

# **Greenwich Office Park Electronic Tenant® Portal**

Created on June 20, 2021

## **Building Amenities: Fitness Center**

### **Fitness Center**

5 Greenwich Office Park – First Floor

A self-service fitness center in Building Five is available to Greenwich Office Park employees. Available for your use are cardiovascular, nautilus and free weight equipment, as well as personal trainers by appointment. Day lockers and showers are also available. Access to fitness facility is by an electronic security key tag.

Fitness Center hours are:

Monday - Friday, 6:00 AM - 9:00 PM (excluding building holidays)

### **Requirements are as follows:**

Full time employees at Greenwich Office Park may sign up in person at the management office at One Greenwich Office Park South, 3rd floor, suite 350, weekdays between 10:00 AM - 5:00 PM.

All applicants should bring identification (driver's license or picture ID) along with a check or money order (we cannot accept cash) in the non-refundable amount of \$25.00 payable to: "**Greenwich Park, LLC.**".

**Please note:** Any checks returned to us for insufficient funds will be charged an additional fee. New members will immediately receive their access key tag. In addition, lost or stolen key tags are not replaceable but may be purchased for \$25.00.

[Click here to view the Fitness Center Membership Packet](#)

## **Building Amenities: Cafe**

### **Cafe**

The Park Café  
Five Greenwich Office Park – First Floor  
[www.parkcafegreenwich.com](http://www.parkcafegreenwich.com)  
[parkcafegreenwich@hotmail.com](mailto:parkcafegreenwich@hotmail.com)  
Telephone: 203-861-7275  
Fax: 203-629-6145

The Park Café is located in Five Greenwich Office Park on the first floor. The cafeteria offers both hot and cold breakfasts and lunches to the employees of Greenwich Office Park. Salads, sandwiches, hot meals, and an array of beverages and snacks are only some of the options available to employees at the park. Two flat screen TVs and complimentary WiFi are also available in the Café.

The Park Café is now online! Please visit their site at [www.parkcafegreenwich.com](http://www.parkcafegreenwich.com) to check daily specials, order online, and view café and catering menus.

In addition to the daily services at the cafeteria, The Park Café also provides catering for business lunches, company parties, and theme events. The Café is available to host or cater after-hours events as well. A conference room is also available for tenant use. To set up a corporate account, delivery services for your company, a catered event, or to schedule use of the conference room, please contact John Ressa at 203-861-7275.

## **Building Amenities: Car Detailing and Shoe Shine**

### **Car Detailing and Shoe Shine**

4 Wheels Bath, owned and operated by Carlos Rodrigues, is located in the lower garage of Building Five. Hours of operation are Monday-Friday, 8:30 AM to 5:30 PM (last appointment at 4:00 PM) with Saturday appointments available upon request.

With many services including complete professional detailing and pickup/drop off offered, 4 Wheels Bath can help you take care of your auto needs without taking time out of your day!

[Click here to see the shoe services menu and pricing list.](#)

To make an appointment, please contact Carlos directly at 203-923-4900 or [cr.carwash@gmail.com](mailto:cr.carwash@gmail.com)

[Click here to see the menu of services offered by 4 Wheels Bath.](#)

In addition to his detailing services, Carlos also offers shoe shining and repair! With over 13 years of experience, Carlos has the tools and knowledge to make your shoes look like new.

[Click here to see the shoe services menu and pricing list.](#)

## **Building Amenities: Carlimo Express**

### **Carlimo Express**

Executive Car services by Juan Carlos Rodriguez, 855-397-2227 and 917-846-7254.

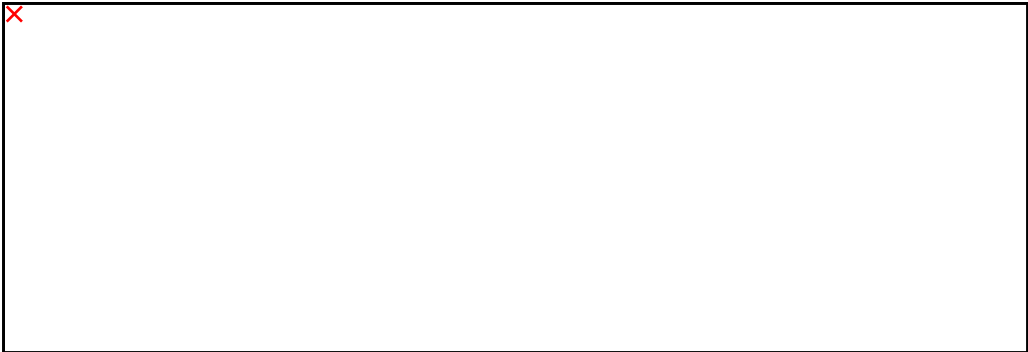
[Click here for more information.](#)

# Building Amenities: Shuttle

## Shuttle

The Greenwich Office Park provides employees of our Tenants complimentary shuttle service in the morning and evening to and from the Greenwich Train Station. The shuttle's pick up location at the Greenwich Train Station is 55 Rail Road Avenue. The shuttle operator, CARLIMO EXPRESS Executive Car Services, can be reached at 855-397-2227.

[Click here to view our current shuttle schedule.](#)



## **Building Amenities: GPS at Your Service**

### **GPS At Your Service**

**Please be reminded that all vendors working in Greenwich Office Park must have current insurance information on file. Please visit the [insurance](#) section of our website for more information.**

### **Catering**

Park Cafe - 5 Greenwich Office Park - 203-861-7275

### **Car Detailing**

Four Wheels Bath - 5 Greenwich Office Park - 203-650-6929

### **Day Care**

Little Friends - Greenwich, CT - 203-861-6549  
*(Across the street from Greenwich Office Park on Valley Drive)*

### **Dry Cleaning**

Pay-Less Dry Cleaning - Port Chester, NY - 914-939-5021  
*(Pickup and Delivery to Tenants of the Greenwich Office Park)*

### **Electricians**

Camsan, Inc - Stamford, CT - 203-327-1120

### **Fire Extinguishers**

OSP – Stamford, CT – 203-348-3069

### **Electronic Waste Recycling**

Finocchio Brothers - Stamford, CT - 203-869-9099

NLR - 877-822-4733

### **Florist**

McArdle's Florist - Greenwich, CT - 203-661-5600

Tulips of Greenwich - Greenwich, CT - 203-661-3154

### **Hotels and Conference Centers**

The J House Hotel - Greenwich, CT - 203-698-6980

Hyatt Regency - Greenwich, CT - 203-637-1234

The Delamar on Greenwich Harbor - Greenwich, CT - 203-661-9800

Homestead Inn - Greenwich, CT - 203-869-7500

Ritz Carlton - White Plains, NY - 914-946-5500

Hilton Rye - Town Rye Brook, NY - 914-939-6300

## **HVAC**

ENCON - Stratford, CT - 203-375-5228

Carey & Walsh - Westchester, NY - 914-762-9600

Sarracco Mechanical - Naugatuck, CT - 800-606-0015

## **Newspapers**

Greenwich Time - 203-625-4400 – [www.greenwichtime.com](http://www.greenwichtime.com)

Greenwich Post 203-861-9191

Greenwich Magazine - 203-869-0009 – [www.greenwichmag.com](http://www.greenwichmag.com)

## **Office Furniture Purchase, Repair, and Cleaning**

Cosmo Office Furniture - Danbury, CT - 203-798-7101

Logos Associates - Forrest Hills, NY - 718-896-9009

OFS Corporation – South Windsor, CT – 800-381-3126

Stamford Office Furniture - Stamford, CT - 203-348-2657

## **Painters**

VS + Co Corporate Finishes, Inc. - Greenwich, CT - 203-531-9200

Sunset Hill Painting

## **Plumbers**

Carey & Walsh - Westchester, NY - 914-762-9600

B&G Piping - Milford, CT -203-877-2937

Sarracco Mechanical – Naugatuck, CT – 800-606-0015

## **Printing**

Composite Printing - Rye, NY - 914-937-3697

Minuteman Press - Greenwich, CT - 203-622-0001

County Reproductions - Stamford, CT - 203-348-3758

## **Signage**

ACME Sign Co - Stamford, CT - 203-324-2263

## **Town of Greenwich - [www.greenwichct.org](http://www.greenwichct.org)**

Fire Department - Greenwich, CT - 203-622-8062

Planning and Zoning - Greenwich, CT - 203-622-3795

Police Department - Greenwich, CT - 203-622-8000

Greenwich EMS - Greenwich, CT - 203-637-7505

Public Works - Greenwich, CT - 203-622-7740



Town Clerk - Greenwich, CT - 203-622-7897

Greenwich Chamber of Commerce - Greenwich, CT - [www.greenwichchamber.com](http://www.greenwichchamber.com)

### **Transportation**

Greenwich Taxi - Greenwich, CT - 203-869-6000

Everready Cab of Greenwich - 203-869-1700

Airport Transportation - 1-866-82-METRO

Metro-North - [www.mta.info.mnr](http://www.mta.info.mnr)

Connecticut Traffic - [www.ct.gov/dot](http://www.ct.gov/dot)

Greenwich Office Park Shuttle - CARLIMO EXPRESS Executive Car Services - 855-397-2227

Metropool - 1-800-346-3743 - [www.metropool.com](http://www.metropool.com)

## Building Amenities: Ride Sharing

### Ride Sharing

When considering the cost of driving, most people think only about how much they pay for gas. However, drivers must also consider the money they pay to buy and maintain their car, which includes tune-ups, oil and tires, as well as insurance and registration.

[MetroPool](#) would like to provide an option for Greenwich Office Park employees to alleviate the hassle of driving to work alone and help you save money. MetroPool provides free commuter services for employees with the support of the New York and Connecticut Departments of Transportation. [MetroPool](#) is pleased to offer an online ridesharing program called NuRide. NuRide is a commuter mobility program that allows employees to share a ride whenever is convenient. It's easy to arrange ridesharing trips and at the same time earn rewards from NuRide Sponsors (Restaurants, Entertainment, Household goods, and many others) for every trip you take.

**A data base just for Greenwich Office Park employees has been created. Upon signing up with your name (or you can choose to remain anonymous), you can then find other Greenwich Office Park employees who live in your general area and choose to share a ride whenever and with whomever you'd like.**

By ridesharing, you will not only be saving money and earning gifts, you will also contribute to a cleaner environment. If you are interested in participating in this program, please complete the below registration form and email it directly to Florinda Teixeira at [fteixeira@metropool.com](mailto:fteixeira@metropool.com). You will receive a confirmation email from NuRide with instructions to finish the registration process and find other commuters with whom to commute.

For more information on other commuting services MetroPool provides, please visit their website at [www.metropool.com](http://www.metropool.com).

[Click here to access the NuRide Registration Form](#)

## Building Operations: Property Management

### Property Management

The Management Office for Greenwich Office Park is located in One Greenwich Office Park South, 3rd floor, suite 350. Office hours are 8:30 AM to 5:00 PM, Monday through Friday, except holidays. The telephone number is 203-422-6700 and the facsimile number is 203-422-6797. The after-hours telephone number is 203-531-7061.

**The following personnel are available to address your needs:**

Name	Title	Phone Number	E-Mail
Christian Bilella	Senior Vice President	203-422-6700	<a href="mailto:cbilella@gpsmgt.com">cbilella@gpsmgt.com</a>
Joanne Santora	Assistant Property Manager	203-422-6700	<a href="mailto:jsantora@gpsmgt.com">jsantora@gpsmgt.com</a>

Name	Title	Phone Number
Anthony Burrows	Chief Engineer	203-422-6700
Richard Skarad	Engineer	203-422-6700
Manny Zuniga	Engineer	203-422-6700

If you encounter a problem or have a suggestion, please call the Management Office at 203-422-6700 and we will insure that the appropriate action is taken.

In order to respond in a timely manner, please select one administrative liaison from your office who will be responsible for making all calls to the Management Office, thereby limiting the number of individuals calling with concerns or service requests. This will enable a faster response and avoid confusion.

## **Building Operations: Engineering & Maintenance**

### **Engineering and Maintenance**

Greenwich Office Park utilizes the Electronic Tenant Solutions Online Work Order System. All engineering and maintenance requests can be entered through this system.

[Click here to access the Greenwich Office Park Tenant Work Order Portal](#)

For questions, please call the management office at 203-422-6700.

**Building Operations: Building Hours**

**Building Hours**

Monday – Friday            8:00 a.m. – 6:00 p.m.  
Saturday                    (Upon written request)

**Building Management Office Hours**

Monday – Friday            8:30 a.m. – 5:00 p.m.

## **Building Operations: Holidays**

### **Holidays**

The Building will be closed on:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

Building services may be made available on an after-hour basis with scheduled advance notice.

## **Building Operations: Leasing**

### **Leasing**

*For all leasing inquiries please contact:*

**David Block**

CBRE

*Senior Vice President*

203-325-5340

[david.block@cbre.com](mailto:david.block@cbre.com)

[Click here to see available space at Greenwich Office Park](#)

## **Building Operations: Rent Payments**

Rent payments should be sent via Wire Transfer. Please contact the Property Management Office for wire transfer details.

If a wire payment cannot be completed, payment of rent and other sums due can be made as follows:

- **Via USPS:**

- Greenwich Park, LLC
  - PO Box 780726
  - Philadelphia, PA 19178-072

- **Via overnight mail (FedEx, UPS):**

- Lockbox Services #780726
  - Greenwich Park, LLC
  - LOCKBOX# 780726
  - Wells Fargo Bank
  - MAC Y1372-045
  - 401 Market Street
  - Philadelphia, PA 19106



## **Building Operations: Security**

### **Security**

Security services are provided by Century Protective Services. For all concerns and questions, please contact the Management Office at 203-422-6700.

Although the security staff patrols the parking areas frequently we cannot be responsible for theft or damage to your vehicle. Please lock your vehicle at all times and keep cellular phones and valuables out of sight.

Security service is provided nights and weekends, seven days a week, including holidays. Security is contracted through an outside vendor who supplies trained, uniformed, unarmed guards for the property.

Should you notice solicitors or other suspicious persons during normal business hours, please contact the Management Office at 203-422-6700. If possible, obtain a business card.

## **Building Operations: Building Signage**

### **Building Signage**

Your company name and building number will be placed on the main Greenwich Office Park directory and your company name and floor number will be placed on the lobby directory of your building. Building Management will provide this initial Tenant directory signage, while any approved changes will be at Tenant's expense via work order.

The door signage displayed in the common areas must be approved by the Building Management.

[Building Signage Form](#)

## **Building Operations: Elevators**

### **Elevators**

Occasionally elevator service can be interrupted during use. If elevator service is interrupted while you are a passenger, remain calm. Do not attempt to force the elevator doors open or leave the cab.

Use the telephone in the elevator to call emergency personnel who are on duty 24/7 and assistance will be dispatched to the elevator.

## Building Operations: Forms

Forms For your convenience, we have included downloadable and printable PDF document forms that will expedite various Management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Aids to Handicapped Individuals](#)

[Bomb Threat Form](#)

[Building Signage Form](#)

[List of Disabled / Handicapped Occupants](#)

[Move-In / Move-Out Form](#)

[New Tenant Forms](#)

[Sample Tenant Certificate of Insurance](#)

[Sample Vendor Certificate of Insurance](#)

[Sample Vendor Endorsement Form 1](#)

[Sample Vendor Endorsement Form 2](#)

[Shuttle Schedule](#)

[Tenant Emergency Contacts](#)

## **Building Operations: HVAC**

### **HVAC**

Heating, Ventilation, and Air Conditioning services are provided during normal business hours, 8:00 AM – 6:00 PM Monday through Friday. To achieve maximum comfort, please adhere to the following guidelines:

- Please refrain from placing credenzas, movable partitions and other furniture closer than five inches from the induction units to insure proper air flow and ventilation.
- On particularly warm sunny days, blinds should be drawn, as they are an integral part of the design of the building HVAC system. During the winter, blinds should be left open to take advantage of the sun's warmth.
- Please keep windows closed at all times.
- To ensure comfort levels, perimeter units can be pre-set to turn on early the next day. To save energy, they should be set on low.

Should temperature levels change abruptly or exceed reasonable comfort limits, please contact the Management Office at 203-422-6700.

### **After-Hours HVAC:**

Air conditioning and heating are provided from 8:00 AM to 6:00 PM Monday through Friday. Tenants may request after-hours air conditioning services for an additional charge by submitting a written request to the Management Office 48 hours in advance.

There is an hourly charge for extending air conditioning or heating hours.

# Building Operations: Janitorial Services

## Janitorial Services

Offices will be cleaned as outlined in the Cleaning Specification of each Tenant's lease. Normal cleaning includes dusting, vacuuming, emptying wastebaskets, etc. Should you have a special cleaning request, please contact the Property Management Office at (203) 422-6700 or input the request into the [Tenant Work Order Portal](#). In the event an oversight does occur in your office, please notify the Management Office so that appropriate action can be taken.

- Trash to be removed by cleaning personnel that is not in the usual waste baskets should be clearly marked "trash".
- Office debris will be removed by the housekeeping staff, but care should be taken by your personnel to place on or in the wastebaskets only that which is to be discarded. Retrieval of discarded items is virtually impossible because trash is disposed of in a compactor.
- Try placing a common trash receptacle in the pantry or other common area instead of having individual receptacles desk side. Studies show that this increases office recycling and decreases landfill waste.
- Cleaning personnel are not required nor expected to remove large packing cases or shipping boxes. Special arrangements must be made with your moving or delivery company or directly with the cleaning vendor for such removals.
- The cleaning staff is instructed not to disturb anything on top of desks and to clean only those desks which have been cleared off at night.
- Please place coffee grounds in plastic bags for disposal, not in any plumbing facility.
- Cups containing liquid should not be placed in waste baskets. All liquids should be poured in proper drainage facilities.
- Single Stream Recycling began in Greenwich on August 1, 2011. This method of recycling allows for an increase in items to be recycled, and results in a decrease in our trash output.
- In order to avoid contamination, tenants are asked to separate their recyclables into the following two categories:
  - Paper/Newspaper/Cardboard
  - Plastic/Glass/Metal

## Building Operations: Mail Service

### Mail Service

- [United States Postal Service](#)
- [Federal Express](#) – There is one Federal Express drop box at Building Four.
- [UPS](#) – There is one UPS drop box as you exit the park onto Valley Drive.

Each courier hand delivers packages and postal mail to each Tenant space.

The Greenwich Office Park is serviced by the [Greenwich Post Office](#), Valley Drive, Greenwich, Connecticut 06831, phone (203) 625-3168.

## **Building Operations: Maintenance Requests**

### **Maintenance Requests**

#### **[Greenwich Office Park Tenant Services Login](#)**

The Management Office must be contacted to request any building maintenance by submitting a written work order. If the service is a chargeable item, it will be reflected on your next monthly statement. Management will use its best efforts to provide cost estimates (if applicable) prior to the issuance of a work order.

The Greenwich Office Park maintenance department provides the up-keep on building standard items such as light fixtures, door hardware, temperature control and equipment in public areas. Tenant premises' requests such as general picture hanging, light bulb replacement, minor repairs and moving of light furniture will require a minimum hourly charge plus overhead and tax. Prices may vary depending on the specific job to be performed and prices are subject to change at any time without notice.

- All requests from Tenants for service should be coordinated through one person in your office whom you designate as the Tenant contact.
- Maintenance personnel are not permitted nor equipped to move heavy furniture. Your delivery people must provide their own handling of all heavy equipment.
- Due to insurance restrictions, the maintenance staff is not permitted to loan any tools or equipment (this includes hand trucks and ladders).

Please Note: The type of job to be done and maintenance staff availability may limit our ability to perform these additional tasks.

### **Water Leaks**

Any water leaks should be immediately reported to the Management Office at 203-422-6700 (203-531-7061 after hours). Persons discovering such leaks should be certain to provide their name, their company's name, floor location and extent of leak. If water is coming through the ceiling, and it is feasible, close all open drawers in the vicinity, move papers or work in progress, place wastebaskets or buckets under leak(s), and move furniture.



## **Building Operations: Parking**

### **Parking**

Free parking is provided for the use of Tenants, their employees, and their guests as specified in your Lease Agreement. Visitor spaces are for visitors only. Please respect these spaces. Please remind all employees and guests to park only in their company's marked spaces or any unmarked space.

A bicycle parking area for Greenwich Office Park employees is located to the right of the upper parking deck at Building Five. This location is central to the park and located near the fitness center showers for those who prefer to freshen up before work. Please remember to use a lock when parking your bicycle.

Please drive carefully and slowly on the property. Your observance of the "STOP" signs, as well as the directional signs is appreciated.

Any accident at the Greenwich Office Park should first be reported to the police, then to the Management Office at 203-422-6700.

## **Building Operations: Pest Control**

### **Pest Control**

Please call the Management Office to arrange an appointment should there be any evidence of pests in your suite. Should the Management Office determine that housekeeping is insufficient, we reserve the right to charge accordingly.

## **Building Operations: Recycling**

### **Recycling**

Greenwich Office Park acknowledges that environmental conservation is one of today's most important issues. In response, we are making a commitment to improve the way we do business and to facilitate an easy-to-adopt system for sound environmental management within our building.

[Single Stream Recycling at Greenwich Office Park  
Light Bulb, Ballast, Battery, and E-Waste Recycling](#)

## **Building Security: After Hours Access**

### **After Hours Access**

Access to Phone and Electrical closets outside of Management Office hours requires advance scheduling. Please call the Management Office 48 hours in advance to arrange for access.

## **Building Security: Deliveries**

### **Deliveries**

All deliveries must be made directly to the Tenant's premises. Deliveries may not be left in the common areas. Delivery vendors are responsible for removing any and all trash, packaging material and pallets from the building.

All deliveries of furniture, equipment or mass quantities must be made outside normal business hours. Please schedule these with the Management Office at 203-422-6700. Vendor requirements such as production of insurance documents must be provided to management.

## **Building Security: General Office Security**

### **General Office Security**

Security personnel are on duty at Greenwich Office Park outside of normal business hours. Although security personnel provide basic protection for the buildings, security is everyone's responsibility and your cooperation and vigilance is essential.

Each Tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, please contact the Management Office.
  - Establish and use, within your premises, a secured area for packages, purses, saleable and transportable property, etc., and particularly any form of negotiable instrument or petty cash. We recommend a GSA approved fire safe.
  - Lock front and rear egress doors at 5:00 p.m., or earlier if your receptionist leaves.
  - Be certain that public corridor egress doors are locked when offices are empty.
  - Enforce strict discipline and control on keys and access cards.
  - Promptly report to the Management Office the loss of property or any suspicious event.
- 
- Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.
  - At the end of each working day, store small personal and company items of value, such as laptops, etc., in a locked desk, credenza, file cabinet or other secured location.
  - Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.
  - Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
  - Never leave a vault or safe open while out of the office. Thoroughly mix combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.

## **Building Security: Keys**

### **Keys**

Keying must be approved by the Management Office. While Tenants are free to key and duplicate keys to their demised premises, the cylinders and locksets must meet office park standards. Management must be provided with a key schedule and key codes per the building requirements. Tenants must provide the cleaners with three (3) sets of keys/cards to the space and the Management Office with one (1) set.

Building keys may only be duplicated by Management via a work order.

Six (6) keys for the building entrance doors will initially be provided to the Tenant. Management can provide additional keys via Tenant work order.

# **Building Security: Lost and Found**

## **Lost and Found**

Please contact the Management Office at 203-422-6700 to report items that have been lost or found in the buildings.



## **Building Security: Solicitation**

### **Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please obtain a business card, then notify the Management Office at 203-422-6700 for appropriate personnel to escort them off of the premises.

## **Emergency Procedures: Introduction**

In order for the Fire Safety and Evacuation Program to work, participants must be aware of the safety system design features and their responsibilities in the program.

- Each common area is equipped with horn strobes.
- Each stairwell is equipped with emergency lights.
- All mechanical rooms are equipped with fire extinguishers, serviced annually by an approved vendor.
- Each Tenant's demised premises should have smoke detectors and emergency lights, as required by code.
- Please see your Safety Warden for precise details regarding your interior space. Safety Wardens should be schooled in all areas of emergency procedures in your space from evacuation procedures to fire extinguisher needs.
- This online manual sets forth the approved Plan of Procedure for Evacuation of the Greenwich Office Park, Greenwich, Connecticut buildings during any emergency to insure the safety of all occupants. This plan, coupled with the fire detection and alarm system that has been designed into each building, provides Greenwich Office Park, Greenwich, CT with a high degree of safety at all times for its occupants.

### **Emergency Security Staff**

Emergency response personnel are available 24 hours a day, 7 days a week, to provide security for the buildings.

### **Safety Features**

Safety has also been built into the construction of the building. Life safety features include the following:

- Sprinkler system in the halls of Building 2 1st floor, 3rd floor and the garages in Buildings 5, 6, 8 and 9
- Standpipe system in Buildings 2-9
- Smoke detectors in all Buildings
- FCI electronic fire alarm system
- Manual fire alarm pull stations in all Buildings.

# Emergency Procedures: Active Shooter Video

Active Shooter Video

# Emergency Procedures: Bomb Threat

## Bomb Threat

### Handling a Bomb Threat

Occupants should follow the guidelines and procedures given below, when:

- [Receiving a bomb threat](#)
- [Reporting a bomb threat](#)
- [Searching for a bomb](#)
- [Evacuating in response to a bomb threat](#)

### Receiving a Bomb Threat

Follow the guidelines below when a bomb threat is received:

- EVERY THREAT RECEIVED MUST BE REGARDED SERIOUSLY
- Stay calm and signal a fellow employee to pick-up another extension to listen
- Note the time of the call
- Keep callers on the phone as long as possible and make a written record of every word spoken
- Listen for background noises
- Pay close attention to caller's voice trying to provide as much information as possible as to his/her identity
- Ask for the location of the bomb(s)
- Inform caller that building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent people
- Fill out the [Bomb Threat Form](#) recording as much information as possible
- Notify your department manager/supervisor who will notify 911 and then Management at 203-422-6700

### After Receiving a Bomb Threat

- Do not pull Fire Alarm
- Do not use radios, walkie talkies, portable radios or cell phones as some types of explosives can be set off by their use.

### Reporting a Bomb Threat

Immediately contact 911 and then Management at 203-422-6700 after receiving a bomb threat call.

### Searching for a Bomb

Follow the steps below to search for a bomb:

- The manager/supervisor notified the safety warden on the floor of the bomb threat call.
- The manager/supervisor and safety wardens search for strange or unfamiliar objects, boxes, briefcases, etc. Areas to be searched include, but are not limited to:
  - Behind stairwells
  - All ceiling areas, particularly disturbed ceiling tiles
  - Access doors
  - Restrooms and areas used as access to plumbing fixtures and electrical fixtures
  - Cabinets- fire and storage
  - Canteen areas
  - Trash receptacles
  - Mailrooms
- If a suspicious object/package is found, and it cannot be identified by the areas occupants, do not touch it, cover it or move it. Contact 911 and then Management at 203-422-6700. Open all windows and doors near the package or device. Account for all employees, visitors and guests.
- Tenants are responsible for making the decision to evacuate; however in the event it has been decided by Management to evacuate, Management will instruct Tenants at that point.

### Evacuating in Response to a Bomb Threat

The Greenwich Police and Fire Departments will make the decision on whether or not to evacuate the building.

If the decision is made to evacuate, please follow the steps below quickly and safely:

- Safety Wardens – Direct evacuation of the floor via the stairwells, utilizing the procedures in [Evacuation Procedures](#).
- Occupants – Evacuate the floor via stairwells, utilizing the procedures in [Evacuation Procedures](#).

**DO NOT USE ELEVATORS DURING BOMB THREAT EVACUATIONS**

## **Emergency Procedures: Civil Disturbance**

### **Civil Disturbance**

In the event we are notified that a riot is in progress that could affect the areas of The Greenwich Office Park, Management will alert all tenants.

Security personnel and necessary maintenance staff will secure our buildings.

If a riot were to erupt with little or no notice, impacting our area, our office will furnish all known information about the risk of violence in certain areas, street closings, public transportation reports, etc.

In the event that an evacuation becomes necessary, our office, in conjunction with the police and fire personnel, will coordinate this process in a safe and orderly manner.

## **Emergency Procedures: Elevator Malfunction**

### **Elevator Malfunction**

Occasionally elevator service can be interrupted during use. If elevator service is interrupted while you are a passenger, remain calm. Do not attempt to force the elevator doors open or leave the cab.

Use the telephone in the elevator to call emergency personnel who are on duty 24 hours a day and assistance will be dispatched to the elevator.

# Emergency Procedures: Emergency Contacts

## Emergency Contacts

Listed below are some important phone numbers you may need in the case of an emergency. In any emergency situation, please contact the Management Office at 203-422-6700 immediately after contacting the appropriate emergency service.

### Managing Agent

Greenwich Premier Services  
One Greenwich Office Park South, 3rd floor, suite 350  
Greenwich, CT 06831

<b>During Business Hours</b>		203-422-6700
<b>After Business Hours</b>		203-531-7061
<b>Fax</b>		203-422-6797
<b>Police</b>	Emergency	911
	Local	203-622-8000
<b>Fire</b>	Emergency	911
	Local	203-622-8000
<b>Medical</b>		911
<b>Ambulance</b>		911
<b>Poison Control</b>		1 800-222-1222

In the event of a utility disruption to the normal building systems operations, please call the Management Office at 203-422-6700.

In the event of a medical emergency, fire, or life-threatening situation, call 911 for immediate dispatch of qualified assistance and then contact Management.



# Emergency Procedures: Evacuation

## Evacuation

In the event it is necessary to evacuate part or all of the building, remain calm and follow these standard procedures. Emergency exit stairwells are to be used for evacuation. Do not use elevators unless instructed to do so by Fire Department representatives. The stairwell entrances are designated with signs and are located on each floor.

When exiting in the emergency exit stairwells, keep to the right so that incoming emergency personnel can utilize the stairwells as well.

An up-to-date listing of all personnel who may need assistance should be kept by the Tenant representative and be on file with the Management Office.

In the event of a fire or bomb threat emergency, all occupants should know how to respond. Each Tenant is responsible for the education and training of their employees. Please contact management at 203-422-6700 for any questions or required assistance. The procedures outlined in this section will maximize the chances for a safe evacuation.

## Handling a Fire Emergency

In order to effectively handle a fire emergency, each occupant should be familiar with the following topics:

- floor areas
- high rises
- reporting a fire
- evacuation because of a fire
- evacuating the disabled/handicapped occupants
- fire extinguisher and pull station locations
- fire stairwell locations
- building exits
- the location and use of fire extinguishers within their space

## Floor Areas

Each occupant uses the closest exit stairwell to evacuate the floor. It is important for each occupant to know the location of ALL exits on the floor in case the closest exit is impassible.

The Safety Warden will help direct occupants to the exit stairwells

## Reporting a Fire

Follow the steps below to report a fire:

- IMMEDIATELY activate the nearest fire alarm pull box upon detecting a fire or smoke. Alarm pull stations are located near each stairwell exit. To activate the fire alarm pull box, pull the lever down.
- Locate exit stairwells on each floor. Evacuate to the nearest stairwell to safely exit the building.
- Await further instructions from the Greenwich Fire Department or the Management Office before re-entry.

## Evacuation Due to a Fire

Follow the steps below to evacuate due to a fire:

Safety Wardens

- Notify the occupants to evacuate the floor.
- Search the entire office floor, including restrooms, employee lounges, cafeteria, conference rooms, closed offices, etc.
- Do a final check on the evacuated floor.
- When receiving personnel from another floor, direct them to an appropriate holding area or exit path.
- Account for all employees and report to Management and Greenwich Fire Department.

## Occupants

- Proceed as directed by the Safety Warden, down the fire stairwells, keeping to the right, allowing occupants to merge into the stairwell.
- Enter the stairwell and proceed out of the building.
- Disabled/handicapped or other personnel needing assistance should assemble at the landing immediately inside the fire rated stairwell to await evacuation by rescue personnel.
- **DO NOT USE THE ELEVATORS DURING FIRE EMERGENCIES.**
- If the stairwell is blocked, the Safety Warden will lead you to the alternate stairwell.
- Remain outside the building until the “all clear” signal is given by the Greenwich Fire Department or the Management Office.

## Evacuating Disabled /Handicapped Occupants

- Each Safety Warden should assign two or more person(s), with alternates, to assist each disabled/handicapped occupant who cannot use the exit stairwell.
- To evacuate disabled/handicapped occupants unable to use the stairs:
  - All disabled/handicapped occupants should be taken to the landing inside the fire rated stairwell.
  - Have one of the assigned individuals stay with the disabled/handicapped occupant and have the second individual alert the Greenwich Fire Department or Building Management as to the location of the disabled/handicapped occupant.

## Tenant Fire Prevention and Protection Program

A plan for periodic formal inspections of each floor area, including exit facilities, fire extinguisher and housekeeping should be developed.

Information which should be included is as follows:

- a. At the start of the day a check of each exit shall be required to determine that self-closing doors are in the closed position but are not illegally locked in any manner.
- b. No obstructions shall be permitted in corridors or aisle spaces.
- c. Necessary exit signs and lights required shall be lighted and in good condition.
- d. The location and operation of fire extinguishers shall be known by all personnel. The maintenance shall be controlled by the Fire Warden.
- e. Poor housekeeping is a fire breeder. All offices should avoid accumulation of combustible debris.
- f. All magnetic doors must release on fire alarm.

Provisions should be made for the monthly testing of Tenant’s communication and alarm systems.

## Representative Floor Plan

Floor plans with evacuation routes should be posted under the authority of the Safety Warden.

## Fire Safety Plan

In planning, evaluate the individual floor layouts, the population of floors, the number and kinds of EXITS, the zoning of the floor by area and occupants. Determine the movement of traffic by the most expeditious route to an appropriate exit and alternative route for each zone since under fire conditions one or more exits may not be useable.

Nothing contained in this Fire Safety Plan format is to be construed as all inclusive. All rules and other requirements are to be fully complied with.

# Emergency Procedures: Fire & Fire Prevention

## Fire & Fire Prevention

The following recommendations for your employees are made to assist you with the building's fire prevention program:

- Never leave electrical appliances unattended.
- Never use immersion-type heating devices.
- Avoid electrical overloading and multiple plugs.
- Do not use undersized or lightweight extension cords.
- Report failure of any electrical outlets or lights to the Management Office.
- Flammable liquids should not be stored in Tenant spaces.
- Keep paper at least six to eight feet away from operating machinery.
- Know the location and type of fire extinguishers in your premises and inspect and replace as required.
- Know the usable time limit of the fire extinguishers available to you.
- Know exit locations.
- Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the area of exit doors and hallways.
- Do not store materials in the building electrical, telephone or utility closets.

## Fire Alarm System

The fire alarm system includes:

A Fire Alarm Annunciation Panel which will indicate activation on any floor of the following devices:

### Manual Fire Alarm

Pull Boxes are activated manually by pulling the Handle downward and are located near exit stairwells on each floor.

### Automatic Sprinkler (in limited areas)

Water Flows are fully automated and detect the flow of water in the sprinkler water system. Tenants do not activate them.

Automated Smoke Detectors should be located throughout the Tenant's premises and are fully automatic.

A Fire Alarm Control to ring alarms on all floors.

If a smoke condition or a fire condition is apparent, immediately call the Fire Department and then the Management Office

### Standpipe Valve Cabinet (in Buildings 2-9)

Standpipe valve cabinets are located in most interior stairwells for use by the Greenwich Fire Department in the event of a fire. The Safety Warden should check all stairwells used to exit your floor and be aware of all standpipe locations.

### Exit Stairwells

Exit stairwells (not elevators) are used in the event of a fire. Stairwell doors are locked from the stairwell side to prevent unlawful entry into Tenant areas. Doors exiting outside the building or to common areas are unlocked. In the event of a fire alarm or power outage, use the stairwell. Please be conscious of the exterior stairwell exits within all stairwells on your floor.

### Elevator Control

Only the Fire Department may use the elevators.

**DO NOT USE THE ELEVATORS.**

### Emergency Power

In the event of loss of power to the building, emergency lighting system is provided to permit the orderly evacuation of the building via the stairwells. This battery backed-up lighting can last a maximum of 90

minutes. Tenants should be cognizant of this when making voluntary evacuation decisions.

### **Fire Evacuation Responsibilities**

Safety Wardens have full evacuation responsibilities for their company employees. Each Tenant should have one head Corporate Fire Warden. You can identify your company's head Corporate Fire Warden during an emergency by the RED CAP he or she will be wearing. This cap MUST be worn in an emergency or drill.

### **Safety Warden Responsibilities**

Safety Wardens in the Fire Evacuation Program are responsible for:

1. Having alternates appointed and trained in their absence.
2. Being familiar with the floor layout, number of occupants, and all other aspects of the Tenant space.
3. Being familiar with the building layout, including all possible evacuation routes from the Tenant space.
4. Being Familiar with the Fire Safety Plan adopted by Tenant providing for fire drill and evacuation procedure in accordance with Fire Codes.
5. Conducting fire and evacuation drills.
6. Being responsible for the designation and training of the Fire Wardens, Deputies, Assistants and Alternates in accordance with the Fire Department rules. These individuals must all report to the one head Safety Warden.

### **Safety Warden Responsibilities (continued)**

7. Being responsible for a daily check for the availability of all Fire and Emergency Staff Members.
8. Ensuring that current organizational charts are posted as well as a chart designating employees and their assignments.
9. Maintaining a current [list of disabled/handicapped occupants requiring assistance](#) and providing a copy to the Management Office on a monthly basis.
10. Arranging the evacuation of disabled/handicapped occupants unable to use stairs by assigning another individual to be responsible for each person in an emergency. The disabled/handicapped occupants will be escorted by the other individual(s).
11. Ensuring that all persons are notified and evacuated in an orderly manner when an alarm sounds or instructions are received.
12. Having a quick and efficient method for accounting for all individuals within their space. Large corporations should have assistants appointed. The assistants should each be assigned areas where they are familiar with the occupants and can "sweep" the area on their way out and quickly report to the head fire warden. All persons assigned with these responsibilities should have back up staff members in case of their absence or inability to perform.

### **Safety Warden Responsibilities (continued)**

13. Accounting for all personnel to the building management and Greenwich Fire Department in the event of an emergency or drill.
14. Searching all areas of the floor including:
  - closed offices
  - conference rooms
  - storage rooms
  - closets
  - restrooms
  - workstations
15. Ensuring all employees of each company should have a meeting place assigned AWAY FROM THE BUILDING. This location should not be in the roadway, nor should it require roadway crossing, as emergency vehicles will require unhampered access.

## **Emergency Procedures: Flooding**

### **Flooding**

In the event of a flood that may cause damage to Tenant property or affect the normal operation of the building, designated Tenant representatives will be contacted by Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding and its damage.

Once the flooding has been contained, clean-up operations will commence. Tenants will need to contact their insurance carrier to assess any damage to their property.

## **Emergency Procedures: Hazardous Substances**

### **Hazardous Substances**

The Employee Right to Know Law passed on May 23, 1988, states that employers must inform employees about hazardous substances in their work environments. Material Safety Data Sheets (MSDS) must be given to the Management Office for any hazardous substances used by your company or by a vendor of your firm. The manufacturer of the hazardous substance is required by law to provide the MSDS upon request. Tenant shall not cause or permit any Hazardous Substance to be used, stored, generated, or disposed of on or in the Premises by Tenant, Tenant's agents, or employees.

Please note that lease restrictions prohibit storage of gasoline or other flammable substances.

### **Space Heaters:**

A large number of fires are caused each year by portable space heaters. For this reason, no type of portable space heater is allowed at the Greenwich Office Park.

### **Christmas Trees:**

Many deaths occur each year because of fires caused by faulty wiring of Christmas tree lights. For that reason, per the Greenwich Fire Department, live Christmas trees are not allowed in commercial office buildings. Lights are allowed on artificial trees, but not on natural trees (even if treated with a fire retardant) or live wreaths.

# Emergency Procedures: Homeland Security

## Homeland Security

Management recommends that each Tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that will aid you in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

# Emergency Procedures: Medical Emergency

## Medical Emergency

In the event that an accident or illness befalls one of your employees or a visitor to your office area, please:

- Call Emergency Services at 911.
- Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
- Do not move the injured/ill person. Attempt to make him or her as comfortable as possible.
- If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
- Call the Management Office at 203-422-6700. Inform management that you have called 911 and briefly describe the nature of the emergency.
- Determine, if possible:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual

The Management, Engineering and Security staff will do all we can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.



## **Emergency Procedures: Power Failure**

### **Power Failure**

In the event of a power outage, remain calm. Emergency/exit signs and lights in the stairwells are battery operated and will automatically continue operation for purposes of evacuation.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

# **Emergency Procedures: Safety Wardens**

## **Safety Wardens**

A Safety Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the name and faces of all employees in your office. Your Office Manager or Personnel Manager would probably be good candidates for Safety Warden. You should elect an Alternate for every Safety Warden.

The Safety Warden would be responsible for the development and implementation of your Safety Program. This Program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, verification of adherence thereto, and practice of emergency procedures.

In the event of a fire or other emergency, this individual is in charge of the situation until Building Management arrives. The Safety Warden may also be responsible for ordering the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

The Safety Warden will also be a key contact for the Management Office in case of power failures, medical emergencies, or other emergency situations.

## **Safety Warden Responsibilities**

Each Tenant should appoint a Safety Warden and at least one Alternate for every 50 employees. Full-floor and multi-floor Tenants will require multiple Safety Wardens and Alternates. The people chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office. One Safety Warden should be responsible for the development and implementation of the Tenant's fire safety program. This program should include:

### **Development of evacuation plans:**

- Familiarize employees with the location of all exit stairwells and fire pull stations.
- Familiarize employees with the location and proper use of fire extinguishing equipment within the Building and your suite.
- Inform employees who are responsible for the order to evacuate.
- Inform the Management Office of all handicapped people who might require assistance during evacuation and plan accordingly within your organization.
- Train employees in emergency response procedures.
- Practice emergency procedures to assure familiarity with individual responsibilities.
- In the event of an actual fire or emergency, make sure the alarm is activated.

# Emergency Procedures: Severe Weather

## Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant. In the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide some protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

## **Emergency Procedures: Toxic Hazards**

### **Toxic Hazards**

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give the building address, floor and phone number, and also what type of spill. Take action to contain the hazard if it is safe to do so, close doors behind you, and always follow all safety procedures when working with toxic materials.

## **For New Tenants: Welcome Letter**

Welcome to the Greenwich Office Park. The on-site amenities, ponds and friendly tenants make for an enjoyable working atmosphere.

Please take a moment to review and complete the required forms in this section. Also, for your review, please find leasehold improvement information as well as a list of general contractors currently approved to work in the park.

Please let us know your availability to review the HVAC, lighting, and security for your space. It would be best to meet approximately two weeks before your move in date. At this appointment we will also provide you with important materials needed throughout your tenancy. To schedule the appointment, please call 203-422-6700.

We will be happy to meet with you at your convenience to answer any further questions you may have. Again, welcome to the Greenwich Office Park.

The Management Team

## **For New Tenants: Forms**

### **Forms**

Please complete the following forms and return them via fax (203-422-6797) or email at least two weeks prior to your move-in date. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[New Tenant Forms](#)

## **For New Tenants: Leasehold Improvements**

### **Leasehold Improvements**

Please contact the Management Office for the current Leasehold Improvement Guidelines and the Rules and Regulations for Contractors.

Please submit this information directly to your architect, if applicable. Please review this carefully as it describes what is required of your contractors. The project is not deemed "final" without these items being met as well as receipt of the final Certificate of Occupancy.

Additionally, please refer to the [Insurance Requirements](#) and the approved [General Contractor list](#) for specific references.

## **For New Tenants: General Contractors**

### **General Contractors**

The following is a list of general contractors currently approved to work in the park.

Wescorp Builders   Tony Martinez   203-422-6700



## **Introduction: Welcome**

The Management staff would like to welcome you to Greenwich Office Park. Greenwich Office Park is represented by a highly motivated and dedicated group of individuals who wish to contribute to your complete satisfaction. If after reviewing the following information you have more detailed questions, each member stands ready to assist and clarify as needed. Until then it is our sincere hope that, through your review of the following, you will appreciate and value the unique service and quality enjoyed by all Greenwich Office Park Tenants.

ALL INFORMATION CONTAINED IN THIS TENANT HANDBOOK IS SUBJECT TO CHANGE AT MANAGEMENT'S DISCRETION WITHOUT NOTICE.

# Introduction: About The Greenwich Office Park Building

## About the Greenwich Office Park Building

The original vision for Greenwich Office Park was to blend a dynamic business environment with a natural, tranquil setting. That vision continues to be realized within the campus-like environment of one of Fairfield County's most prominent office parks. Beautiful landscaping, two fresh water ponds, on-site amenities and strong local ownership add to the appeal of these newly-modernized buildings.

## Features

- Class A office park
- Free Parking (3/1,000 SF)
- Beautifully landscaped with two fresh water ponds
- Operable windows
- Efficient floor plates with low loss factors
- Campus-Style setting
- Individually controlled heating and cooling units in most areas
- Easy access to downtown shopping and restaurants
- Elevators in each building
- Picnic tables located throughout the park
- Extra storage space available for lease
- Override timers for after-hours parking lot lighting
- Override timers for after-hours HVAC (or 24/7 perimeter HVAC)

## Amenities

- On site Building Management
- Full Service maintenance staff on site
- Security Services
- Janitorial Services
- Snow plowing in house for expedited service
- Newly remodeled full-service café with catering services, delivery services, a conference room, and pond-side seating
- Self-service Fitness Center on site
- Shuttle Service transports personnel to and from the Greenwich train station at each of the nine buildings
- Express courier drop boxes located within park
- U.S. Postal Center directly across the street with Tenant suite pickup and delivery
- Car Wash and Detailing Service with office pickup
- Shoe Shine and Repair Service with office pickup
- Child Care Services across the street

# Introduction: Operating Instructions

## Operating Instructions

### Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### Special Features

This Electronic Tenant® Handbook has special features, such as a [Forms section](#) and a [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. [This software is free and easy to use, and can be obtained by clicking here.](#)

### Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office. (Specific contact information provided in the [Property Management Section](#))

# Policies and Procedures: Building Rules and Regulations

## Building Rules and Regulations

The following Rules and Regulations are prescribed by the Management to provide, maintain and operate an orderly, clean and desirable premise for Tenants at Greenwich Office Park.

1. The sidewalks, entrances, driveways, passages, courts, elevators, vestibules, stairways, corridors or halls shall not be obstructed or encumbered by any tenant or used for any purpose other than for ingress to and egress from the Premises and for delivery of such merchandise and equipment in a prompt and efficient manner using elevators and passageways designated for such delivery by Landlord. Rubbish, litter, trash or material of any nature shall not be placed, emptied, or thrown into such areas.
2. The movement of furniture, equipment, machines, merchandise or material within, into or out of the premises and the Building shall be restricted to time, method and routing as determined by Landlord upon request from Tenant. Tenant shall assume all liability and risk to property, the premises and the Building in such move.
3. Tenant is cautioned in purchasing furniture and equipment that's size is limited to such as can be placed on the elevator and will pass through the doors of the Building and premises. All carpets, fabrics and furniture purchased for Tenant's premises shall conform to local and state fire codes.
4. No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by any tenant on any part of the outside of the Premises or the Building or on the inside of the Premises if the same is visible from the outside of the Premises without the prior written consent of Landlord, except that the name of Tenant may appear on the entrance door of the Premises after approval by Landlord. In the event of the violation of the foregoing by any tenant, Landlord may remove same without any liability, and may charge the expense incurred by such removal to the tenant violating this rule. Interior signs on tenant entrance doors shall be building standard size and format.
5. Tenants shall not install or operate any supplemental HVAC equipment (including space heaters) or carry on any mechanical operation without written permission of the Landlord.
6. Tenants shall not use the premises, the Building or parking facilities for housing, lodging or sleeping purposes. Tenants shall not use the premises for the cooking or preparation of food without the prior written consent of Landlord.
7. Tenant shall not bring or permit to be brought or kept in or on the Premises any inflammable, combustible or explosive fluid, material, chemical or substance, or cause or permit any odors of cooking or other processes, or any unusual or other objectionable odors to emanate from the Premises. Tenant may, however, install a microwave oven and refrigerator for the incidental use of its employees.
8. Tenants shall not bring into the Building or keep on the premises any insect or animal, bicycles or other vehicle without the prior written consent of Landlord; Seeing Eye dogs excepted.
9. Keying must be approved by the Management Office. While Tenants are free to key and duplicate keys to their demised premises, the cylinders and locksets must meet office park standards. Management must be provided with a key schedule and key codes per the building requirements. Tenants must provide the cleaners with three (3) sets of keys/cards to the space and Management with one (1) set. Door keys and access cards for doors to the Premises shall be furnished at Lease commencement by Landlord. All duplicate keys and access cards shall be purchased only from Landlord. In the event a Tenant loses access cards, or there are changes to a specific Tenant's right to access the Premise (i.e., termination, relocation, etc.), Landlord must be given written notice. Tenant shall not alter any lock, access card reader, or install new or additional locks or bolts or access card readers, on any door without the prior written approval of Landlord. In the event such alteration or installation is approved by Landlord, Tenant shall supply Landlord with a key for any such lock, or bolt or access card reader. Tenant, upon the expiration or termination of its tenancy, shall deliver to Landlord all keys and or access cards in Tenant's possession for all locks, bolts, cabinets, safes or vaults, or the means of opening any lockable device.
10. Tenants shall not be permitted to perform any construction within the premises and Building without the prior written consent of Landlord. If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval of Landlord.
11. No tenant shall mark, paint, drill into, or in any way deface any part of the Premises or the Building of which they form a part, provided, however, that Tenant shall have the right to install standard office furnishings and wall decorations. No cutting or stringing of wires shall be permitted, except with the prior written consent of Landlord, and as Landlord may direct. No tenant shall lay linoleum, or other similar floor covering, so that the same shall come in direct contact with the floor of the Premises, and, if linoleum or other similar floor cover is desired to be used, an interlining of builder's deadening

felt shall be first affixed to the floor, by a paste or other material, soluble in water, the use of cement or other adhesive material being expressly prohibited.

12. Landlord reserves the right after normal business hours to require that persons entering the Building identify themselves. Landlord reserves the right to exclude from the Building between the hours of 6 p.m. and 8 a.m. and all hours on Sundays, and legal holidays all persons who do not have a building access card provided by Landlord. Landlord will furnish access badges to persons for whom any tenant requires same in writing. Each tenant shall be responsible for all persons for whom he requests such pass and shall be liable to Landlord for all acts of such persons.
13. Tenants shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.
14. Tenant shall, before leaving the premises unattended, close and lock all exterior doors and shut off all appliances, lights and equipment not necessary for overnight operations; damage resulting from failure to do so shall be the responsibility of the Tenant.
15. Each Tenant shall cooperate with the Landlord in obtaining maximum effectiveness of the cooling system by keeping all windows closed and utilizing perimeter window blinds on sunny days. If the Building contains central air conditioning and ventilation, Tenant agrees to keep all windows closed at all times and to abide by any rules and regulations issued by the Landlord with respect to such services. If Tenant requires air conditioning or ventilation after the usual hours, Tenant shall give two (2) business days' advanced notice in writing to the Management Office.
16. All plate and other glass located in the premises or the Building which is broken through a cause attributable to Tenant, employees, patrons, licensees, customers, visitors or invitees, shall be replaced by and at the expense of Tenant under the direction of Landlord. The plumbing facilities shall only be used for the purposes for which they were constructed. No foreign substance of any kind shall be thrown in them and the expense of any breakage, stoppage or damage resulting from this situation shall be borne by Tenant.
17. Tenant shall not permit, erect or place drapes, window tinting, furniture, fixtures, shelving, display cases or tables, Lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels or glass unless the same shall have first been approved by Landlord. No carpet, rug or other article shall be hung or shaken out of any window of the Building; and no tenant shall sweep or throw or permit to be swept or thrown from the Premises any dirt or other substances into any of the corridors or halls, elevators, or out of the doors or windows or stairways of the Building, and Tenant shall not use, keep or permit to be used or kept any foul or noxious gas or substance in the Premises, or permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the building by reason of noise, odors and/or vibrations, or interfere in any way with other tenants or those having business therein.
18. No space in the Building shall be used for manufacturing, public sales, auctions or for the storage of merchandise.
19. Canvassing, soliciting, peddling and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Building Management Office.
20. Any hand trucks used in any space or public halls of the Building, either by Tenant or by others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and side guards.
21. Tenants are not permitted upon the roof of the Building.
22. In order that the Building may be kept in a state of cleanliness, Tenant shall, during the Term, permit Landlord's employees (or Landlord's agent's employees) to clean the Premises and Tenant shall not employ any person(s) other than Landlord's employees (or Landlord's agent's employees) for such purpose. In the event Tenant must dispose of crates, boxes, etc. which shall not fit into office waste paper baskets, it shall be the responsibility of Tenant to dispose of same. In no event shall Tenant set such items in the public hallways or other common areas of the Building, excepting Tenant's Premises, for disposal. The work of Landlord's cleaning personnel shall not be hindered by Tenants after 6:00 p.m. Such work may be done at any time as scheduled by Landlord including when Tenant is not present. The windows, doors and fixtures may be cleaned at any time. Tenant shall maintain the premises in a manner such that it prevents unreasonable hardship to Landlord in discharging its obligation regarding cleaning service.
23. No person or contractor not employed by Landlord shall be used to perform window washing, cleaning, decorating, repair or other work in Tenant's Premises without the express written consent of Landlord. No hooks, nails, or screws shall be driven into or inserted in any part of the Building except by Building maintenance personnel.
24. Tenant shall be responsible for any damage to the premises, including carpeting and flooring, as a result of rust or corrosion of tile cabinets, roller chairs, metal objects or spills of any type of liquid.
25. If the premises become infested with vermin due to Tenant deliveries or acts of Tenant, its

employees, or its agents, Landlord shall at Tenant's sole cost and expense, cause the premises to be exterminated from time to time. All food items shall be placed in sealed containers to avoid infestation.

26. Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building without Landlord's prior approval in writing and upon such terms and conditions as may be specified by Landlord in each instance. Tenant may operate personal radios and/or televisions inside the premises, provided noise from such equipment is not audible outside the premises.
27. No telephonic, instruments or devices, or other wires, instruments or devices, shall be installed in connection with any premises without the prior written approval of Landlord. Such installations, and the boring or cutting for wires, shall be made at the sole cost and expense of the Tenant, in accordance with all applicable codes and ordinances, and under the control and direction of Landlord. All such wires used by Tenants shall be plenum rated, supported by Building structure, and must be clearly tagged at the distribution boards and junction box and elsewhere in the Building, with (1) the number of the leased premises to which said wires lead, (2) the purpose for which said wires are used, and (3) the name of the company operating same.
28. Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization or use the name of the Building for any purpose other than that of the business address of Tenant or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, notices or advertisements without Management approval. Landlord shall have the right to prohibit any advertising by any tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability as a building for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
29. Greenwich Office Park is a weapons free environment. No tenant, owner of a tenant, officer or employee of a tenant, visitor of a tenant, contractor or subcontractor of a tenant, or any other party shall carry weapons (concealed or not) of any kind in the Greenwich Office Park, including the Building or parking areas. This prohibition applies to all public areas, including, without limitation, restrooms, elevators, elevator lobbies, first floor lobby, stairwells, common hallways, all areas within the leased premises of tenants, all surface parking areas and the surrounding land related to the Greenwich Office Park.
30. The Greenwich Office Park common areas which include restrooms, hallways, stairwells, garages and lobbies are designated as non-smoking. The smoking of pipes and cigars is strictly prohibited. Per LEED requirements, there is no smoking within 25 feet of the building.
31. Tenant shall comply with life safety rules and regulations and shall participate in fire drills and training as required by Building management
32. Tenant shall comply with parking rules and regulations as may be posted in the Tenant Manual distributed from time to time
33. The common areas of the Building are not for the use of the general public, and Landlord shall in all cases retain the right to control or prevent access thereto by all persons whose presence, in the judgment of Landlord, shall be prejudicial to the safety, character, reputation or interests of the Building and its tenants.
34. The Landlord reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when in its judgment it deems it necessary, desirable or proper for its best interest and for the best interests of the Tenants. The Landlord shall not be responsible to any Tenant for the non-observance or violation by any other Tenant of any of the rules or regulations at any time prescribed for the Building.

## **Policies and Procedures: Insurance**

### **Insurance**

#### **Tenants**

Tenants must file a Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease with the Management Office. The carrier companies must be licensed in Connecticut.

[Click here](#) to view the Certificate of Insurance

#### **Contractors**

All contractors performing services in the building shall provide a Certificate of Insurance with separate Additional Insured Endorsements evidencing the following insurance coverage prior to commencement of work. The endorsements must cover both "ongoing operations" and "products-completed operations".

The contractor shall secure and keep in full force and effect throughout the term of the Contract, at the contractor's sole cost and expense, the following minimum coverage (additional amounts may be required depending upon the nature of the contractor's work subject to Management's sole discretion):

- Workers' Compensation Insurance providing statutory benefits for contractor's employees and Employer's Liability coverage in an amount not less than \$500,000;
- Commercial General Liability insurance on an occurrence form for bodily injury and property damage with limits of \$1,000,000 each occurrence and \$2,000,000 from the aggregate of all occurrences within the policy year, including but not limited to premises-operation, products-completed operations and contractual liability.
- Business automobile liability covering owned, hired and non-owned vehicles with limits of \$1,000,000 combined single limit each occurrence.
- Employer's liability (umbrella) insurance on the above with limits \$ 2,000,000.  
\*Please note, some vendor types may require higher limits.
- "All risk" property insurance for the full replacement cost of all personal property, equipment, etc. owned by the contractor (vendor) and brought onto the property. Any deductible on covered losses shall be borne by the contractor (vendor).

[Click here to see a sample certificate of insurance for vendors](#)

All vendors shall provide an endorsement for their policies naming the additional insured. The endorsements shall provide coverage for both "Ongoing Operations" and "Products-Completed Operations". Vendors will not be allowed to work in the Greenwich Office Park without the insurance endorsements.

[Please click here for sample one of the required endorsements.](#)

[Please click here for sample two of the required endorsements.](#)

All required insurance shall be maintained with insurance companies holding an AM Best rating of A- or VIII or better. Said policies shall contain a provision that coverage will not be canceled or not renewed without a thirty (30) day prior written notice to the Owner. All uninsured or insured losses that fall within a deductible will be incurred by contractor.

The contractor shall list as Additional Insured under its liability policy the following parties:

- Greenwich Park, LLC.
- Greenwich Park Mezz, LLC
- Greenwich Premier Services

In addition to the list of Additional Insured, the Certificate of Insurance General Liability form shall state that "The General Aggregate limit applies separately to each project". The name and address of insured shall appear on the Certificate of Insurance. The insurance agent's address and telephone number are also required.

Please mail all Certificates of Insurance prior to, or no later than, one (1) week after award of contract to the following address:

Greenwich Premier Services  
One Greenwich Office Park South, 3rd floor, suite 350  
Property Management Office

Greenwich, Connecticut 06831

[Click Here for a sample of a Tenant Certificate of Insurance](#), [Click Here for a sample of a Vendor Certificate of Insurance](#), [Sample Endorsement form 1](#) and [Sample Endorsement form 2](#).



## Policies and Procedures: Moving Procedures

### Moving Procedures

Tenants should contact the Management Office as far in advance as possible, but no less than two (2) weeks before, to coordinate their move. All moves in/out must take place between the hours of 6:00 PM and 8:00 AM, Monday through Friday, or anytime on Saturday and Sunday. Additional charges for extra security personnel may be applicable.

**As a brief checklist, please provide the following to the Management Office prior to move-in/out:**

- Certificate of Insurance for the moving company.
- Tenant telephone and fax numbers.
- Name of tenant administrative liaison.
- A completed [Move-In Form](#)

**All movers must adhere to the following:**

- Where furniture or equipment is being moved with wheel or skid-type dollies, clean masonite sections will be used as runners on all finished floor areas. The masonite sections must be at least ¼" thick, 4'x8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through the doors in the Tenant space. All masonite sections must be taped to prohibit sliding.
- Protect exterior pavers and walkways with Masonite.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move. These areas will be inspected for damage after the move.
- Damage to the building or fixtures caused by the move is the responsibility of and will be paid for by, the Tenant.
- Tenant must arrange elevator usage with the Management Office for all moves. A firm arrival time must be established. If Management supervision (or additional security personnel) is required, as determined by the Management Office, a nominal fee will be charged to the Tenant.
- Movers will be required to remove all boxes, trash, etc. when leaving the building. Remaining materials will be disposed of and the Tenant will be billed the disposal charges.
- Movers must carry insurance in accordance with the following section entitled [Insurance Requirements](#).
- Movers must perform all cleanup, including vacuuming.

## **Policies and Procedures: Smoking**

### **Smoking**

There is no smoking allowed in the common areas of all eight buildings of the Greenwich Office Park. This includes restrooms, elevator lobbies, garages and other significant traffic areas, including building entrances. Per LEED requirements, smoking is prohibited within 25 feet of a building. We ask that if you smoke, please smoke away from the building and dispose of cigarette butts in the ash urns provided. Not only does it provide for a more professional and aesthetically appealing environment in which to work, but a healthier atmosphere.

**Thank you for your cooperation.**

## **Policies and Procedures: Tenant Alterations**

### **Tenant Alterations**

Tenants needing to perform any construction in their premises must submit plans to the Management Office for approval prior to commencement of construction or modifications. Please refer to Building Rules & Regulations, Insurance Requirements, and the approved General Contractor list for specific references. The Contractor Rules and Regulations and Leasehold Improvement Guidelines may be obtained from the Management Office and must be included on submitted drawings.

# Sustainability: Sustainability Practices Implemented

## Sustainability Practices Implemented

### Lighting:

- All common area lighting upgraded to energy efficient lighting
- All parking deck lighting upgraded to energy efficient lighting
- Lighting motion sensors installed in all common area restrooms
- Elevator lights "sleep" when not in use
- Purchase of 100% Green Energy
- Exit signs converted to high efficiency LED lighting

### Recycling

- Fluorescent light bulb / battery / e-waste recycling program implemented
- Park-wide single stream recycling program and waste management program implemented

### Restrooms:

- Touch-less soap dispensers installed in all common area restrooms
- Automatic faucets installed in all common area restrooms
- Rechargeable batteries used in soap dispensers and flushometers in all common area restrooms
- Hand dryers installed in common area restrooms as they are upgraded (no landfill waste generated)
- Core-less toilet paper and green paper towels used
- Paper towel dispensers retrofitted to accommodate environmentally friendly products

### HVAC:

- HVAC filters cleaned quarterly
- Energy efficiency motor replacement program in place
- Energy efficiency unit replacement program in place

### Cleaning / Landscaping:

- Green Seal cleaning products and microfiber cloths are used by the cleaning crew
- HEPA filters in vacuums
- Garbage bags re-used when possible
- Ponds treated with Sonar which is safe for ducks and fish
- Landscapers use water-efficient means to care for the grounds (ex: moisture gel)
- Less lawn on the property means less use of power equipment for maintenance
- Environmentally friendly landscaping utilized (maintenance of natural landscapes)

### Transportation:

- Secure bicycle rack installed at building Five which is adjacent to shower facilities
- MetroPool Rideshare program and NuRide rewards program implemented
- Shuttle provides transportation to/from the Metro-North train station
- Shuttle route re-scheduled to accommodate majority of mass transit users
- Maintenance staff favors use of battery-operated maintenance vehicles

### Communication:

- Rent statements emailed (saves paper, postage)
- Bi-monthly, emailed newsletters promote sustainability efforts with the offer of assistance by Greenwich Office Park Staff
- Sustainability drives held throughout the year (Clothing donations to Vermont community, e-waste recycling drives, sneaker drives.)

### Miscellaneous:

- Ongoing LEED and Sustainability training for the staff
- Smoking prohibited within 25 feet of the buildings (per LEED requirements)



## Sustainability: Tenant Tips

### Tenant Tips

- Re-use scrap paper (shred for packing material, create notepads, use as draft paper in the copier/printer)
- Print double sided to conserve paper
- Stand-by computers and shut off monitors when not in use
- Unplug all possible devices when not in use (they still draw power, even when they're turned off)
- Install water filters on sinks or use filter pitchers to cut out use of bottled water
- Air-dry dishes that have been washed in a dishwasher rather than using the drying cycle which uses excess energy
- Install motion sensors for lighting in offices/conference rooms
- Turn off lights in offices not occupied
- [Ride share](#) or use public transportation
- [Cut down](#) on catalogs and junk mail
- Close blinds to keep office cooler and open them to keep office warmer by use of natural sunlight
- Keep HVAC vents clear and unobstructed
- Ensure supplemental HVAC filters are cleaned quarterly
- Purchase used office furniture and [recycle old office furniture](#)
- Purchase recycled paper, file folders, and other office supplies
- Upgrade lighting within your space
- When shopping for new office equipment and appliances, choose Energy Star rated products. Shop for all-in-one equipment to reduce energy consumption

### Tenant Tips (continued)

- Use email rather than snail mail or fax to save paper
- Use regular plates/cups/silverware rather than disposable. Dish washing can be contracted through the cleaning company
- Install energy efficient hand dryers in private restrooms to reduce paper towel waste
- Recycle all printer/toner cartridges - check the manufacturer's website for return instructions
- Avoid using a cover page when faxing to save paper and toner on both ends
- Print in Black and White when possible - color ink is harsher on the environment
- Keep plants in the office - they cool and clean the air
- Maximize use of day lighting through your space
- Change faucet aerators to low flow and/or replace with auto sensors
- Change private restroom toilet paper dispensers to coreless
- Appoint corporate staff member to educate employees on sustainability efforts