

JOHNS HOPKINS at Eastern



**1101 East 33rd Street
Baltimore, MD 21218**

Property Management:

443-997-8988

Security:

443-997-7777

This handbook is designed to help you understand the operational aspects of the Eastern 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 and parking. Transwestern should be your first call for any operational issues on campus.

The Transwestern Property Management office is located on the ground level of the building near the mail room.

Transwestern
1101 East 33rd Street
Baltimore, MD 21218

Email: EasternFacilities@transwestern.com

Carla Campbell
Property Manager
Email: carla.campbell@transwestern.com

Becky Pelletier
Assistant Property Manager
Email: becky.pelletier@transwestern.com

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

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

Building Information and Policies

Building Access

The Eastern Building is staffed 24/7 by a security officer during working hours, Monday-Friday. Employees are required to use their access badge to gain access during business hours. Visitors will be required to sign in and show a photo ID at the lobby desk.

The building is available for use 24 hours per day, seven days per week. At the discretion of your employer, you may be permitted to access the property and your space after hours using your Johns Hopkins access badge.

Deliveries

Loading Dock Rules

- 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 Property Management Office at 443-997-8988.

Emergency Help Stations

The Johns Hopkins at Eastern has 15 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.

These stations are not intended to make routine inquiries to security. For non-emergency inquiries, please call the Command Center at 443-997-7777 or ask your Lobby Guard.

General Office Security

Security Checklist

For your internal security and 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 or microchip 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 repairers who come to work in your office.

Access Badges

- Security officers from Allied Universal Security perform badge processing operations on weekdays. Every person requiring an access badge must submit a service ticket and access will be provided.
- When an employee is terminated, it is the tenant's responsibility to contact Transwestern to terminate the access badge. The access badge is then removed from the security system, no longer allowing access to the building.

Security Escort Services

- **Allied Universal 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 **(443) 997-7777**. A roving security officer will be dispatched to meet you at a pre-designated location and will assist you in getting to your vehicle.

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	443-997-8988
Security	443-997-7777
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

Security

Security services are provided by Allied Universal Security under the direction of Captain Johnson. For all concerns and questions relating to security, please contact the Transwestern property management team.

Name	Hours of Operation	Phone Number
Front Lobby	Monday - Friday 24/7	443-997-7777

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 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 weeks prior to the move, tenants must schedule the use of the elevator and loading dock area for the location of the moving van while on the premises. On or before the move date, 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.

- 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.
- The movers must not obstruct sidewalks, halls, elevators, fire exits, or stairwells.
- The Tenant is responsible for providing a (COI) **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 truck/van must share the loading dock with other delivery trucks. Moving trucks may not park on or block the 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.

Everyone associated with the building management will do their part to ensure the move is conducted as efficiently 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 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.

Space Heaters

Space heaters of any kind are **NOT** permitted within tenant suites. Maintenance and Property Management will conduct regular inspections during their tours of the campus. Any space heaters found by 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.

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 that will best promote an evacuation that is 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 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 disabled 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 disabled 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 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 workplace.
- 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 procedures and security meetings so all involved understand 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 generally 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

- Please notify the Eastern Management Team with any questions:
 - Carla Campbell 410-240-9375
 - Brian Echelmeyer 410-244-8713
 - Security 443-997-7777
- Notify Johns Hopkins Real Estate: Ross Fischer and Christie Chamberlain ross.fischer@jhu.edu and christie.chamberlain@jhu.edu

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 breathe 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

- Notify Eastern Senior Management Team of any problems:
 - Carla Campbell 410-240-9375
 - Brian Echelmeyer 410-244-8713
 - Security 443-997-7777

- Notify Johns Hopkins Real Estate: Ross Fischer and Christie Chamberlain ross.fischer@jhu.edu and christie.chamberlain@jhu.edu

Evacuation

Each tenant is responsible for appointing 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 their 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 disabled

- Notify Eastern Senior Engineering Team:
 - Carla Campbell 410-240-9375

- Brian Echelmeyer
410-244-8713
 - Security 443-997-7777
-
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Active Shooter

Responding to an Active Shooter

Guidance for Johns Hopkins at Eastern 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 them 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 in, 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 police advise you that it is safe to do so.

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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 their 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 caller's phone number.

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.
 - Notify Eastern Senior Management Team:
 - Carla Campbell 410-240-9375
 - Brian Echelmeyer 410-244-8713
 - Security 443-997-7777
 - Notify Johns Hopkins Real Estate: Ross Fischer and Christie Chamberlain

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. The criminal may also be a co-worker, an estranged spouse or lover, or someone you consider 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 an 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.
- Notify Eastern Senior Management Team:

- Carla Campbell 410-240-9375
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-
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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 the “Emergency” button or the “Bell” button.
3. Do not force the elevator doors open.
4. Pick up the telephone and follow the posted instructions. 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 443-997-7777.

Working on elevators is specialized work. Only the 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 the 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.
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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.
- Notify Eastern Senior Management Team:
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 - Brian Echelmeyer 410-244-8713
 - Security 443-997-7777
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Public Access Defibrillation Program

Public Safety is responsible for checking each AED on a monthly basis and for documenting daily checks. The AED Program Manager will check these checklists on a monthly basis to ensure compliance with the Transwestern PAD program.

Public Safety will check the following items on each AED once a month:

- 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

Public Safety will report any abnormalities to the AED Program Manager for resolution.

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 functions 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, and communication systems.

Bring 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 CALL the management office unless you need to notify us of the location of a disabled employee. Notify Eastern Senior Management Team:

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- Security (443) 997-7777
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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 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 the 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 pushes 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

Transwestern provides snow removal services for the Eastern campus. If you should see any ice, please contact Transwestern and an Engineer will take care of this request. Please contact Transwestern directly at 443-997-8988. If this is an after-hours request, Security will dispatch it to the 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 over 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 the corridor and protect yourself by putting your head as close to your lap as possible or kneeling to protect 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 the stairwell to the basement for shelter, but 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.