

**JOHNS HOPKINS at MT. WASHINGTON
South Campus**



**5801 Smith Avenue
Baltimore, MD 21209**

**Property Mgmt: 410-735-7727
Security: 410-735-7690**



TRANSWESTERN

This handbook is designed to help you understand the operational aspects of the campus and to make it easier to interface with the property management team. Transwestern serves as the property manager and operates the campus on behalf of [Johns Hopkins Facilities & Real Estate](#). We are here to help you with concerns, including but not limited to janitorial, maintenance, parking and the fitness center. Transwestern should be your first call for any operational issues on campus.

The Transwestern Property Management office is located on the 1st Floor of the Conference Center at the South Campus.

Transwestern

5801 Smith Avenue, Suite 1100
Baltimore, MD 21209

Email:

MtWashFacilities@Transwestern.com

Tana Williams

Sr. Property Manager

Email: tana.williams@transwestern.com

Nickell Thompson

Assistant Property Manager

Email: nickell.thompson@transwestern.com

Every attempt has been made to provide current and accurate information in this handbook. If you find information is inaccurate, or if you have an idea about how to improve the handbook – please contact MtWashFacilities@transwestern.com.

Thank you for the opportunity to be of service to you.



TRANSWESTERN

Property Management

The Transwestern Property Management Office is available to service our tenants' needs and offers a range of services. Questions and comments regarding any of the services should be directed to the Management Office. Transwestern Management team is available Monday through Friday from 8:30 a.m. until 5:00 p.m. Our security department is manned 24 hours a day/7 days a week. If you have an emergency after business hours, please call Silver Star Security by dialing 410-735-7690.

Leasing

Leasing for Johns Hopkins at Mt. Washington is provided by Johns Hopkins Facilities & Real Estate.

The leasing team handle all aspects of the leasing process, including property marketing, tenant screening, lease negotiations and lease administration. Their expertise extends to various property types, from office and retail spaces to research facilities and residential units

For additional information, please contact:

James A. Callahan, Director of Leasing

Direct Phone – 443.997.3752 / Mobile - 410.245.0388

Email – jcalla6@jhu.edu

Lease Payments

Mt. Washington campus offers Commercial Café, an online self-service portal which allows tenants to view lease documents and ledgers along with submitting lease and other associated payments. Account setup is provided through the Commercial Café portal by email invitation through the Transwestern management office.

Checks for lease payments can be mailed to the address listed below:

Mt. Washington North Business Trust
5801 Smith Ave, Suite 1100
Baltimore, MD 21209

Please direct any questions or inquiries to the Transwestern management office at (410) 735-7727 or via email at MtWashFacilities@Transwestern.com



Building Services

Campus Holidays

The campus observes the following holidays each year:

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

Although tenants receive email notification before each holiday listing the services that will be curtailed during these holidays, certain essential campus services will be operational 24/7/365 without regard to these holiday closings. For example, security, snow removal, and building engineering will never shut down on the campus. Campus services, such as janitorial, HVAC and lobby attendants may be curtailed during these times.

Feel free to contact the Transwestern management office if you have any questions about the services that will be provided on a particular holiday. Additional holidays may be observed by different employers on campus.

Mail Service

Mail service is provided by the JHU Mail Office. Mail and interdepartmental correspondence received at the JHU Mail office is delivered to the McAuley building for sorting and distribution accordingly.

Tenant mailboxes are located in the McAuley building on the right side of the hallway leading from dining porches to the fitness center. There is a slot for outgoing mail as well.

Each tenant will be assigned a mailbox and provided with (1) stamped mailbox key for retrieval. There is a \$10.00 charge to replace a mailbox key.

Each tenant is given a separate Suite number. To ensure your suite receives all deliveries, please be sure incoming mail and packages provide your Suite number and tenant contact information.

See the example below for reference:

**5801 Smith Ave, Suite ###
Attn: [Employee Name]
Baltimore, MD 21209**

Local Post Office:

Mt Washington Post Office

5730 Cottonworth Ave, Baltimore, MD 21209

- **Business Hours**

- Mon-Fri 6:30am - 5:00pm
- Sat 9:00am-3:00pm
- Sun closed

Packages

Courier packages from FedEx, UPS, etc. are delivered to the McAuley loading dock unless otherwise specified on the courier's delivery instructions provided by the Tenant. Security performs a check of the loading dock for incoming packages Monday through Friday and will contact the appointed Tenant Contact for notification and pickup. Please note that packages requiring signature will not be signed by Security or the Transwestern Management office.

FedEx Drop Box

FedEx has provided a drop box at the main lobby entrance of the McAuley building. Pickup is scheduled at 6:00 p.m. Monday through Friday. ***IMPORTANT** - Please DO NOT use the drop box for FedEx Ground, FedEx International Next Flight, FedEx SameDay or for dangerous goods shipments. The box is for FedEx Express packages only. Please contact FedEx at 1-800-GOFEDEX to schedule a direct pick up for any other outgoing FedEx packages.

Cleaning

The offices on the campus are cleaned Monday through Friday during business hours (8:00am – 4:00pm).

- Desk side trash receptacles are collected every other day whilst restroom, pantry and kitchen trash are collected daily. On days when desk side trash is not picked up, tenants must empty any perishables from their trash into the pantry/kitchen bins.
- **Please note that we will not enter locked offices.** If you would like trash pickup services on your designated day, please place your trash outside of your door if you anticipate having your office locked when the cleaners are ready to clean your area.
- Restrooms are thoroughly cleaned each day and receive "touch ups" & restocking services throughout the business day.

All additional requests, comments and janitorial concerns should be directed to your office manager. Your office manager will then contact Transwestern to report these concerns. A representative of our janitorial company will be dispatched to assist you. Please submit any requests/concerns as soon as possible so that we may better service you.

Maintenance Requests

Requests for issues such as burnt-out light bulbs, broken door locks and power failures along with services such as temperature adjustments and key replacements should be entered into the MRI Angus work request system, an online work request system, by your designated Tenant Contact. The Tenant Contact is a representative who will act as your department point of contact for the Property Management office. Entering work orders into the Angus system will ensure that our team receives the service request in a timely manner for quick and efficient response and resolution.

All maintenance and services requests should be directed to your Tenant Contact.

User setup is provided by email invitation through the Transwestern management office.

HVAC

If the temperature in your office needs adjustment, please contact your office manager and they will contact the building management office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are from 8:00am – 6:00pm Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours. These overtime hours must be requested 24 hours in advance by notifying the Transwestern Management Office.

Parking

All employee parking requests requiring payroll deduction must be directed to the JHU Parking Office who will assist you with all of your parking needs. This includes requests to start parking, stop parking or replace lost hang tags.

Monthly and daily parking hang tags are delivered to the property management office in the Conference Center at the South Campus every Monday after 12pm and can be picked up between 9am – 4pm Monday through Friday. Additionally, hang tags can be delivered to the Security Command Center on the ground floor of the Davis building for pickup upon request.

You may fill out the online application via the [Johns Hopkins University Transportation Services Website](#) or you may sign up for parking in person.

Employees located in the 5801 Smith Ave building should park in the following locations:

- D-2 Garage level across from the Fitness Center
- Davis Garage

The D-1 garage level along with the Conference Center surface parking lot are used for participants of events held in the Conference Center or Pullen Plaza solely. The surface parking lot at the main entrance of the Davis building is for visitors only.

When parking at the D-2 and Davis Garages, please ensure that your Mt. Washington parking hang tag or JHU daily hang tag is visible from your rear-view mirror. Parking citations will be issued to vehicle without the display of the Mt. Washington hang tag or JHU daily hang tag.

JHU Homewood Parking & Transportation contact information:

Homewood Parking Office
3101 Wyman Park Dr
South Garage
Baltimore, MD 21218
(410)516-PARK
parking@jhu.edu

Parking Rates

Monthly Parking - \$64.00
Daily Parking - \$6.00

PLEASE NOTE - It is the responsibility of each individual to be familiar with the parking rules and regulations onsite. Please note that if employees do not sign up for parking but are found parked on the premises, a citation will be issued. Employees who pay for parking must park in the designated employee parking only; if parked in visitors, reserved or handicapped without approval, a citation will be issued. After two unpaid citations, the next parking violation will result in a boot.

Charging Stations

Charging stations are located in the Mt. Washington garages at the North and South Campuses and are free of charge. Charging station designated parking spaces are for Electric Vehicle use solely.

Locations

South Campus Davis Garage, first floor
North Campus P-1 garage
Conference Center D-1 Garage, first floor

(1) station on left side, (1) station on right side
(1) station on left side, (1) station on right side



Waste and Recycling

We are committed to reducing our environmental impact by increasing the amount of waste we divert away from the landfill and incinerator. The building's recycling program has been implemented to include aluminum, plastic, paper, cardboard and organic waste (compost). In each pantry area, there are colored bins for you to dispose of your waste.

BLUE - Aluminum, Glass, Plastic

- Includes yogurt containers, microwaveable lunch cardboard boxes, catering trays/lids
- Not including regular cardboard boxes

BROWN - Compost

- All food waste
- Includes paper towels, coffee grinds/filters, tea bags, wooden coffee stirrers, paper plates, pizza boxes, sugar packets, etc.

GREY - Remaining Waste

- Small amount that is not recyclable or compostable
- Includes Ziploc bags, plastic grocery bags, plastic utensils, Styrofoam, K-cup coffee containers

BLUE - Paper (located near copy/print areas)

- All types of paper
- Includes envelopes, post it notes, etc.
- Not including copy paper wrappers, photos, blueprints, or adhesive labels
- Please note that each individual employee is required to empty their desk side paper recycling into the larger paper recycling bin.

CARDBOARD: boxes must be broken down, placed next to the blue bins and marked "TRASH" for removal and disposal by the Janitorial team.

E-WASTE: computers (CPUs, monitors, peripherals, keyboards), electronic office equipment (photocopiers, printers, fax machines), televisions, consumer electronics (VCRs, stereos, home/office phones), and cell phones



Campus Amenities

ATM

A Johns Hopkins Federal Credit Union Automated Teller Machine (ATM) is located on the first floor of McAuley Hall across from the main lobby security desk at the South Campus.

Vending

Snack and beverage vending machines are located on the first floor of the McAuley building adjacent to the dining porches.

Our Farmer's Fridge vending machine is stocked with fresh, healthy, chef-curated meals within seconds.

Each jar is packed with:

1. Whole, simple ingredients
2. A full serving of fruits or vegetables
3. Nothing processed or artificial

Fitness Center

The Mt. Washington fitness center room is on the first floor of the McAuley building and is an amenity for use free of charge. Hours of Operation are 24 hours a day/7 day a week.

Our 8,600 square foot facility has treadmills, LifeCycle stationary bikes, elliptical machines, StairMasters and Paramount and Cybex strength training machines along with a variety of other exercise equipment. We also have a gym for basketball. Above the gym, there is a padded walking track.

Each locker room is equipped with showers. We encourage employees to bring your own toiletries.

The Fitness Center is currently open to tenants of Mt. Washington only. A fitness center waiver must be completed and is available through the Transwestern Management Office upon request.

Currently the Fitness Center is not staffed and does not offer services such as towel service, group classes or personal training.

Please contact the Transwestern property management team for more information or for a tour of the fitness center.

Lactation Room

For your convenience, there is a Lactation Room located on the second floor of the Davis building. To gain access, please contact Johns Hopkins Benefits & Worklife at 443.997.7000 or via their website at <https://hr.jhu.edu/lactation-support/> for registration.

Breast Pump collection kits are available by contacting Johns Hopkins Work, Life and Engagement at 443.997.7000 or www.hopkinsworklife.org/breastfeeding.



Conference Center

Aramark is available to meet your conference requirements. The Mt. Washington Conference Center is specifically designed to hold productive meetings. The center features over 10,500 square feet of meeting space designed with comfort and productivity in mind. Whether your group includes 5 people or 125, the meeting rooms will allow your participants to concentrate without interruptions that might be found in the office.

The Conference Center provides:

- 13 meeting rooms accommodating groups up to 200, including amphitheater and Executive Meeting Room in the Octagon
- Distraction-free, soundproof meeting rooms with audiovisual equipment, adjustable lighting, Internet access, fatigue-fighting chairs and extra-wide table space
- State-of-the-art, 75-seat amphitheater ideal for effective business events; tiered with 75 seats and comfortable chairs

For more information go to www.acc-mtashingtonconferencecenter.com

Aramark Contacts

Michelle Howard General Manager	410-735-7694	Howard-Michelle@aramark.com
Alexis Achenbach Sales Manager	410-735-4810	Shaffer-Alexis@aramark.com

Local Amenities

Mt. Washington Campus provides a walking path to the Mt. Washington Village and light rail station located at the bottom of the 5801 Smith Ave. road entrance.

Restaurants

Mount Washington Tavern	410-367-6903
Ethel's Creole Kitchen	410-664-2971
Chiyo Sushi	410-466-1000
Abbey Burger Mt. Washington	443-449-5799
The Corner Pantry	667-308-2331
Pepe's	410-377-3287

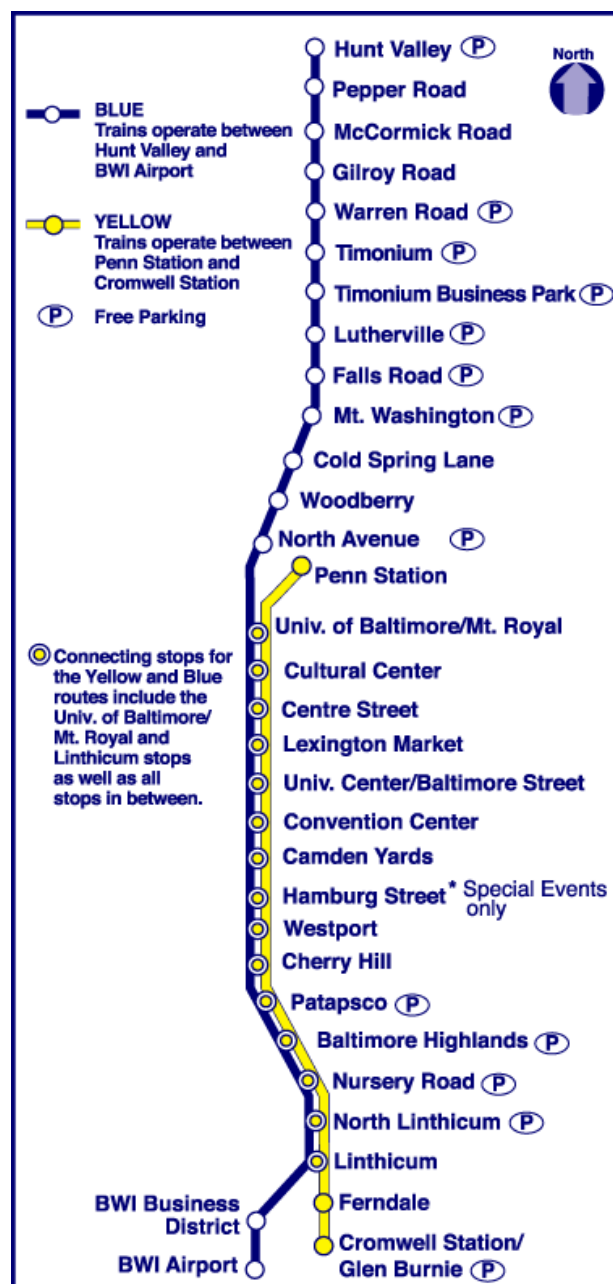
Grocery Stores

Whole Foods	410-532-6700
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Public Transportation

Maryland Transportation Administration 410-539-5000
www.mtamaryland.com

A light rail station is located in the Mt. Washington Village adjacent to the campus. The light rail runs north to Hunt Valley and south to Camden Yards and BWI. The light rail map is listed below.





JHU/JHMI Shuttle Service

To facilitate convenient and eco-friendly transportation, JHU operates a robust shuttle service that connects different areas of our campuses. Shuttles are equipped with comfortable seating and a real-time tracking system, allowing you to plan your commute more efficiently. Whether you need to travel between campuses, nearby neighborhoods, or transit hubs, JHU shuttle service is here to support your transportation needs.

Our shuttle services include daytime services that connect the various Johns Hopkins properties across Baltimore and evening services that provide safe transportation around the Homewood campus and vicinity.

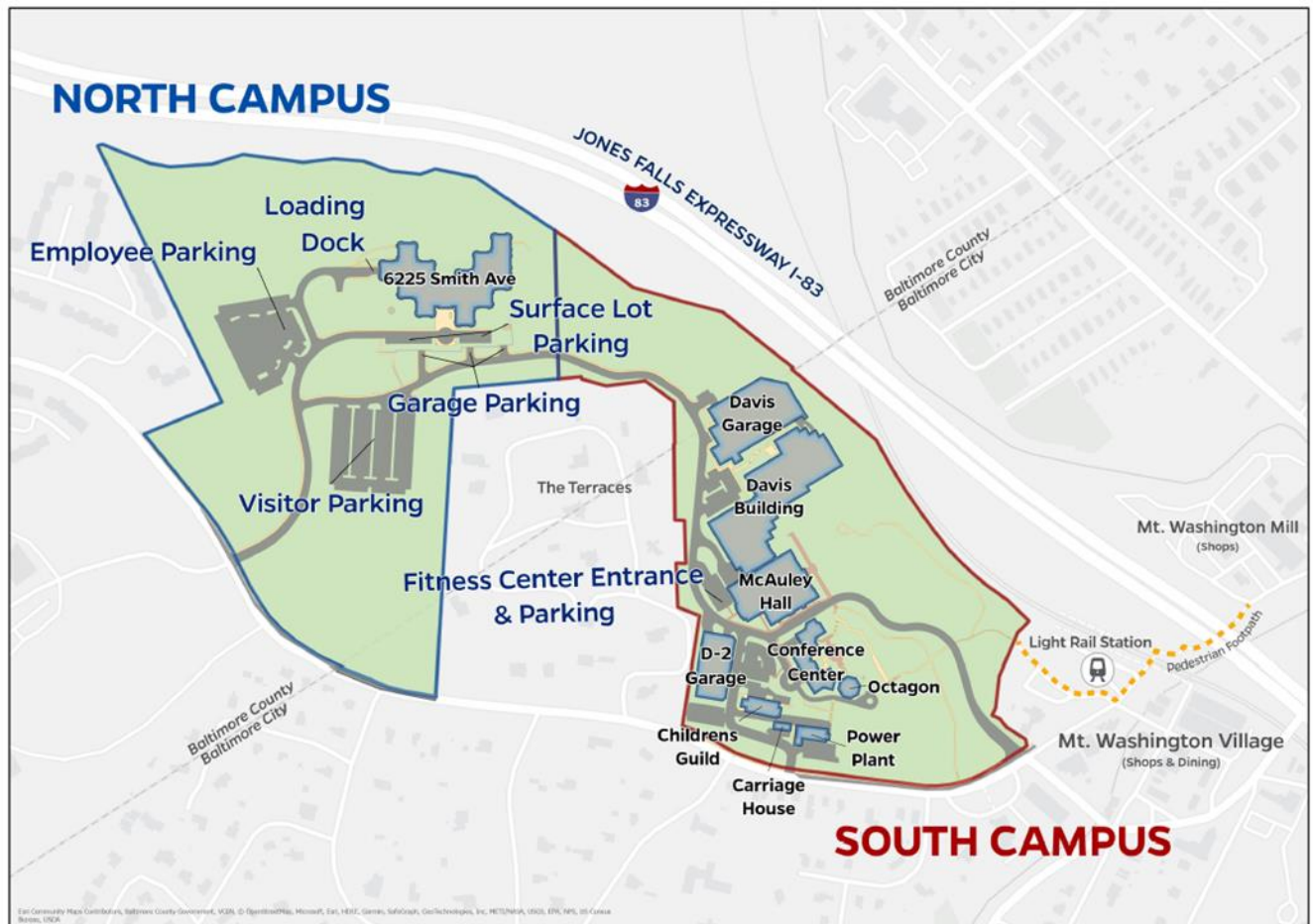
Daytime Bus and Shuttle

Using a combination of transit buses and shuttle vans, 10 routes connect the Homewood campus with the following Johns Hopkins properties:

- Carey Business School
- FastForwardU
- Eastern Campus
- Keswick Campus
- Mount Washington Campus
- Hampden Circulator Schedule
- Johns Hopkins Medical Institute
- The Peabody Institute
- R. House
- Stieff Silver

Maps and Schedules

For questions regarding the routes, please call 410-516-7275 or email shuttles@jhu.edu. For questions regarding bus timing and tracking for the Homewood – Peabody – JHMI shuttle, contact Academy's dispatch line at 410-391-8700, option #3. Please see the [Johns Hopkins University Transportation Services Website](#) for shuttles and buses that originate from the Johns Hopkins Medical Institute aside from the Homewood – Peabody – JHMI route.



Building Access

The McAuley and Davis buildings are staffed from 7:00AM to 6:00PM by a lobby attendant. Employees are required to use their campus access badge in order to gain access during and after business hours. Card readers are located at the lobby desks for employee sign in into the buildings.

Visitors will be required to sign in and show a photo ID at the lobby desk.

The McAuley and Davis buildings are available for use 24 hours per day, 7 days per week. At the discretion of your employer, you may be permitted to access the building and your suite after hours using your Johns Hopkins at Mt. Washington access badge.

Access Badges

Security officers from Silver Star Security perform access badge processing Monday through Friday from 8:00AM to 5:00PM. Every person requiring an access badge must complete and submit a Mt. Washington Badge Access Form. Access forms are available at the Transwestern Management Office. Once the completed form is approved by Transwestern, it is submitted to the Security Command Center for processing. Badges are generally available for tenant pick-up within 24 hours.

All Security Badge Access Forms must be signed by a Department Manager or designated Tenant Contact prior to Transwestern approving the form.

Replacements for lost badges will be provided to employees for a \$5.00 fee to cover the cost of materials and processing. This fee must be paid via cash, check or money order (no credit card or electronic payment accepted), in advance, to Mt. Washington North Campus Business Trust in the Transwestern Management office prior to having the badge reissued. Transwestern will provide you with a copy of the completed replacement badge form which can be redeemed for the replacement badge at the Command Center during the badge processing hours detailed above.

When an employee is terminated, it is the responsibility of the tenant to contact Transwestern/Silver Star Security to terminate the access badge. The access badge is then removed from the security system, no longer allowing access to the Mt. Washington Campus.



General Office Security

Security Checklist

For your own internal security and for the security of the building, it is in your best interest to control the number of keys and access badges issued. All building occupants must have an access card and must swipe in at the lobby desk during business hours.

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Have adequate procedures for collecting keys prior to termination of employees.
- Establish a rule that keys must not be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- A responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or from a commercial key control system.
- Insist on identification from repairmen who come to work in your office.

Security

Security services are provided by Silver Star Security under the direction of Charles Dailey, the Director of Security. For all concerns and questions relating to security, please contact the Transwestern property management team.

Name	Hours of Operation	Phone Number
Main Control Room	24/7/365	410-735-7690
Director	Charles Dailey	410-735-7691
McAuley Main Lobby Desk	Monday–Friday: 7:00AM – 6:00PM	410-735-4026
Davis Main Lobby Desk	Monday–Friday: 7:00AM – 6:00PM	410-735-4027



Emergency Help Stations

The Johns Hopkins at Mount Washington Campus has 38 Emergency Phones around Campus. The Emergency Phones are clearly labeled with the word “**EMERGENCY**” and have an illuminated blue light at the top. It is a good practice to note the locations of the Emergency Phones as you move around the Campus day-to-day.

To activate one of these Emergency Phones you will push the large red button on the front of the phones. Several things will happen once you do this:

- The blue light on the top of the phone will start to flash providing Security a quick way to locate you as they respond.
- A siren located on the unit will start to make noise. The intent of this siren is to alert others in the area and possibly cause an attacker to flee.
- A phone call is placed to the Campus Security Command Center. The Security Guard will receive information about your location when this call is received, and they know immediately that your call is from an Emergency Phone.
- An indicator light on the front panel of the phone is illuminated red so that a person with a hearing disability can see that the phone has been activated.

Once Security answers the phone:

- The siren will be silenced, and you will be able to communicate, hands free, with the Security Dispatcher on the Campus. You will be able to advise the Dispatcher what is happening that makes you fearful, so that they can advise the Security Guards that are responding to your location. The Security Dispatcher can hear what is happening near the phone even if you are not able to speak.
- The blue light on the phone will continue to flash throughout the call.
- The indicator light on the front panel of the phone will change from red to green indicating that Security has answered the phone.

When Security hangs up the phone:

- The blue light will stop flashing.
- The call will be disconnected.
- The indicator light on the front panel of the phone will be turned off.

These stations are not intended to make routine inquiries to Security. For non-emergency inquiries, please call the Command Center at 410-735-7690 or inquire with the Officer at the main lobby desk of your building.

Security Escort Services

- **Silver Star Security offers a security escort service to assist you to your vehicle 24/7/365.**
- You can request this service by contacting the security control center at (410) 735-7690. A roving security officer will be dispatched to meet you at a pre-designated location and will assist you to your vehicle.



Security Shuttle Service

Shuttle service is provided to bring you to the campus from nearby public transportation venues. The shuttle runs to the bus stops and light rail station located in the Mount Washington village. Stops include: Light Rail, Bus Stop (Kelly Avenue), McAuley Hall, Conference Center, Davis Hall and North Campus building.

Shuttle service is available on an on-call basis Monday through Friday. Please call 410-735-7964 to schedule shuttle service.

Emergency Contacts

In the event of an emergency, please immediately dial 9-911. This will ring at the security control center in addition to the 911 dispatch center. Security will listen to the call, dispatch a security officer to assist, and then notify the campus manager.

Ambulance	9-911
Building Problems - Transwestern	410-735-7727
Security	410-735-7690
Fire & Rescue – Emergency	9-911
Fire & Rescue – Non-emergency	410-887-4500
Police – Emergency	9-911
Police – Non-Emergency	410-887-2222
Maryland State Police	1-800-525-5555
Toxic Chemicals and Oil Spills Hazardous Materials (HAZMAT)	9-911
Poison Center	1-800-492-2414



Loading Dock

The South Campus loading dock is located behind the McAuley building. The loading dock is equipped with a call button at the dock door entrance where drivers can connect with Security for access into the dock along with a dock leveler for ease of delivery. There are (3) bays with dimensions of 14ft 5in high and 9 ft wide.

Loading Dock Rules

- Each tenant is responsible for sending a representative to the loading dock to escort your vendor to your space or to take delivery from the vendor on the loading dock.
- Do not store any materials on the loading dock.
- Construction deliveries must be scheduled 48 hours in advance and require approval from Transwestern Management.
- You must remove all trash and pallets from the site before you leave.

For additional information, please contact the Transwestern Management Office at 410-735-7727.

Moving Policy

Tenant moves must be closely monitored to ensure minimal disruption to other building tenants and the loading dock operation. The following procedures have been formulated to best accommodate all persons concerned. Please review these procedures and direct any questions you may have to the building management office.

The procedures for tenant moves are as follows:

- Moving dates and times must be approved in writing at least two (2) weeks prior to the move date(s). Moves during normal business hours must not inconvenience any other tenants in the building. As a result, moves outside of normal business hours are usually preferred. The tenant is responsible for the costs of extra staffing (engineering, security, etc.) required to accommodate your move.
- At least two (2) weeks prior to the move, tenants must schedule the use of the elevator and loading dock area for location of the moving van while on the premises. On or before the date of the move, a representative from your firm and your moving vendor will be required to go over the moving procedures with a representative from the building management office. Please contact the Transwestern Management office to lock off an elevator for your move/deliveries.
- All carts used in moving must have non-marking rubber wheels.
- All public areas, floors, walls, and door bucks must be protected. Stone floors and carpets must be protected by ½" plywood or Masonite. Walls should be protected as required along the path of the move. Door bucks should be protected by pasteboard or cardboard at least four feet from the floor, including elevator bucks. Any elevator used for moving should be protected with padding on the walls. Please contact the Transwestern Management office to request padding.
- The movers must not obstruct sidewalks, halls, elevators, fire exits or stairwells.
- The Tenant is responsible to provide a Certificate of Insurance for all moving contractors. The certificate must be received on or before the moving date has been established. Insurance limits and other requirements must conform to the Transwestern risk management procedures for moving vendors.
- The moving company must provide onsite supervision to ensure compliance with regulations and proper conduct by the moving company employees.
- Moving trucks/van must share the loading dock with other delivery trucks. Moving trucks may not park on or block service road. No trucks are allowed to enter or leave the campus between the hours of 5 PM and 7 AM. However, trucks may be parked and loaded overnight as long as they are removed after 7 AM and before 5 PM. Please contact the Transwestern Management office for coordination and scheduling of the loading dock at least (2) weeks in advance.



Everyone associated with the building management will do their part to ensure the move is conducted in as efficient a manner as possible. We thank you in advance for your cooperation and compliance with the above.

Delivery Policy

- All deliveries larger than a hand truck must be delivered to the Loading Dock.
- If a vendor attempts to make a large delivery at the 5801 Smith Ave lobby, Security will inform the vendor that they must go to the Loading Dock and unload the delivery.
- All public areas, floors, walls, and door bucks must be protected. Stone floors and carpets must be protected by ½" plywood or Masonite. Walls should be protected as required along the path of the move. Door bucks should be protected by pasteboard or cardboard at least four feet from the floor, including elevator bucks. Any elevator used for moving should be protected with padding on the walls.
- Dock deliveries must be coordinated through the Transwestern Management office at least (48) hours in advance prior to the receipt of your delivery.

Space Heaters

Space heaters of any kind are **NOT** permitted within tenant suites. Security will be conducting regular inspections during their tours of the Campus. Any space heaters found by Security or Transwestern will be confiscated.

Humidifiers are also not permitted onsite.

Offices/Cubicles

Please be advised that the Campus does not allow coffee makers, microwaves, refrigerators, etc. in an employee's office or cubicle. These items should only be located in a pantry or breakroom area.



TRANSWESTERN

Emergency Preparedness Procedures

Introduction

It is recommended that floor wardens be appointed to implement emergency procedures. The number of floor wardens needed depends upon the number of employees and the size of the office. The floor wardens must (1) be intelligent and capable of providing leadership in an emergency situation, and (2) work in their respective areas within the building.

Our recommendations to the tenant include the following:

1. Designate evacuation routes, which will best promote an evacuation that is both quick, and safe. Floor wardens should familiarize themselves with building evacuation routes and clearly communicate this information to all employees.
2. Designate a location outside of the building for everyone in your office to assemble. The meeting location should be well away from the building and should not block or disrupt the arrival and/or operation of emergency personnel.
3. Designate a floor warden to have a list of disabled employees that they can check against the list of employees that have evacuated.

Our recommendations to the tenant include the following (continued):

1. Provide for a review of all personnel present at the designated meeting location and require the immediate notification of emergency personnel if it is believed personnel may still be in the building.
2. If there are handicapped persons within your office, be prepared to assist them to the safest possible location. If you are unable to get them completely out of the building, notify emergency personnel immediately upon their arrival. Floor wardens should be aware of the presence of handicapped persons and alternative evacuation routes, which will make egress as quick and safe as possible.

In accordance with code requirements, we will conduct emergency evacuation drills. We strongly encourage all occupants to actively participate in these exercises. It is a valuable opportunity to test and improve our emergency preparedness.

Tenant's Role in an Emergency

- An emergency is an unplanned event that occurs without notice. It can cause minor to severe disruption in a person's life or a business. An individual's ability to cope with and handle the emergency is directly related to their level of preparation. Please familiarize yourself with this reference document. Doing so will help you prepare for and handle emergencies that may occur within the work place.
- This document contains quick reference information, suggestions and guidelines that will assist you in reporting and handling an emergency.
- To make this document effective, we must all strive to make it better. Each drill, exercise, or real-life situation offers an opportunity to learn something new. After each incident, we should automatically review our performance and recommend any ideas for improvement to this manual.
- It is recommended that all offices conduct emergency procedure and security meetings so all involved have an understanding of what to do if an emergency occurs.

Thank you for taking the time to make this a safer building for all of us. Please read it carefully and keep it accessible.



Fire and Life Safety

Each building is equipped with different types of fire protection devices. These devices vary based on the size of the building and the jurisdiction in which it is located. Your building is reviewed annually for safety violations. The fire protection systems are inspected and tested in conjunction with local codes and regulations.

Your building is equipped with:

Automatic Sprinkler System - Each sprinkler head is individually heat activated. Entering the mechanical room typically accesses the sprinkler shut-off valves.

Local Fire Alarm – A local fire alarm typically consists of multiple manual pull stations distributed throughout the building. One is typically located near each exit. By pulling any one of the manual pull stations a fire alarm will activate notifying the occupants of an emergency. This alarm may or may not notify the fire department.

Smoke Detectors - In the event that a smoke detector is activated, it will sound an alarm. This alarm may or may not notify the fire department.

Fire Extinguishers – Fire extinguishers are typically mounted in special holders on the walls throughout the occupancy. These can be used on small fires if the operator is trained in their use and operation



Fire and/or Hazardous Spill

Upon discovery of a fire or hazardous spill:

- Immediately alert the building occupants by pulling the fire alarm (if your building is equipped with manual pull stations) and/or verbally notifying those around you that there is an emergency. Advise them to evacuate
- Call 9-911 from a safe location
- Provide the following information:
 - Identify yourself
 - Report the address of the fire or spill
 - Provide details of the emergency

Important DO'S:

- Use stairwell exits only – not elevators
- Avoid smoke or vapors
- If caught in heavy smoke, take short breaths and breath through your nose
- Stay low. Crawl if necessary. There will be less smoke near the floor

Important DON'TS:

- Do not panic
- Do not attempt to fight the fire
- Do not use elevators



Evacuation

Each tenant is responsible to appoint one emergency leader and one or more alternates to ensure that all occupants are accounted for during an evacuation. It is the responsibility of each employee to know his/her company emergency leader and alternates.

DO'S

- Keep calm
- Follow instructions of your floor warden
- Close the door of your office as you leave
- Form evacuation line – two abreast
- Use enclosed stairwell for evacuation
- Keep talking to a minimum
- No smoking
- Use handrails in enclosed stairwells
- Listen for instructions and follow them.
- The company emergency leader will coordinate evacuation of handicapped

Active Shooter

Responding to an Active Shooter

Guidance for Johns Hopkins at Mt. Washington employees:

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

1. If an active shooter is outside your building, proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police give the "all clear". Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
2. If an active shooter is in the same building you are, determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and then secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.
3. If an active shooter enters your office, try to remain calm. Dial 911, if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place. If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police.



Bomb Threat

If you receive a bomb threat by telephone, here are some helpful things to keep in mind:

1. Remain calm. When the bomb threat is received, the person taking the call must remain calm and obtain as much information as possible.
 - a. DO NOT put the caller on hold
 - b. DO NOT attempt to transfer the call
2. The person taking the call should immediately notify another staff member in the office, preferably while the caller is still on the line.
3. Pay attention to the caller and his/her words and speech:
 - a. Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
 - b. Is the caller angry, excited, irrational or agitated?
 - c. Is the caller a man or a woman, young, middle aged or old?
 - d. If you have caller ID, note the phone number of the caller.
4. Listen for background noises (traffic, train whistle, music, radio, TB, children, airplanes, etc).
5. It is important to document all that you know and hear. This should include filling out the Bomb Threat Checklist (see link below).
6. Dial 911.
7. Do not evacuate until told to do so by Property Management and the Director of Security.



Criminal Actions

Criminal activity and violence can assume almost any form. Violence and crime most often invoke images of the stereotypical street thug or the professional criminal, but criminal activity is not so predictable. In real life, the criminal may also be a co-worker, an estranged spouse or lover, or someone you considered a friend.

If a crime occurs:

- Immediately report the crime to the police by calling 9-911
- Do not subject yourself to physical harm at the crime scene.
- Never argue or debate with assailant.
- Never block an assailant's escape.
- Attempt to gain an accurate description of the assailants

After a crime occurs:

- Do not disturb anything at the crime scene
- Await the arrival of police
- Ask all witnesses to wait at the site until the police complete their interview process.

Elevator Malfunction

Elevators are one of the safest modes of transportation. The specifications for elevator construction, installation, and operation are highly regulated. Safety devices, combined with regular inspections from regulatory agencies, further ensure the safety of elevator travel.

Even with these precautions, the increasingly sophisticated circuitry found on many modern elevators can result in a malfunction.

What to do in an emergency:

1. Remain calm.
2. Press "Emergency" button or "Bell" button.
3. Do not force the elevator doors open.
4. Pick up the telephone and follow the posted instruction. The elevator phones automatically dial the security control center.
5. DO NOT attempt to exit the elevator through the roof hatch or the front doors if the elevator is not leveled on a floor.

If the malfunction is observed from outside the elevator, notify the campus facilities office. In the event that someone is trapped in the elevator, call security control center at 410-735-7690.

Working on elevators is specialized work. Only elevator service company or fire department personnel will remove occupants stranded in an elevator.

Homeland Security Threats

Transwestern 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 aid in preparing for a regional emergency.

- **Maryland Emergency Management**
www.mema.state.md.us
- **Department of Homeland Security**
<http://www.dhs.gov/dhspublic>
- **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/>



Hostage Situation

IF YOU HEAR OR SEE A HOSTAGE SITUATION:

1. Immediately remove yourself from any danger.
2. Dial 911.
3. Be prepared to give the Police Communications Operator the following information:

- Location and room number of incident
- Number of possible hostage takers
- Physical description and names of hostage takers, if possible
- Number of possible hostages
- Any weapons the hostage takers may have
- Your name
- Your location and phone number

IF YOU ARE TAKEN HOSTAGE:

1. Remain calm, be polite and cooperate with your captors.
2. DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
3. Speak normally. DO NOT complain, avoid being belligerent and comply with all orders and instructions.
4. DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
5. Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
6. Avoid getting into political or ideological discussions with the captors.
7. Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
8. If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
9. Try to stay low to the ground or behind cover from windows or doors, if possible.



Medical Emergency

In the event of an accident or illness of an employee or visitor in your area, the following procedures should be followed:

- Do not move injured or ill persons unless it is necessary to avoid further injury.
- Reassure the accident victim or ill person that emergency assistance is on the way.
- Call 9-911
- Provide the following information:
 - Your name
 - The address of the building
 - The location of the patient
 - The patient's suspected injury or illness
- Only provide care that you have been trained to perform
- Send someone out to meet the ambulance and show the paramedics where the patient is located.
- Recontact 9-911 if the status of the injured or ill person changes.

Public Access Defibrillation Program

There is a public Automated External Defibrillator (AED) located at the lobby desk of the 5801 Smith Ave building. The AED is checked on a monthly basis. Monthly checklists are reviewed by the Transwestern Management team to ensure compliance with the Transwestern PAD program. A written update is submitted each month to detail the results and report any abnormalities for resolution.

Checklist Details:

- Date of Inspection
- Last Name and/or ID Number of Inspector
- No Paper Signs on AED Cabinet and No Obstacles in Front of AED
- Carrying Case Intact
- LED Readout on AED Reads "OK"
- Local Alarm Activates When Cabinet is Opened



Power Failure

All tenant spaces and common areas are equipped with emergency lighting, powered by the building's emergency generator. The generator will provide emergency power for certain basic building function in the event of power failure. The functions include:

1. Activating emergency lights on each floor throughout the building including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.

Bringing all elevators down to the ground floor lobby. It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please do not contact the Management Office unless you need to notify us of the location of a disabled employee.



Severe Weather

Earthquake

Action to Take: First and foremost, stay calm. Think through the consequences of any action you take. If you are inside, stay inside. If you are outdoors, stay there. In earthquakes, most injuries occur as people are entering or leaving buildings.

If you are Indoors: Take cover under a heavy desk, table, or bench - or along an inside wall. Tuck your head between your knees and protect your head with your arms. Watch for falling objects. Stay away from glass. Don't use candles, matches, or other open flames during or after the tremor because of possible gas leaks.

If you are Outside: Move away from buildings and utility wires. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, stay there until the shaking stops.

If in a Moving Car: Stop as quickly as safety permits, but stay in the vehicle. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. When you drive on, watch for hazards created by the earthquake, such as fallen or falling objects, downed electric wires, or broken or undermined roadways.

Please reference FEMA website below:

http://www.fema.gov/hazard/earthquake/eq_during.shtm

Floods and Hurricanes

Hurricanes are the most powerful natural force on the earth. Often spawned in the warm tropical areas of the ocean, hurricanes may travel hundreds of miles and survive for 30 days or more. These powerful storms may produce significant rainfall, thunderstorms, tornadoes, and dangerous winds, all of which intensify as you approach the eye.

As the hurricane approaches land, the force of the storm's wind push the ocean waters into a large ridge called a storm surge. The storm surge can easily add 10 or more feet to the ocean's depths. Wave heights may reach as much as 25 feet or higher in more intense storms. The storm contains enormous destructive power with the potential to destroy structures, cause flooding, and even alter the coastal landscape itself.

Hurricane Preparations:

- Issue a notice to all personnel that a hurricane may be approaching.
- Evaluate the benefit of moving valuable equipment into an interior location.

During the Storm:

Monitor television and radio broadcasts for storm updates.

- Remain indoors during the hurricane.
- Take shelter in an interior room where structural supports are the strongest.



Snow and Ice

Snow Removal service is provided by Transwestern for the Mt. Washington Campus. If you should see any ice, please contact Transwestern and an Engineer will take care of this request. Please contact Transwestern directly, 410-735-7727. If this is an afterhours request, Security will dispatch to TW Engineer.

Severe winter storms often involve heavy snow, strong winds, ice, and freezing rain. Heavy ice and snow can also cause structural damage and power outages.

- A Winter Storm Watch means that severe winter weather is possible.
- A Winter Storm Warning means that severe weather is anticipated.
- A Blizzard Warning means that severe winter weather with sustained winds in excess of 35 mph is expected.
- A Traveler's Advisory means that severe winter conditions may make driving difficult, dangerous, or impossible.

Listen to NOAA Weather Radio and local radio and television stations for updated weather information.

<http://weather.gov/>

Sidewalks and parking areas may become extremely slippery. Use extreme caution while walking. Never run. Follow pathways that are clear and have had a deicer applied. Use handrails when available.

Tornadoes

Tornado Warning: By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Winds will be 75 mph or greater.

Public Warning: A public warning will be broadcast over the Alert Monitor System from the Office of Emergency Preparedness. You are requested to respond to the information received via this system to avoid taking the incorrect action.

Action to Take: Get away from the perimeter of the building and exterior glass. Leave your exterior office and close the door. Go to the center corridor of the building – this is the main corridor. Sit down in corridor and protect yourself by putting your head as close to your lap as possible or kneel protecting your head. Make every effort to remain calm and encourage those around you to do likewise. Do not attempt to evacuate the building unless you are instructed to do so via the emergency communications system.

If you are in transit in the building: Take stairwell to basement for shelter – do not use the elevators. Do not go to the street level or leave the building.

If you are caught in an outside office: Seek protection under a desk as far away from the glass as possible.