



# Emergency Response Guide

10 & 120 South Riverside Plaza  
Chicago, IL

December 2018

In the event of a fire or other emergency, use this information as a guide and follow the directions of Police and/or Fire Department personnel.

Please note that no emergency plan can account for all of the possible factors and changing conditions. Each individual will have to decide for himself/herself what the safest action under the circumstances is.

Do not take any actions that will endanger your safety.

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# Introduction to Workplace Emergency Preparedness

## Pre-Incident Preparedness

It is important to think about and prepare for an emergency before it happens. While it is impossible to prepare for every situation, these steps will help ensure you are prepared for the most common.

- Take time now to review this document and familiarize yourself with its contents
- Know the location of the exit stairwells on your floor, their designations, and where each stairwell exits at street level
- Identify alternative egress routes
- Identify locations to hide/barricade in an Active Shooter situation
  - Look for places that provide visual and ballistic protection (e.g., behind vending machines, filing cabinets, photocopiers), ideally with thick walls, solid doors with locks, minimal windows, first-aid/emergency kits, communication devices
- Familiarize yourself with the Floor Warden(s) on your floor and their duties.
- Attend all offered trainings and drills
- Register your cell phone number with Smart911 so that location of 911 calls can be more readily determined
- Register with NotifyChicago to receive alerts about emergency situations like severe weather emergencies, hazardous materials, etc.
- Collect and maintain personal emergency supplies. Occupants should be prepared to remain on-site, with no outside help, for up to 72 hours after a major disaster. Inspect and replenish supplies semi-annually.
  - Water
  - Food (snack bars)
  - Flashlight and batteries
  - 72-hour supply of medicine (or more for occupants who do not live within walking distance)
  - Change of clothes, comfortable shoes
  - Food for personal dietary restrictions
- Prepare an emergency contact sheet with critical personal phone numbers
- If you would require assistance in an evacuation or relocation, notify your floor warden or building staff. Your floor warden may assign coworkers to assist you in an emergency. The Fire Safety Director will keep a record at the Fire Command Station to be used by emergency responders only.

## Tenant Evacuation Team

In addition to the items listed above, Tenant Evacuation Team members should

- Maintain your safety
- Report any egress route obstructions or evacuation route confusion
- Participate in emergency response training
- Assist in pre-determining a safe area on your floor to shelter-in-place
  - Elevator lobbies and interior conference rooms, storage or file rooms, corridors, kitchens, and break rooms can all make good refuge areas. Ideally, you should not be able to see outside the building from your refuge area.
  - Access to bathrooms and water is recommended
  - Ideally, allow at least 10 square feet per person
  - If no safe refuge areas exist on a floor, seek assistance from building staff to designate appropriate spaces on nearby floors
- Ensure team members, and others on your floor, understand the emergency response procedures for their location

Preparing for emergencies will help create a safer environment for you, your colleagues, and your community.

## In an Emergency

Almost any emergency response in this building will employ one of three core response procedures. These are described in detail in the *Core Emergency Responses* section of this guide. In summary:

- **Internal Relocation:** This response involves moving occupants from floors near the incident to safer floors. When instructed, occupants will relocate by moving typically three to five floors below.
- **Evacuation:** Used when it is safer outside the building than in, evacuations can be partial (only those on certain floors leave) or full (everyone in the building leaves). In an evacuation, occupants will be asked to gather at their pre-designated external assembly area. Only stairwells may be used in evacuations.
- **Shelter in Place:** Shelter in Place means remaining inside the building, either at your work area or moving to an area of relative safety (typically near the building's core). Used when it is safer inside than outside the building, shelter in place may be invoked in response to a variety of events, including inclement weather, earthquake, civil disturbance, or an active shooter outside the building.

## Building Emergency Systems and Protocols

The emergency features and response at 10 & 120 S. Riverside Plaza may be different than those at other buildings you've worked in. Below is a summary of some of the key features related to emergency response at your building:

<b>Fire alarm response:</b> Because 10 & 120 S. Riverside Plaza are high-rise buildings, the standard response in a fire alarm is Internal Relocation. When instructed by the First Responder or designee, occupants will typically relocate three to five floors down.
<b>Alarm Signals:</b> Slow whoop and strobe lights
<b>Sprinklers:</b> The building is fully sprinklered
<b>External Assembly Areas:</b> Tenants are responsible for choosing their assembly areas, be sure to know where your primary & secondary designated areas are in the event of an evacuation

## Building Staff Emergency Contacts & Roles

### Key Internal and External Contacts – 10 & 120 S. Riverside Plaza

Title or Role	Name	Contact Information	Office Hours
Fire Safety Director 10 & 120 S. Riverside Plaza	Fred Coleman	(312) 930-9890 (office) (312) 930-9890 x544 (after hours)	8AM - 5PM
Engineer - 10 S. Riverside Plaza	Dan Beglin Chief Engineer	(312) 930-9893 x 237 (office)	8AM - 5PM
Engineer - 120 S. Riverside Plaza	Sean Gleason Chief Engineer	(312) 930-9892 x 232 (office)	8AM - 5PM
Building Management Contact 10 & 120 S. Riverside Plaza	Steve Milenkov	(312) 930-9890 x525 (office)	8AM - 5PM
Multiple Officers 10 & 120 S. Riverside Plaza	NA	(312) 930-9890 (Automatically rings to Building Security after 5PM)	

External Contacts	Name	Contact Information
Police	Chicago Police Department	911 311 / (312) 746-6000 (non-emergency)
Fire	Chicago Fire Department	911 311 / (312) 745-3705 (non-emergency)
Local Hospital	Northwestern Memorial Hospital	(312) 926-2000
Public Health Department	Cook County Department Public Health	(708) 633-4000
Poison Control		911 (800) 222-1222

## **Staff Emergency Team Roles and Duties**

The onsite emergency team is comprised of building staff and Floor Wardens on each floor. The building staff roles include:

### **Fire Safety Director**

The Fire Safety Director leads the initial building response until emergency responders arrive. Responsibilities typically include:

- Occupying the building's Fire Command Station and reporting conditions, including the location of occupants needing assistance to first responders
- Performs a monthly building safety inspection
- Directs emergency evacuation and drills
- Reviews tenant supplied information on current Fire Wardens and Evacuation Team Members
- Reviews tenant supplied information on current employees who self-identify that they need assistance during evacuation

### **Deputy Fire Director**

The Deputy Fire Director assists the Fire Safety Director, and occupies Fire Command Station in the absence of the Fire Safety Director

### **Building Evacuation Supervisor**

Responsibilities typically include:

- Places call to 911
- Occupies Fire Command Station in absence of Fire Safety or Deputy Fire Directors
- Reports conditions to first responders
- Reports designated location of occupants needing assistance to first responders

### **Base Building Security**

Base building security will secure and restrict building access as warranted.

### **Building Management**

During an event, the Property Management team will communicate with tenants and assist with emergency response as needed.



## Tenant Responsibilities

Each tenant is responsible for evacuating without the assistance of building personnel.

All team members must:

- Be familiar with evacuation routes, exit stairwells, and external assembly area(s)
- Know emergency response procedures
- Report any egress route obstructions or evacuation route confusion
- Participate in additional emergency response training as offered
- Ensure floor team members understand the emergency response procedures for their location
- Provide a list of team members to Building Management on the form provided, and update the list whenever a change occurs, not less than every 6 months
- Provide a list of employees needing assistance to Building Management, and update the list whenever a change occurs, not less than every 6 months
- Evacuate their space in an orderly manner upon hearing the audio alarm, smelling smoke or notification of a building emergency and assembling at a location designated by the evacuation order
- Assist mobility-impaired occupants

### Tenant Evacuation Team

The following is a brief description of the responsibilities of each team member. There should be an individual assigned for each role listed below, as well as a backup. Multi-tenant floors should share the staffing responsibilities amongst themselves.

#### Fire Warden

A Fire Warden's primary responsibility is emergency coordination and reporting any potential or actual emergency conditions to the building management. Duties include:

- Direct emergency evacuation and drills from their assigned floor
- Listen for instructions over the public address system and wait for an Evacuation Order
- Appoint personnel to the emergency evacuation team
- Maintain an updated roster of all team members
- Alert key personnel of potential emergencies
- Inform and train emergency team personnel and all occupants in emergency procedures
- Pre-plan the handling of self-identified employees who need assistance during evacuation
- Evacuation of occupancy personnel
- Notify the elevator monitor to evacuate when all employees are out of their respective suites

### **Assistant Fire Warden**

Assists the Fire Warden and is responsible for the control of occupants in their area and the safe evacuation of personnel in their area during a fire or other emergency. Duties include:

- Responsible for the orderly evacuation of all personnel in their area during emergency evacuation or drills
- Remains with the group throughout the evacuation process and leads them to a pre-determined safe location

### **Searcher**

A searcher's primary responsibility is to help the Fire Warden find and evacuate all occupants from a specific area, especially from remote areas such as storerooms, computer rooms, etc. If the emergency is on their floor, it is essential that they know how to direct occupants away from danger. The size of the floor or office will determine how many searchers are needed. Duties include:

- Check all rooms, including washrooms, conference rooms, computer rooms and remote areas on the floor
- Advise any remaining persons on the floor, whether employees or visitors, of the emergency and insist on their evacuation
- As each office or space is checked, close but do not lock all doors to reduce the flow of air, which may feed a fire
- To let first responders know that an area has been searched, place a "post it" on doors and cubicles. These notes should be placed no more than 2 feet above the bottom of the door.
- Starting at a designated point, searchers proceed toward the nearest stairwell and advise all personnel to evacuate to the nearest emergency exit. In small offices where there is only one searcher, start from the rear and move toward the exit. Remember the calm voice and demeanor of a trained individual can minimize fear and panic. Coordinate the evacuation of co-workers who may need assistance with the floor warden.
- If time and safety permit, turn off lights, coffeepots, office equipment, etc.

### **Stairwell Monitor**

A Stairwell Monitor's primary responsibility is to assist in the evacuation of all occupants on their floor in a safe and orderly manner. There will be one stairwell monitor assigned to each stairwell entrance. Duties include:

- When orders are received to evacuate, report to your designated post
- Check stairwell landing, making sure immediate vicinity is not obstructed or filled with smoke. If any problems arise, immediately report it to the floor warden.
- Stop anyone from using an obstructed or smoke filled stairwell and direct people to the alternate stairwell. When the primary stairwell is obstructed, direct people to the alternate stairwell.

- Maintain an orderly evacuation down the stairwell. People should stay on the right side since emergency personnel will be coming up on the left side of the stairwell.
- Keep people moving safely and quietly down the right side of the stairwell
- Quiet is necessary to hear additional instructions which may be issued by the fire chief or building management
- Remain at the designated post until instructed to evacuate or all employees have evacuated the floor

### **Elevator Monitor**

An Elevator Monitor's primary responsibility is to prevent occupants from using elevators in a fire emergency, and direct those already using the elevators to the nearest exit stairwell. Duties include:

- Direct occupants to the nearest stairwell
- Prevent anyone from using the elevator to exit the floor
- Remain at designated post until instructed to evacuate or all occupants have evacuated the floor

### **Evacuation Monitor**

Anyone who has a mobility-impairment, whether temporary or permanent, should report it to their Fire Warden or the Fire Safety Director. The Fire Safety Director will keep a list at the Fire Command Station to help alert first responders to your location in an emergency.

In an emergency response situation:

- If you have not been assigned an Evacuation Assistant, request the assistance of a Fire Warden
- If you hear the alarm or are ordered to evacuate, move to the hallway outside the nearest safe floor or designated point of rescue with the help of your Evacuation Assistant
- Notify the Fire Safety Director or the Fire Warden of your location by sending a runner
- Unless otherwise instructed, once the stairwell is clear, move into the landing and wait there until help arrives
- If conditions on the floor become unsafe, move into the stairwell landing and shut the door, making as much room as possible for people evacuating

## Emergency Communications

Timely, accurate communications are critical during emergencies. These buildings have installed multiple, redundant communications systems to help ensure everyone can hear important instructions and report relevant information immediately.

It's vital to know the various communications options and understand when each is used. Below is a general description of the systems available.

**Public Address System.** These buildings are equipped with a PA system, allowing the Fire Safety Director to relay information to all building occupants at once. PA controls are located at the fire control panel.

**Two-Way Radios.** Security staff carry two-way radios that allow them to communicate with the Fire Safety Director and each other. In addition, the property management team, engineers, and janitors also carry radios to communicate amongst themselves.

**Elevator Communications.** All elevator cars have emergency phones or intercoms that allow occupants to reach the Lobby Security Desk. Two-way voice communication is available on these systems.

**Firefighter Phones.** These buildings have firefighter phones installed in each stairwell, on floors 5, 10, 15 & 20. They connect to the Lobby Security Desk.

# Core Emergency Response Procedures

The following pages outline the three core responses: internal relocation, evacuation, and shelter in place.

## Internal Relocation Procedures

This response involves moving occupants from floors near the alarm or incident to safer floors. This is the typical response for mid-rise to high-rise buildings. When instructed, occupants will relocate by typically moving three to five floors below. This response will be directed by the Fire Safety Director. Only stairwells may be used in internal relocations.

If a full building evacuation is needed, the Fire Safety Director will notify the building occupants via the PA system.

## Emergency Response Team

The Fire Safety Director will set up an incident command post at the Fire Alarm Control Panel. From there, the Fire Safety Director and rest of the Emergency Response Team will investigate the situation, adjust building systems (including HVAC, elevators, and utilities), communicate with occupants via the PA system and/or emergency phones, and work with first responders.

## Fire Wardens

- Take your station
- Inspect stairwell for presence of smoke or other hazards
- When instructed, begin moving floor occupants to relocation floor via safe stairwell
- Search all areas of floor. Close doors, but do not lock them.
- Assist with crowd control, as needed. Remind occupants:
  - If time and conditions permit, remind the occupants to lock their workstations
  - Close office doors when leaving but do not lock them
  - Do not carry beverages, purses, or other objects
  - Remove high-heeled shoes before descending the stairs
  - Stay to the right of the stairwell to make room for firefighters coming up
  - Descend quickly but do not run
  - Hold on to the railing and allow others to merge in an orderly fashion
  - Remain quiet and listen for instructions
  - Continue to assembly area
  - Do not return until an “all clear” has been issued

- People with mobility-impairments needing help should relocate to the hallway outside the nearest safe emergency exit stairwell with the help of a Fire Warden or designated assistant.
  - The assistant awaits help while the Fire Warden notifies the Fire Safety Director or first responder of the person's location
  - If their safety is threatened, the assistant should assist the mobility-impaired person into the stairwell landing and shut the door behind them
- Upon reaching relocation floor, report floor status to Fire Safety Director via emergency phone or runner

### **Occupants**

- Stay calm and move quickly to a stairwell (or exit). Leave nonessential items behind.
  - If it is safe to do so, lock your workstation
- Close doors behind you, but do not lock them
- In the case of a fire alarm: Feel doors with the back of your hand before opening. Do not open any that are hot.
- Do not use elevators
- In the stairwell:
  - Descend to the relocation floor as instructed by the Fire Safety Director, and reenter the building
  - Move away from the stairwell door to allow room for others to enter behind you
  - Keep to the right to make room for firefighters who may be responding
  - Remain quiet and listen for instructions. Do not use your cell phone.
  - If you have a mobility-impairment, seek help from your Fire Warden or designated assistant. Wait beside the stairwell for assistance.
  - If you are unable to leave your floor, shut the door and seal the crack at the bottom with a damp cloth. Call 911 and report your exact location.

### **Evacuation Procedures**

This response involves moving occupants outside of the buildings to pre-designated external assembly areas. Occupants will be notified of the need to evacuate via PA by the First Responder or designee. Only stairwells may be used in evacuations.

Always proceed to the pre-determined assembly area unless otherwise directed by the First Responder or designee. All tenants are responsible for assigning an assembly area for their employees. Be sure to inform all employees of the assembly area, and update them as changes occur.

Occupants shall not return to the building until an “all clear” has been relayed by the First Responder or designee.

### **Emergency Response Team**

In an evacuation, the Fire Safety Director will set up an incident command post at the Fire Alarm Control Panel. From there, the Fire Safety Director and rest of the Emergency Response Team will investigate the situation, adjust building systems (including HVAC, elevators, and utilities) as needed, communicate with occupants via the PA system and/or emergency phones, and work with first responders.

### **Fire Wardens**

- Take your station
- Inspect stairwell for presence of smoke or other hazards
- When instructed, begin moving floor occupants to the assembly area via safe exit stairwell
- Search all areas of floor. Close doors, but do not lock them.
- Remind occupants:
  - If time and conditions permit, remind the occupants to lock their workstations
  - Close office doors when leaving but do not lock them
  - Do not carry beverages, laptops, purses, or other objects
  - Remove high-heeled shoes before descending the stairs
  - Stay to the right of the stairwell to make room for firefighters coming up
  - Descend quickly but do not run
  - Hold on to the railing and allow others to merge in an orderly fashion
  - Remain quiet and listen for instructions
  - Continue to assembly area
  - Do not return until an “all clear” has been issued
- Evacuation Assistants should help persons needing assistance to relocate to the hallway outside the nearest safe emergency exit stairwell. Once the stairwell clears, move into the stairwell landing and close the door.
  - One assistant awaits help while the other notifies the Fire Safety Director or first responders of the person’s location
  - If their safety is threatened, the assistant should assist the mobility-impaired into the stairwell landing and shut the door behind them, making as much room as possible for others evacuating
- Once clear, report floor status and injuries to the Fire Safety Director.  
Remember: You should always evacuate directly to the primary assembly area unless otherwise directed by the First Responder or designee.

### **Occupants**

- Stay calm and move quickly to a stairwell (or exit). Leave nonessential items behind.

- If it is safe to do so, lock your workstation
- Close doors behind you, but do not lock them
- In the case of fire alarm: Feel doors with the back of your hand before opening. Do not open any that are hot.
- Do not use elevators
- In the stairwell:
  - Keep to the right to make room for firefighters who may be responding
  - Remain quiet and listen for instructions. Do not use your cell phone.
- If you have a mobility-impairment, seek help from your Evacuation Assistant. Wait beside the stairwell for assistance.
- If you are unable to leave your floor, shut the door and seal the crack at the bottom with a damp cloth. Call 911 and report your exact location.
- Once clear of the building, proceed to your pre-determined assembly area and await further instructions. Remember: You should always evacuate directly to the primary assembly area unless otherwise directed by the First Responder or designee.

## Shelter-in-Place Procedures

Shelter-in-place means remaining inside the building, either at your work area or moving to an area of relative safety (typically near the building's core). Used when it is safer inside than outside the building, shelter-in-place may be invoked in response to:

- Civil disturbance
- Hazardous material release
- Tornado, hurricane (if evacuation is not feasible), or high winds
- Police activity
- Winter Storm
- Active Shooter

Shelter-in-place can take two forms:

1. Occupants remain at their work area
2. Occupants move to an internal refuge area on their floor

In some situations, such as a civil disturbance or an outdoor fire, it is sufficient to simply have people remain inside the building at their work area. Other scenarios, such as the threat of an explosion outside the building, may require occupants to move to an area of relative safety away from windows. Interior conference rooms, storage or file rooms, corridors, kitchens, and break rooms can all make good refuge areas. Access to bathrooms and water is recommended. If no safe refuge areas exist on a floor, designate appropriate spaces on nearby floors.



Depending on the nature of the emergency, building staff may need to restrict entry and egress from the building. Occupants who leave may not be allowed back in until the event is over.

### **Emergency Response Team**

In Shelter-in-Place response, the Fire Safety Director will set up an incident command post at the Fire Alarm Control Panel (or another location, if the FACP is not safe). From there, the Fire Safety Director and rest of the Emergency Response Team will investigate the situation, adjust building systems (including HVAC, elevators, and utilities) as needed, communicate with occupants via the PA system and/or emergency phones, and work with first responders.

### **Fire Wardens**

- Take your station
- Depending on the incident, direct floor occupants to remain at their workstations or to move to pre-determined shelter-in-place areas on the floor
- Listen to instructions from the First Responder or Designee
- Gather shelter-in-place supplies. Follow instructions for implementing the emergency preparedness kit program. Instructions are located inside one of the storage totes.
  - Do not consume supplies until needed. Most shelter in place incidents are over quickly; food and water supplies are intended for an extended event.
- Report problems to the Fire Safety Director by phone. If safe to do so, also report problems to the Fire Safety Director via emergency phone or runner.

### **Occupants**

Take refuge until the threat has passed either by remaining at your workstation or by moving to a pre-determined refuge area as directed.

- Follow instructions and remain calm. Your Fire Warden will provide information as it becomes available.
- Movement in and out of the building may be restricted. If you choose to leave, you may not be able to re-enter.

# Emergency Scenarios

## Fire

When a fire alarm is triggered, occupants should begin to relocate/evacuate upon instruction from the First Responder or designee. If there is no First Responder present, occupants should evacuate the fire floor, two floors above, and five floors below the fire floor. This building is fully sprinklered. Stairwell doors automatically unlock when an alarm is triggered.

### General Response:

Upon hearing an alarm:

- Floor Wardens: Take your station
- Begin relocation procedures (See Internal Relocation section)
- Do not attempt to fight the fire unless it is blocking your only means of egress

If you discover a fire:

- Confine the fire by closing doors
- Alert others in the immediate area
- Notify 911 from a safe location, then call the Fire Safety Director and Security
- Begin relocation procedures (See Internal Relocation section)

If you become trapped by a fire:

- Barricade yourself in an office, preferably one with a window (but do not break windows, except as a last resort)
- Stuff cloth under the doorway to prevent smoke from entering
- Call 911 and Security and report your exact location
- Post a sign on the window with a large X or other marking to show your location

## Medical Emergency

Always dial 911 before administering first aid. Only administer first aid if you are properly trained and if there is no risk of injury. Rendering first aid is not a required job duty of any building occupant. While we provide first aid training, providing first aid remains an individual decision, and serving as a Warden does not obligate you to provide first aid.

Be particularly careful of contamination by blood-borne pathogens. Use personal protective equipment (PPE) whenever possible. Anyone who comes into contact with bodily fluids should wash the exposed area immediately with soap and water and use water or saline solution to irrigate the eyes. Report any exposure to emergency personnel.

## **General Response**

- Direct someone to call 911, if possible. Contact 911 before beginning first aid if others are unable to call.
  - Be prepared to provide the address of the building: 10 S. Riverside Plaza or 120 S. Riverside Plaza
  - Also provide the floor and suite number
- Whenever a 911 call is made, notify security and Building Management
- Provide first aid if trained to do so. Do not move the affected person unless their location is causing further harm.
- Have someone remain with the person at all times. Keep the individual calm and comfortable.
- Upon notification, Building Management and Security will:
  - Open appropriate doors to expedite travel with a gurney
  - Bring necessary elevator to Lobby level
  - Meet first responders and direct them to the appropriate area
- Provide incident information to building staff if asked for details

The Chicago Fire Department Ambulance Service will automatically pick up at the front entrance of the building and take the affected person(s) to the nearest medical facility. If another hospital is desired in non-emergency situations, have this information handy.

## **Power Failure**

In an event of a power failure, an emergency generator will provide power to the fire alarm system, elevators, and emergency lighting throughout the building and stairwells. Building Management will work with Commonwealth Edison to determine the problem and the expected duration of the outage. Building Management will then contact tenants on the expected duration of the outage and whether there is a need to evacuate the building.

## **General Response**

- Contact the Fire Safety Director to report the failure/outage
- If in immediate danger, begin evacuation procedures
- Follow shelter-in-place or evacuation procedures as directed by building staff

## **Suspicious Package / Bomb Threat**

While most bomb threats are hoaxes, take all threats seriously. Never touch or handle a suspicious object and move away from the object. Also, never bring a suspicious package into an elevator.

Some indications of a suspicious package are:

- No return address or restrictive markings such as “Personal, Confidential, or Special Delivery”
- Protruding wires
- Oily stains on wrapping
- Wrong title or misspelling of the addressee
- Strange odors
- Excessive postage
- Package is unexpected by addressee
- Rigid or bulky packaging

### **General Response**

If you receive a bomb threat via phone:

- Keep the caller on the line as long as possible
  - If you can, signal to a co-worker to call 911 and Building Management
- Complete the Bomb Threat Checklist (see checklist at the end of this section)
- Ask specific questions – where is the bomb, when will it detonate, what is it made of, why did you plant it, etc.
- Write down all details:
  - Caller’s age, gender, accent
  - Background noises
  - Whether the caller sounded agitated, calm, etc.
- Upon completion of the call, immediately relay information to the Police and wait for further instructions

### **Fire Wardens**

Because you are more familiar with the surroundings, you may be asked to assist in a search of your floor. If asked to help search for a suspicious object:

- Accompanied by the Police, complete a search of the suspected areas. It will be the responsibility of the Tenant Fire Warden to identify any suspicious objects or items that do not belong in the space.
- If a suspicious object is found:
  - Do not touch it
  - Clear all occupants out of the immediate area
  - Update Police and Building Management, and await bomb squad or other responders

- If directed, initiate internal relocation (depending on size and type of explosive device):
  - Typically, this will be one floor below and two floors above the explosive
    - Upon arrival at the relocation floor, everyone should remain in the pre-arranged corridor. No one should wander or leave the floor unless directed to do so by Police or Building Management.
  - Once evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Police or Building Management
  - Collect floor status report, confirm people with mobility impairments have relocated safely, and update Security

## Bomb Threat Checklist

### Bomb Threat Checklist

Follow these guidelines if you receive a telephone bomb threat:

- Keep the caller on the line as long as possible
- Ask him/her to repeat the message
- If possible, record every word spoken by the caller
- Inform the caller that the building is occupied
- Pay particular attention to background noises

Ask the caller the following questions, if possible:

When is the bomb going to explode? \_\_\_\_\_

Where is it right now? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why? \_\_\_\_\_

What is your address? \_\_\_\_\_

What is your name? \_\_\_\_\_

Record the exact wording of the threat: \_\_\_\_\_

Gender of caller: \_\_\_\_\_ Local or foreign accent: \_\_\_\_\_ Approximate age: \_\_\_\_\_

#### Threat Language

- ☐ Well-spoken    ☐ Incoherent    ☐ Educated    ☐ Taped  
☐ Foul    ☐ Irrational    ☐ Scripted Message

#### Voice of Caller:

- ☐ Calm    ☐ Nasal    ☐ Angry    ☐ Stutter    ☐ Excited  
☐ Lisp    ☐ Rapid    ☐ Raspy    ☐ Soft    ☐ Deep  
☐ Loud    ☐ Ragged    ☐ Laughter    ☐ Clearing Throat    ☐ Crying  
☐ Normal    ☐ Distinct    ☐ Cracking Voice    ☐ Disguised    ☐ Slurred  
☐ Whispered    ☐ Deep Breathing  
☐ Familiar; if voice is familiar, whom did it sound like? \_\_\_\_\_

#### Background Sounds:

- ☐ Street Noises    ☐ Motor    ☐ Factory Noises    ☐ Office Noises    ☐ House Noises  
☐ PA System    ☐ Static    ☐ Music    ☐ Voices    ☐ Animal Noises  
☐ Other, describe: \_\_\_\_\_

Date and time of threat:	
Name and position of person who took the threat:	
Number at which threat was received:	

[Please make photocopies of this template as needed. Provided by AK Preparedness: [www.akpreparedness.com](http://www.akpreparedness.com)]

## Severe Weather

In general, there are two types of unusual weather conditions which may occur and for which extraordinary precaution should be taken: severe thunderstorm activity and tornadoes.

- Severe Thunderstorm Activity: Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity
- Tornado Warning: 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. Wind will be 75 mph or greater.

Public warning will come over the radio, TV or five minute steady blasts by the Municipal Defense sirens. The siren may be difficult to hear so if severe weather is evident, consult a radio or television immediately. Should a severe storm or tornado occur, the following guidelines should be observed:

- Move away from the exterior of the building and seek shelter in the inner areas of the building, including stairwells, restrooms, inner corridors or elevator lobbies. Protect yourself by putting your head as close to your lap as possible or kneel protecting your head.
- As you move, try to close the doors of rooms that have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- If crowded, move down to a lower level for shelter. DO NOT USE THE ELEVATORS.
- DO NOT go to the first floor lobby or outside of the building
- Keep your radio or television set tuned to a local station for information
- KEEP CALM. If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm-related leaks to Building Management.

## Elevator Entrapment

In the event of an elevator entrapment, the primary concern is for passenger safety. Building staff will establish and maintain communications with trapped passengers to monitor the urgency of the situation. Call 911 immediately when someone's health appears at risk or if there is any indication of danger, including occupant panic.

What not to do: Make no attempt to force open the elevator doors and rescue passengers, as injuries may occur. Only emergency personnel or the elevator contractor should try to free the trapped passengers.

### **If You Become Trapped in an Elevator**

- The building's elevator phones are monitored 24/7. Building staff will be notified upon receipt of an entrapment call and will dispatch the elevator contractor.
- Press the hands-free phone button to initiate a call to Building Security (see image below for reference)
- Stay calm and notify responding staff of any medical issues or concerns that would require calling 911
- Make no attempt to force open elevator doors or move passengers from a car trapped between floors, as injuries may result

Image of hands-free phone button in all elevator cabs:



### **Active Shooter/Armed Aggressor**

Active shooter and armed aggressor situations are unpredictable and can escalate quickly, often ending within 5 to 15 minutes, sometimes before first responders arrive.

Acting quickly is critical, and individuals need to make their own decisions as to how to react and protect themselves. You will need to make a personal decision quickly whether to run, hide, or fight back.

#### **RUN**

- Immediately move away from the perpetrator when his/her location is known. Do not collect personal belongings. Evacuate the premises quickly and silently and move far away from the building.
- Call 911 from a safe location. Report:



- The name (if known), description, and location of the gunman
- The number of perpetrators
- The type of weapons
- Whether any shots were fired

#### **HIDE**

- If you cannot evacuate, hide
  - If possible, avoid places where you might get trapped or that would restrict movement
  - Lock or barricade the door using heavy furniture
  - Silence mobile devices and alarms
  - Turn out lights and turn off any radios or TVs
  - Stay low to the ground and away from windows
  - Remain quiet
  - If you are with others, do not huddle together

#### **FIGHT**

- If the gunman enters your hiding area and escape is impossible, look for improvised weapons to throw (staplers, phones, lamps, scissors, etc.)

#### **When police arrive:**

- Keep your hands visible
- Avoid sudden movements
- Follow police instructions: answer questions and do not argue or resist

## Building Information

### Incident Command Posts

	Primary	Secondary
<b>Incident Command Posts</b> (where the Fire Safety Director and Emergency Responders will operate from in an emergency)	<b>10 S. Riverside Plaza:</b> At the Fire Control Panel, on Floor 1 by Dock on the Canal Street Side	<b>10 S. Riverside Plaza:</b> Behind the Lobby Desk
	<b>120 S. Riverside Plaza:</b> At the Fire Control Panel, on Floor 1 by Dock on the Canal Street Side	<b>120 S. Riverside Plaza:</b> At the Lobby Desk

### Key Phone Numbers

(Information in this table is same for both 10 & 120 S. Riverside Plaza)

	Number
<b>Building Property Management</b>	(312) 930-9890
<b>Building Security</b>	(312) 930-9890 (Automatically rings Building Security after 5PM)

### Stairwells

(Information in this table is same for both 10 & 120 S. Riverside Plaza)

Stairwell	Floors Served	Unlock on Alarm	Exits to
Northeast	1 to 22	Yes	Lobby
Northwest	1, 2, 4 to PH	Yes	Lobby
Southeast	1 to 22	Yes	Lobby
Southwest	1 to PH	Yes	Lobby

### Elevators

(Information in this table is same for both 10 & 120 S. Riverside Plaza)

Bank	Cars	Floors Served	Notes
Low Rise	A – F	1 to 12	EMR on Floor 15
High Rise	G – L	1, 12 to 22	EMR on Floor PH
Freight	M	1 to 22	EMR on Floor PH

## Alarm & Fire Protection System

(Information in this table is same for both 10 & 120 S. Riverside Plaza)

Feature	Location/Notes
<b>Control Panel</b>	Floor 1, by the Dock on the Canal Street side Annunciator Panel is located outside of the Boiler Room on Floor 2
<b>Alarm Signals</b>	Slow whoop and strobes lights
<b>Sprinklered</b>	Fully Sprinklered

## Emergency Equipment & Systems

(Some information in this table varies for both 10 & 120 S. Riverside Plaza)

Feature	Location	Notes
<b>Generator</b>	10 S. Riverside – Floor 2 (northeast corner) 120 S. Riverside – Floor 2 (near freight elevator)	Provides power to life safety systems, fire panel, 1 elevator each bank, and freight elevator (for both buildings)
<b>Egress Lighting</b>	In stairwells and corridors (same for both buildings)	Runs off of generator
<b>Emergency Supply Kits</b>	Floor 2 (same for both buildings)	Across from Engineer's Office
<b>First Aid Kits</b>	Lobby & Floor 2 (same for both buildings)	
<b>AED</b>	At Lobby Security Desk on 1, for both buildings (same for both buildings)	
<b>Evacuation Chairs</b>	N/A (same for both buildings)	
<b>Eyewash Station</b>	10 S. Riverside – Located on Floor 2 & PH 120 S. Riverside – Located on Floor 2	Eyewash stations on Floor 2 are located across from Engineer's Office in both buildings

## Emergency Communications

(Information in this table is same for both 10 & 120 S. Riverside Plaza)

Feature	Location	Notes
<b>PA System</b>	Fire Alarm Panel on 1, by the Dock	Fully addressable and audible on all floors
<b>Firefighter's Phones</b>	All stairwells on floors 5, 10, 15 & 20	Connects to the Lobby Security Desk
<b>Elevator Car Phones and/or Intercom</b>	Located in all cabs	2-way voice communication between cabs and Lobby Security Desk
<b>Radios</b>	Two-way radios are carried by all building staff	