the designated smoking areas. We ask that you please use the ash urns outside to dispose of your extinguished cigarettes.

Location of Designated Smoking Areas:

One Gateway: Raymond Plaza West (across from Penn Station). Smoking should be kept a fair distance from the entrance doors. Ash urn is located in the area near the U.S. postal mailbox. Please use the ash urn to dispose of your extinguished cigarettes. Please note that smoking is **NOT ALLOWED** at the Market Street Entrance.

Three/Four Gateway: Rear entrance located behind the Mulberry Street escalators. Please note that smoking is not permitted near the entrance. Please adhere to smoking areas posted.



SOLICITATION POLICY

There is a “no solicitation” policy in effect within the building. Selected solicitations, such as Hilton Hotel specials or restaurant gift certificates may occasionally be delivered by Management, but will only be allowed via hand delivery by security personnel or via E-mail from the management office.

We ask your cooperation in trying to eliminate these nuisance interruptions during the business day by not engaging in conversation with or accepting the literature from any solicitor that enters your suite. Politely tell them there is to be no soliciting in the building and ask that they please leave.

Please inform Security when solicitors are in the building.



ADDITIONAL RULES AND REGULATIONS

Specific rules and regulations are outlined in your lease. Please review them at your earliest convenience and if you have any questions or comments contact the Management Office.



IV. GENERAL TENANT INFORMATION

Construction of New Tenant Area

Tenant Space Repairs/Construction

Delivery and Move Procedures

Tenant Responsibilities - General Maintenance

Tenant Space Security

Tenant Directory Signage

Office Directory Listing



CONSTRUCTION OF NEW TENANT AREA

As Property Management readies your space for occupancy, you will be in direct communication with our Property Manager. He or she will work closely with you to assure all necessary work is completed in advance of your targeted date of occupancy.

A letter regarding new tenant installation, which outlines your responsibilities and construction job timetable, will be forwarded by the Property Manager to fully explain such details. All inquiries as to construction preparation are to be directed to the Property Manager. Once the space is ready, a “walk-through” will be conducted with a representative of your firm and the Property Manager. A punch list will be executed for the review and a check of all work performed.

Upon acceptance of the space by your firm, two (2) keys per door lock within the space proper (if applicable), as well as the entrances to your space, will be turned over to your appropriate tenant representative. For entrance to the building before or after normal business hours (6:00 AM - 7:00 PM, Monday through Friday), access cards will be issued (one per 1,000 sq. ft. of rentable space). Additional cards will be charged at the current rate. For additional information, see Tenant Space Security.

Card access to your suite that interfaces with the building’s system is an available option to you for your tenant area. The Property Manager will be happy to discuss this option with you.

Any and all construction being provided for you by a contractor other than through the Property Management office, **MUST** be coordinated with the Management Office **PRIOR** to commencement of work.



TENANT SPACE REPAIRS/CONSTRUCTION

Tenants are prohibited from making any alteration or improvements to the premises without the prior written consent of the Management Office. The Management Office must approve all contractors, vendors, and technicians, including telephone services, performing work for a tenant within the building.

All contractors who have received approval to perform work within the building will be required to submit a Certificate of Insurance naming owner and building management as additional insured PRIOR to the commencement of work.

Any damages caused to the premises as a result of this work will be repaired by the Management Office at the tenant's expense.

All repair work should be reported by calling the management office at (862) 231-2655 prior to start for access and security notification.



DELIVERY AND MOVE PROCEDURES

The following instructions pertain to the original move-in, any interim deliveries, removal of furniture, regardless of the size of the move and move-outs.

Prior to the actual date of your present or future moves, it will be necessary to provide the Management Office with the name of your moving company, their company representative and their phone number. You are to have them supply the Management office with a Certificate of Insurance. Contact the Management Office for details on insurance certificate requirements. Their certificate of insurance must be in possession of the Management Office PRIOR to the move. This is for your protection as well as the Building Owner & Property Management Company and it may not be waived.

For your protection, as well as that of the Building Owner, Property Management will provide stand-by personnel to monitor any move in or out of the building. When moving in, this service is provided courtesy of your landlord. On move out, all monitoring costs are a tenant responsibility.

The building has a freight elevator located at the loading dock/basement level. This elevator MUST be reserved in advance for any move or delivery. Due to our large tenant base, please be sure to contact the Management office to confirm arrangements. Please note there is an hourly charge for freight elevator usage.

In addition, the following requirements must be adhered to protect the building:

- (A) Protection of all floors with Masonite, plywood or other appropriate materials.
- (B) Protection of corners in building entrance ways, lobbies and corridors with cardboard.

Because every move generates significant amounts of trash, please be sure to instruct your moving company to remove any packing crates or boxes. If you anticipate a need to utilize the building's facility for disposal of this refuse, you must notify The Management office in advance so that we may arrange for this special service and advise you of costs.



TENANT RESPONSIBILITY - GENERAL MAINTENANCE

Each tenant is responsible for the maintenance of their space with respect to damage to walls or painting thereof, and extraordinary care of floor covering. Kitchens, executive washrooms and specialized air conditioning of computer terminal rooms also fall under this category. However, our Maintenance and Housekeeping staff can be responsive to any of these areas of concern, including providing these services at an additional fee. When applicable, the tenant will be invoiced for such needed services.

In accordance with your lease and at a rate specified therein, after hours, weekend and holiday provision of building heating, ventilating and air-conditioning will be provided upon written request by the tenant 24-hours prior to the needed service, on Friday by midday for Saturday or Sunday requirements. Emergency calls (less than 24-hour notice) for overtime HVAC will be accommodated at the tenant's additional expense.

Accumulations of old files, furniture, etc. may require periodic clean-up. It is the responsibility of the tenant to arrange through the Management Office a special container for disposal of same. Arrangements for removing this special refuse from the building may be made either with the Management Office or the Janitorial Manager. Labor will be charged at the current hourly rate.



TENANT SPACE SECURITY

It is the responsibility of the tenant to secure the tenant space at the end of the workday, regardless of what time that may be. Cleaning services are generally begun at 5:30 PM. Should you leave prior to that time, be sure to lock your space and turn off all lights and electrical appliances. The Janitorial Supervisor will then permit entry for the evening's cleaning.

Access to the building proper will necessitate the use of card access after 7:00 PM each evening until 6:00 AM the following business day and after 7:00 PM Friday until the normal opening time of 6:00 AM Monday, unless otherwise provided by your lease. It will be the tenant's responsibility to determine which employees need access to the building after hours. If visitors are anticipated after hours, kindly make specific arrangements for their entry without breaching the building security through our security personnel. Propping doors open or other such compromising actions are strictly forbidden. If additional or temporary access cards are needed, please call the Management office.

Please be advised that the building may be locked on a number of holidays (as per your lease), New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day, requiring the use of card access to gain admittance. HVAC and janitorial services are not provided on these holidays.

Tenants may not install any security devices or additional locking mechanisms nor change any locks without prior approval from the Management office. If such devices are approved for installation, it is the tenant's responsibility to set the alarms of their space once janitorial services are completed. Any arrangements to have the janitorial staff provide this service **MUST** be prearranged with the janitorial contractor and your Management Office. Remember, any lock changes or re-keying to the entrances of your space are strictly forbidden unless handled through Management Office.



TENANT DIRECTORY SIGNAGE

The Property Management Office will provide a listing of your firm for our main lobby and floor directories, upon your occupancy in the building. Any future changes and/or additions to the signage and directory listing must be requested through the Management Office and any costs for same are the responsibility of the tenant.

No tenant may display a sign or notice in any area of the building visible to the public without prior written approval from the Management Office. All requests for lettering on the entrance to your suite must be made in writing to the Management Office and be approved prior to installation.

Only one tenant name per suite on the floor directory.



OFFICE DIRECTORY LISTINGS:

Management Office	Phone: 862-231-2655	Fax: 973-623-1306
Main Security Desk	973-623-7859	
Security Operations Center	973-273-1301	
One Gateway Security Desk	973-623-7859	
One Gateway Parking Garage	973-623-1023	
Three Gateway Parking Garage	973-643-0812	



EMERGENCY PROCEDURES HANDBOOK

ONE GATEWAY CENTER
Newark, NJ

Managed By



EMERGENCY
CALL
ONE GATEWAY SECURITY

(973) 623-7859



EMERGENCY DIAL ONE GATEWAY SECURITY (973) 623-7859

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INTRODUCTION

EMERGENCY

The American Red Cross identifies an emergency as "Any unplanned event that can cause significant injuries or deaths to employees, customers, or the public; or that can shut down your business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image."

This Emergency Handbook has been developed exclusively for the tenants and employees at One Gateway Center. During the course of your occupancy there may arise emergencies which are beyond our control and will require special action on the part of you, the tenant. Preparedness is key to handling these situations in a systematic, efficient manner.

Occupants of the building could be faced with various emergencies such as fire, earthquakes, riots, bomb threats, illness or injury. These emergencies are not anticipated and all reasonable measures are taken to minimize their effects; however, it is wise to be prepared in case they should occur.

This booklet is meant to acquaint you with procedures which should be followed **BEFORE, DURING AND AFTER**, an emergency.

The information in this handbook has been developed from material from the National Life Safety Code. In addition, references were also taken from "Before Disaster Strikes: Developing an Emergency Procedures Manual", from the Institute of Real Estate Management and Bureau of Alcohol, Tobacco, and Firearms (ATF).

Our goal has been to provide all of our tenants and employees with the most professional guidance and information necessary for their safety. We feel that we have accomplished this objective and will periodically, upgrade this handbook as necessary. Should you have any questions concerning these Emergency Procedures, please contact your supervisor or the Management office.

Sincerely,

*One Gateway Center
Property Management Office*

EMERGENCY NUMBERS



One Gateway Security..(973) 623-7859
Property Management ..(862) 231-2655

If you are unable to reach someone
at One Gateway Security Desk call:

Police or Fire Department.....**911**
Ambulance Service**911**

COMMAND CENTER

One Gateway Center has a
Command Center/Main Desk located
in the One Gateway Lobby.

This Command Center is manned 24
hours per day, 7 days per week, and
52 weeks per year. This Command
Center controls our fire alarm system
monitoring, our card access systems as
well as the security cameras located
throughout the complex. Only those
with assigned duties are permitted in
the Command Center.

The Command Center has the
capability of accessing the Public
Address System in One Gateway
Center which is accessed from the
Lobby Security Desk.

REPORTING AN EMERGENCY

**Contact One Gateway Security at
(973) 623-7859** and they will assist you
and/or contact the appropriate
Newark Emergency Responder (i.e.
Police, Fire or Ambulance).

If you are unable to reach someone
at One Gateway's Security Desk, call
911 directly.

EVACUATION PROCEDURES



EVACUATION OF PERSONS WITH SPECIAL NEEDS

1. Fire Wardens and Deputy
Wardens (*see pages 6 & 7 for Fire
Warden/Deputy Warden
designations*) must be aware of all
disabled employees in their areas.
2. One or more persons should assist
each disabled person.
3. Wheelchairs are not allowed in
the stairwells; therefore you may
need to carry the disabled person.
NEVER leave empty wheelchairs
in stairwells.
4. Provisions for exit by stairwells of
disabled employees are the
responsibility of the
tenant/employer.

EVACUATION OF ALL OTHER PERSONNEL



If a fire or emergency condition requires a building evacuation, Fire Wardens (see pages 6 & 7 for Fire Warden/Deputy Warden/Searcher designations) or the Public Address System will advise which floors are to begin the evacuation.

As part of emergency evacuation preparation, all employees should know the location of building stairwells. **There are two fire stairwells located on the east and south sides of each corridor.** The building's fire rated doors and stairwell wall construction afford occupants protection during emergency evacuation. Both stairwells are equipped with emergency lighting and a wet standpipe outlet on each floor.

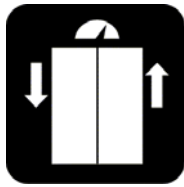
Fire Wardens Procedures:

1. Instruct all employees to assemble in the designated assembly areas.
2. Instruct employees to take personal items, lock all possible material, furniture and equipment. **Close office doors but DO NOT Lock.**
3. **Direct employees to use stairwells** to a pre-determined floor or the ground floor. **ELEVATORS MUST NOT BE USED.**
4. If the stairwell is filled with smoke or is unsafe, use an alternative fire exit stairwell.
5. Women should remove high-heeled shoes when using stairwells.
6. Ensure that handicap persons are being attended to by those assigned that responsibility.
7. All personnel should remain away from the building and off the streets to allow easy access for emergency vehicles. **DO NOT** congregate in the lobby, building personnel will advise when it is safe to return.
8. The most critical areas for immediate evacuation are the floor and floors immediately above and below. Evacuation from the other floors shall be instituted upon instructions from Security, Property Management or Fire Department or if conditions indicate that such action is appropriate by Fire Wardens. Fire Wardens shall try to avoid using stairs used by Fire Department.
9. Evacuation in the upper levels of the building to two or more levels below the fire floor is generally adequate. Evacuation to other floors shall be determined by the floor Fire Warden based upon existing conditions.

Deputy Wardens or Searchers Procedures:

1. Conduct a quick tour of the floor, including work areas, conference rooms, restrooms and public areas to ensure evacuation is complete.

ELEVATORS



IN CASE OF A FIRE, DO NOT USE THE ELEVATORS!

Elevators are a dangerous place to be in a fire. The heat and damage caused by a fire can register a false "call" on the floor where the fire is burning, causing the elevators to reroute to that floor.

1. Your safest means of evacuation is the stairwell. The elevators should be reserved for emergency personnel only.
2. In the event of an outside power failure, the elevators may stop between floors. If this occurs, push the emergency call button and you will be contacted on the intercom by security personnel. BE PATIENT. There is no danger and help will come.
3. If you are riding in an elevator during an earthquake, stop the car at the nearest floor and get off.

immediately. Remain in the lobby until specifically directed to use the elevators again.

FIRE

TENANT FIRE ALARM SYSTEMS



Your building contains a fire alarm system that is monitored on a 24 hour basis. The building is 100% equipped with sprinklers. When a smoke detector, pull station, or sprinkler head is activated, an alarm report will be transmitted automatically to the Newark Fire Department. In addition, the alarm is reported at the Central Command Center of the building. Security personnel man this location 24 hours a day, 7 days a week, and 52 weeks a year.

Circulating fans automatically turn off and smoke exhaust fans automatically turn on.

All elevators are captured and returned to the ground floor for use by the Fire Department. If the fire is detected on the ground floor, then the elevators will be sent to the next highest floor on which the fire has not been detected.

All locked stairwell doors automatically unlock.

In the event of a fire or other building emergency requiring evacuation, the building fire alarm system will be activated both in the common areas and the tenant spaces to warn of such. **The alarm will be activated on floor above the floor experiencing the emergency.**

The strobe light will flash and the alarm tone (*slow whoop*) will sound over the speakers on the floor where the fire was detected, and the floor above.

If further evacuation is necessary, the operator at the fire control panel will manually sound the alarm tone (*slow whoop*) on additional floors or areas by activating speaker circuit selector switches. Instructions can also be transmitted via the speakers on any or all floors by use of a hand-held microphone.

The Public Address System will be used, if deemed appropriate by the Emergency Incident Commander, to direct evacuation and to inform evacuees of the situation.

It is essential that all occupants exit the premises by way of the nearest stairwell. During an activated alarm, no one will be allowed to remain within or on the emergency floors or return to their space without authorization of the local Fire or Police Department.

FIRE DRILL PROCEDURES



Fire Drills will be scheduled a minimum of one (1) time annually. Announced fire drills may be scheduled from time to time.

Observers may be on your floor during the drill to assess and rate your performance. Drills shall be held in accordance with the local code.

Location of the pull stations, and fire exits should be noted during drills so that you will be totally familiar with your floor evacuation route should a real emergency occur.

REPORTING A FIRE



**Should YOU witness a fire:
DO NOT PANIC! REMAIN CALM!**

1. **Immediately report the fire to One Gateway Security at (973) 623-7859** who will contact the Newark Fire Department.

In the event you cannot reach someone at One Gateway Security, call 911 and the Property Management office at (862) 231-2655.

Report size, location and type. DO NOT assume someone else has or will.
2. Advise your Fire Warden of situation.
3. Activate a fire alarm pull station.
4. Know the location of fire extinguishers in your area (See page 7).
5. If pre-trained, extinguish the fire with a portable fire extinguisher if the fire is small and well contained (such as in a wastebasket). Training is the key. If untrained, be safe and evacuate.

6. Know the location of stairwells and use them. **DO NOT USE THE ELEVATORS.**
7. Remain calm and listen to instructions given to you by your Fire Warden, Deputy Warden and Searcher. (See pages 6 & 7 for designations.)
8. **DO NOT** open hot doors. Before opening ANY door, touch it near the top to see if it is hot. A fire on the other side will blast through an opening with tremendous force and heat.
9. **DO NOT** break windows to vent smoke. Falling glass is a serious threat to pedestrians and firefighters below.
10. All occupants must vacate the office.
11. Account for all disabled persons requiring assistance in addition to all personnel. Make sure everyone is safe. Provisions for exit by stairwells of disabled employees are the responsibility of the tenant/employer.
12. **DO NOT** become a spectator. Move away from the problem area.

APPOINTMENT OF FIRE WARDEN, DEPUTIES AND SEARCHERS



Each floor is assigned a Fire Warden by One Gateway Center's Property Management Office. *(See Tenant Emergency Organizational Chart, Appendix Page A.)*

A Deputy Fire Warden is appointed by each tenant. The Fire Warden shall be assisted by as many Deputies as he/she considers necessary to carry out his/her responsibilities. The Fire Warden shall develop any special plans required for his/her floor that are not covered in these plans. The Fire Warden shall also appoint male and female Searchers to assure that all lavatories are cleared of occupants in the event of an emergency.

Contact One Gateway Center's Property Management office for a list of Fire Wardens at (862) 231-2655.

FIRE WARDEN RESPONSIBILITIES

Each floor should have a Fire Safety Team to oversee the safe and orderly evacuation of a floor in the case of an emergency. Each team consists of a Fire Warden, Deputy Fire Wardens, and two or more Searchers. Your cooperation in following the directions of the team members is required to ensure a calm and responsible response to an actual emergency.

FIRE WARDEN RESPONSIBILITIES DURING AN ALARM

1. A Fire Warden will establish a command post at the Fire Warden Station on each floor.
2. Relay reports from the Deputy Fire Wardens and/or Searchers to the Fire Command Station as to the location and extent of the fire.
3. Ensure that the Fire Safety Team evacuates their assigned areas in a calm and responsible manner during a drill or actual emergency.
4. Ensure that the searchers have checked lavatories, conference rooms and pantries to ensure no one is left behind.
5. Fire Wardens shall have available an updated listing of all personnel with physical disabilities who cannot use stairs unaided and make arrangements to have these occupants assisted in moving down the stairs to two or more levels below the fire floor.
6. Fire Warden and Deputy Wardens shall be familiar with the location of exits and the location and operation of the fire alarm system.
7. Fire Warden shall post an Organization Chart for fire drill and evacuation assignments in a conspicuous place on each floor and forward a copy to the Property Management Office.

8. After evacuation, Fire Warden assures that all regular occupants known to have occupied the floor have been evacuated.
9. A Fire Warden shall check availability of applicable personnel on Organization Chart and provide for a substitute when the position on the Chart is not covered. This information shall be forwarded to the Property Management Office.

A FIRE WARDEN SHOULD BE:

1. Someone of authority since this person will act as supervisor in the event of an emergency.
2. Trained in CPR and First Aid and/or maintain a list of those who are also trained.
3. Responsible for emergency supplies such as water, first aid kit and food, if your firm maintains such supplies.

DEPUTY WARDEN RESPONSIBILITIES

1. Ensure all personnel evacuate their assigned areas in a calm and responsible manner during a fire drill or actual emergency.
2. Assist in the evacuation of any disabled persons.
3. Report to Fire Warden the completion of the evacuation of their assigned areas and any problems they may have encountered.

4. Maintain an orderly line of their assigned area at the exit doors, ensuring quiet and control.
5. Once the command for evacuation is given, they will lead their assigned group down the fire stairways to the designed re-entry floors.

SEARCHERS RESPONSIBILITIES

1. Ensure all lavatories, conference rooms and pantries have been evacuated.
2. Report to the Fire Warden the completion of their search and report any problems encountered.

ALTERNATIVE PERSONNEL SHOULD BE AVAILABLE TO FILL IN FOR ANY OF THE ABOVE IF REQUIRED TO DO SO.

FIRE EXTINGUISHER LOCATIONS



A fire extinguisher is located on each floor near the elevators.

FIRE & FIRE PREVENTION WHAT SHOULD I DO?



1. If any emergency arises, notify your Fire Warden or Supervisor and the Property Management office.
2. Know your Fire Warden and Assistant Fire Warden. They are trained to cope with emergency situations. Follow their instructions during an emergency.
3. Be familiar with emergency telephone numbers.
4. Know the exit routes on your floor.
5. Be familiar with locations of fire extinguishers and pull stations.
6. Cover your office machines after working hours. Make it a habit to clear your desk. In case of fire, these simple actions will protect your machines from water and smoke debris. Limit the access to your floor after working hours. Ask strangers if you can be of assistance.
7. Close all doors after working hours.
8. **DO NOT** accumulate large quantities of discarded files or other paper trash in your office or storage area.
9. **DO NOT** store large quantities of flammable solvents, i.e. duplicating fluids. Limit yourself to a short-term supply and store in approved containers and in approved locations.
10. Keep electrical appliances in good repair. Make certain electrically operated equipment is properly grounded and regularly maintained.
11. **DO NOT** hang anything from sprinkler heads or store anything within 18" of the sprinkler heads.
12. Turn off all electrically operated office equipment when leaving the office at the end of the day.
13. **DO NOT** use portable spaceheaters. These can ignite combustible materials or can overload electrical circuits and cause a fire.
14. Check and regularly maintain the proper operation of all doors.
15. Check, maintain and certify all fire extinguishers located within your premises annually.
16. Keep exits, aisles and corridors free of obstructions.
17. Maintain all exit signs.
18. **DO NOT** overload electrical outlets and circuits.
19. Check for frayed wiring.
20. **DO NOT** store anything in electrical or telephone closets.
21. Keep electric cords out from under carpets.

DEFEND IN PLACE



If you are trapped by fire/smoke and unable to safely reach stairwell exit:

1. Retreat to a closed office space.
2. Close all doors and other openings.
3. **DO NOT** break windows. This will draw smoke/gas/fire into the room.
4. Place clothing or even crumpled paper in gaps around the door (to keep out the smoke/fumes). If possible, wet the clothing or paper with water or soda or any non-flammable liquid available.
5. **Dial (973) 623-7859 (One Gateway Security) or (862) 231-2655 (Property Management) or 911.** Give them your location and number of people trapped with you. Stay on line until told to hang up.
6. If smoke or gas enters the room, stay low to the floor.
7. Remain calm, office doors can usually provide a fire barrier for over an hour.

TERRORISTIC THREATS

TELEPHONE BOMB THREATS



If a bomb threat is received, it will likely come through the company switchboard operators; however, any employee could receive such a call. All bomb threats must be taken seriously. (See *Appendix, pages B & C Telephone Bomb Threat Form & Checklist.*)

1. Keep the caller on the line as long as possible. Ask him/her to repeat the message.
2. Try to obtain as much information as possible (information provided at the end of booklet show data you will be asked by authorities). Write it down immediately.
3. Report the incident to your supervisor or Fire Warden. They will notify the Property Management Office, who will coordinate the search and evacuation if required.
4. Remain calm, concise and accurate in relating information.
5. **DO NOT** tell your co-worker about the call, as this may cause needless panic.
- 6) If you discover the bomb, it should not be touched, moved, or jarred in any way. Evacuate the area

immediately and inform your supervisor, Fire Warden and the Property Management Office. If an explosion occurs, remain calm and follow the instructions given by your Fire Warden.

- 7) The police and personnel in charge will evacuate the premises.

MAIL BOMB/BIOLOGICAL THREATS



1. Upon realizing that it is a bomb or biological threat, cease handling the letter. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks. These will prove essential in tracking the threat and identifying the writer.
2. **Inform your supervisor and notify One Gateway Security at (973) 623-7859 immediately.**
3. The police and personnel in charge will evaluate the need to evacuate the premises.
4. See that no one touches the letter until it is turned over to the police.
5. If you've opened, or for anyone who's touched a contaminated letter, place it in a plastic bag and

immediately wash hands with soap and water.

LETTER AND PACKAGE BOMB/BIOLOGICAL DETECTION TIPS

The physical appearance of a mail bomb is limited only by the imagination of the bomber. Mail bombs have been contained in letters, books, and parcels of varying size, shape and color. However, mail bombs and biological threats often exhibit some of the following unique characteristics:

1. Letter feels rigid, appears uneven or lopsided, and is bulkier or heavier than normal.
2. Oil stains present on the wrapper.
3. Excessive amounts of postage stamps.
4. No postage or non-canceled postage.
5. No return address and sender is unknown.
6. Unusual restricted endorsements such as "Personal" or "Private".
7. Addressee normally does not receive personal mail at office.
8. Name and title of addressee not accurate or addresses to a title or position; common words misspelled.
9. Address prepared to ensure anonymity of sender (e.g. homemade label, cut and paste lettering).

10. Mailing emits a peculiar odor, or you feel a powdery/foreign substance.
11. Mailing appears to be disassembled or re-glued.
12. Handwriting appears distorted or foreign.
13. Protruding wires, tinfoil or string present.
14. Pressure or resistance noted when removing contents.
15. Outer container irregular or asymmetric in shape or has soft spots or bulges.
16. Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses or tape.
17. Several combinations of tape used to secure the parcel.
18. Unprofessional wrapped parcel is endorsed "Fragile-Handle with Care" or "Rush- Do Not Delay".
19. Package makes a buzzing or ticking noise.
20. Contents of parcel make a sloshing sound.
21. Excessive wrapping.
22. Visual distractions.
23. Foreign mail, airmail, or special delivery.
24. Handwritten or poorly typed address.
25. Package is hand-delivered or dropped off for a friend.
26. Packages wrapped in string (modern packaging materials have eliminated the need for twine or string).
27. Packages arriving before or after a phone call from unknown person asking if the item was received.

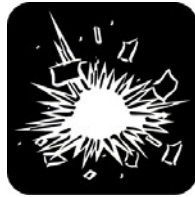
SUSPICIOUS PACKAGES



1. **DO NOT** handle or disturb the package. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks. These will prove essential in tracking the threat and identifying the writer.
2. Isolate the mailing and secure the immediate area. Leave the area and evacuate people with 200 feet.
3. **DO NOT** put it in water or a confined space such as a desk drawer or filing cabinet.

4. Inform your Supervisor and notify One Gateway Security at (973)623-7859 immediately.
5. The police and personnel in charge will evaluate the need to evacuate the premises.

EXPLOSION AIRCRAFT OR SIMILAR INCIDENT



In event of an explosion or aircraft collision, all building occupants must evacuate the building. Building occupants and Fire Warden, Deputy Wardens and Searchers should be aware of the following:

1. Presence of fuel. Any liquids of unknown origin should be assumed to be dangerous. If a fuel leak does occur, the fuel may quickly travel down the building via stairwells, elevator shafts and other vehicle openings. Fuel may also travel down the exterior of the building.
2. Evacuation must be strategized to direct persons to the exit stairs that are most remote from the area of impact.
3. Fire Wardens, Deputy Wardens and Searchers may need to order the evacuation of their floor without waiting for direction from the Fire Department, Police Department or the Property Management Office due to the immediate intensity of the incident. When directed or if you hear the fire alarm, walk quickly to the nearest marked stairwell exit and alert others to do the same. (See pages 1 & 2 for Evacuation Procedures.)
4. Assist those persons with special needs in exiting the building! (See page 2 for instructions.)
5. Once outside, move to a clear area at least 500 feet away from the building. Keep streets and walkways clear for emergency vehicles and personnel.
6. **DO NOT** return to an evacuated building unless directed to do so by police personnel or the One Gateway Security.

SEVERE WEATHER

EARTHQUAKES



STAY CALM! DO NOT PANIC!

When an earthquake occurs and it is apparent that damage will be caused, take cover immediately. An ideal shelter is underneath your desk. Move only to get away from windows, walls, file cabinets or any other item which might fall.

Remain in the protected area until you are contacted by your Fire Warden. He/she will instruct you with details of all further action including evacuation instructions.

After tremors cease, you should:

1. Continue to stay away from windows, walls, shelves, or any item which may topple. Avoid all unnecessary movement.
2. Check for fires, fire hazards, or other potential hazards.
3. Cover all electrical equipment. **DO NOT** operate electrical switches.
4. Stay away from exposed electrical lines, gas or waterlines and open flames. **DO NOT SMOKE.** Avoid striking matches or using lighters. Flashlights are the best source of light.

5. **DO NOT USE THE TELEPHONE** because the system will be needed for emergency calls.
6. **DO NOT USE THE ELEVATORS** until instructed to do so by your Fire Warden.
7. Report injuries to your Fire Warden or Supervisor.

SEVERE THUNDERSTORMS/TORNADOS



Employees should stay indoors away from windows until severe storm passes. Move to a place of safety when instructed by One Gateway Security or your Fire Warden during severe weather when:

1. A "Severe Weather Warning" message for Essex County is received on a commercial radio or television station. (See *page 14 for National Weather Service Advisories.*)
2. The weather appears threatening. The following conditions indicate threatening weather, especially if the National Weather Service has issued a severe weather advisory:
 - a) Dark, unstable clouds;
 - b) High winds;
 - c) Large hail.

One Gateway Center has a basement.

In the event you cannot get to the basement, go to a room or office in the center of the building, away from windows or potential flying objects, under a piece of heavy furniture, if possible.

Recommended places of safety include:

1. **Basement,**
2. Core area restrooms,
3. Stairwells, or
4. Inner office and conference rooms.

Poor or dangerous shelter areas are:

1. Anywhere near outside windows.
2. In area of atrium.

**NATIONAL WEATHER SERVICE
ADVISORIES**



1. **Tornado Watch or Severe Thunderstorm Warning means** that the formation of tornadoes or severe thunderstorm is possible.
2. **Severe Thunderstorm Warning means** that a severe thunderstorm has been sighted. Tornadoes sometimes form from such thunderstorms.

3. **Tornado Warning means** a tornado has been sighted and is threatening the area covered by the area covered by the warning.

**REPORTING SPILLS,
GAS LEAKS OR ODORS**



Report odors and/or accidents immediately that involve chemical spills, leakage and emission of gases, or other dangerous substances to One Gateway Security at **(973) 623-7859**.

1. When reporting, be specific and include the following information:
 - a) Your company, your name, and phone number,
 - b) Floor or location of incident,
 - c) Type of incident,
 - d) Name of material or description of odor, and
 - e) Estimated volume of material spilled.
2. **If you discover flames or very dense smoke follow the procedures for Fire on pages 3-9.**

UTILITY FAILURE



IN THE EVENT OF A MAJOR UTILITY FAILURE...

1. One Gateway Center is equipped with emergency lighting. However, it is also advisable to keep flashlights available to assist in an evacuation if necessary.
2. Turn off as much computer equipment as possible to prevent damage to the equipment when the power is restored.

ELEVATOR FAILURE



In the event of an outside power failure, the elevators may stop between floors. If this occurs, push the emergency call button and you will be contacted on the intercom by security personnel. BE PATIENT. There is no danger and help will come.

WORKPLACE VIOLENCE



In the event of an intruder/dangerous person:

1. **Call One Gateway Security at (973) 623-7859.** Identify yourself and your location.
2. Describe the intruder/dangerous person and the nature of the threat (if known), such as possession of weapon, fist fight, yelling, etc.
3. Call other employees in area to warn them of the potential problem. Speak calmly and clearly and tell them where the person was seen and provide description of the person.
4. When confronting a potentially violent person:
 - a) Speak and move calmly, slowly, and confidently.
 - b) **DO NOT** make threatening gestures.
 - c) Encourage the person to talk and listen patiently.
 - d) Acknowledge the person's feelings. Indicate that you can see he/she is upset.

- e) Use delaying tactics, which will give the person time to calm down. For example, offer a glass of water.
- f) Ask for small, specific favors such as asking the person to move to a quieter area.
- g) Be reassuring and point out choices. Break big problems into smaller, more manageable problems.

REPORTING A VIOLENT OR SUSPICIOUS PERSON



CALL THE SECURITY DESK (973) 623-7859

If you need assistance **IMMEDIATELY** but **cannot explain** your circumstances (for example, an undesirable or suspicious person is standing close by):

CALL THE ONE GATEWAY SECURITY DESK (973) 623-7859

Give Security your company name
and location.

Use the word **RED** in any context.

For Example:

- 1. Is **RED** there?
- 2. We have a package for Mr. **RED**.
- 3. Please send Mr. **RED**.
- 4. There is a **RED** light out.

CIVIL DISTURBANCES



In the event of a riot or public disturbance, your Fire Warden will lock all outside and corridor doors.

You will then be instructed regarding Evacuation Procedures. (See pages 1 and 2.)

UNTIL YOU ARE EVACUATED:

- 1. Stay away from windows.
- 2. Avoid verbal or physical encounters with the rioters.
- 3. **DO NOT** make statements to the press or news media. Please refer them to One Gateway Center's Property Management Office at **(862) 231-2655**.

INJURY OR ILLNESS



1. Determine nature of injury by talking to victims and/or visual observation to establish correct medical treatment required. If the employee is unconscious, medical treatment is always indicated.
2. **Call 911** Fire-Rescue or Paramedics unless it is obvious by the person's comments and physical condition that medical care is not needed and notify One Gateway Security at (973) 623-7859 or the Property Management Office at (862) 231-2655.
3. Try to make the victim comfortable but **DO NOT** move the person. Provide a blanket or other covering.
4. Notify the injured person's Supervisor.

APPENDIX

APPENDIX A
TENANT EMERGENCY ORGANIZATIONAL CHART

TENANT: _____

FLOOR: _____

<u>POSITION</u>	<u>NAME</u>	<u>AREA OF RESPONSIBILITY</u>
Warden	_____	_____
Warden	_____	_____
Deputy	_____	_____
Deputy	_____	_____
Searcher (Male)	_____	_____
Searcher (Female)	_____	_____

List any "physically challenged" staff member below with their office/work stations' location.

<u>NAME</u>	<u>OFFICE WORK AREA</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

APPENDIX B
TELEPHONE BOMB THREAT FORM & CHECKLIST

KEEP CALM – DO NOT GET EXCITED OR EXCITE OTHERS

Name of person taking call: _____

Company Name: _____

Date and time call was received: _____

Phone number call was received on: _____

Length of call: _____

Who terminated call? _____

Exact words of caller/threat:

Name and Company: _____

BOMB THREAT CHECKLIST**QUESTIONS TO ASK**

1. When will the bomb explode?	6. Did you place the bomb?
2. Where is the bomb located? (floor/area)	7. Why?
3. What does the bomb look like?	8. What is your name?
4. What kind of bomb is it?	9. What is your address?
5. What will cause the bomb to explode?	10. Who do you work for?

DESCRIPTION OF CALLER

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Race	Age
Young <input type="checkbox"/>	Old <input type="checkbox"/>		

DESCRIPTION OF THREAT LANGUAGE

Well Spoken (educated) <input type="checkbox"/>	Incoherent <input type="checkbox"/>	Foul <input type="checkbox"/>	Tape recorded message <input type="checkbox"/>
Irrational <input type="checkbox"/>	Read Message <input type="checkbox"/>		

DESCRIPTION OF CALLERS VOICE

Accent <input type="checkbox"/>	Angry <input type="checkbox"/>	Calm <input type="checkbox"/>	Clearing throat <input type="checkbox"/>
Cracking <input type="checkbox"/>	Crying <input type="checkbox"/>	Deep <input type="checkbox"/>	Disguised <input type="checkbox"/>
Distinct <input type="checkbox"/>	Excited <input type="checkbox"/>	Heavy breathing <input type="checkbox"/>	Laughing <input type="checkbox"/>
Lisp <input type="checkbox"/>	Loud <input type="checkbox"/>	Nasal <input type="checkbox"/>	Normal <input type="checkbox"/>
Ragged <input type="checkbox"/>	Rapid <input type="checkbox"/>	Raspy <input type="checkbox"/>	Slow <input type="checkbox"/>
Slurred <input type="checkbox"/>	Soft <input type="checkbox"/>	Stutter <input type="checkbox"/>	Whisper <input type="checkbox"/>

Speech Impediment:

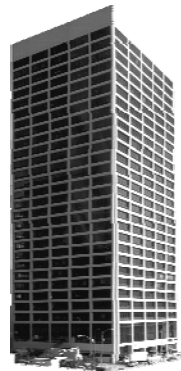
Did you recognize voice?

Yes ☐NO ☐

If yes, who was it?

DESCRIPTION OF BACKGROUND NOISES

Aircraft <input type="checkbox"/>	Animal noises <input type="checkbox"/>	Bells <input type="checkbox"/>	Cell Phone <input type="checkbox"/>
Clear <input type="checkbox"/>	Factory noises <input type="checkbox"/>	Horns <input type="checkbox"/>	House noises <input type="checkbox"/>
Motor running <input type="checkbox"/>	Music Type: <input type="checkbox"/>	Office noises <input type="checkbox"/>	Static <input type="checkbox"/>
Street noises <input type="checkbox"/>	Traffic <input type="checkbox"/>	TV If you can hear, what's on TV? <input type="checkbox"/>	Voices How many? <input type="checkbox"/>
Whistles <input type="checkbox"/>	Other <input type="checkbox"/>	Describe:	



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