

# 125

SOUTH WACKER  
CHICAGO

# EMERGENCY PROCEDURES MANUAL

Hines



Ivanhoe  
Cambridge

## Table of Contents

Introduction .....	1
Emergency Telephone Numbers .....	1
General Building Information .....	2
Life Safety Objectives .....	2
Life Safety Equipment .....	3
Emergency Communication and Notification.....	5
Emergency Response Team/Life Safety Team.....	6
Fire Safety Director .....	6
Building Evacuation Supervisor .....	6
Floor Wardens .....	8
Assistant Floor Warden.....	9
Aides to the Physically Challenged.....	9
Searchers .....	10
Stairwell Monitors.....	10
Elevator Monitors .....	10
Alternates.....	10
Fire Drills.....	11
Fire Safety .....	12
Medical Emergency .....	14
Bomb Threat .....	15
Bomb Threat Checklist.....	17
Elevator Malfunction .....	18
Evacuation and Shelter-in- Place .....	19
Natural Disasters .....	21
Communicable Disease Threats.....	23
Chemical, Biological, Radiological, or Hazardous Material Event .....	24
Civil Disturbance .....	24
Power Failure .....	25
Security Reporting .....	25
Dealing with Suspicious or Unauthorized People.....	25
Workplace Violence.....	26

## Safety is Everyone's Concern

---

Emergencies happen! History has shown emergencies can and do impact the workplace. Although these situations are unplanned and unwanted, it is everyone's responsibility to be prepared for them. Material in this manual is supplied as general information to help you meet and understand your roles and requirements as a tenant. Everyone who works in this building should read and be familiar with these procedures. We recommend that this guide be available to all employees for their review. Any questions or concerns regarding any information contained within should be directed to the Office of the Building at 312-346-5511.

## Emergency Telephone Numbers

Office of the Building:	312-346-5511
Lobby Desk (After Hours):	312-346-5511
General Manager:	Timothy Casey
Property Manager:	Emily Steil Strharsky
Tenant Service Coordinator:	Krista Zaragoza
Staff Assistant:	Indra Santhiapillai
Chief Engineer:	Jim Drach
Assistant Chief Engineer:	Mark Myers
Security Director/Fire Safety Director:	Marshall Brooks

***Police Department »***

**Emergency** (Verify if you need to dial “9” for an outside line) ..... 911  
OEMC, Police Dispatch  
Desk .....312-746-9450  
1<sup>st</sup> District Headquarters, 1718 S. State Street .....312-745-4290

***Fire Department »***

**Emergency** (Verify if you need to dial “9” for an outside line) ..... 911  
OEMC Fire Dispatch Desk .....312-746-9112

***Medical »***

**Emergency** (Verify if you need to dial “9” for an outside line) .....911  
Ambulance.....911  
Hospital (Northwestern Hospital/ 251 E. Huron) ..... 312-926-2000

## General Building Information

---

125 S. Wacker was designed to minimize the chance of a life-threatening emergency and to reduce damage, in the event one does occur. This building is inspected periodically and monitored 24 hours a day, seven days a week. The safety systems meet or exceed all relevant fire and building codes for the City of Chicago.

## Life Safety Objectives

---

Both Callahan Management and the Chicago Fire Department's goal is to educate, train, and instruct occupants about life safety guidelines. To help you remember important steps that need to be taken in a high-rise emergency situation, the Chicago Fire Department has developed the acronym C.A.L.M. Using the C.A.L.M. acronym will allow you to take the necessary actions that need to be taken should an emergency arise. If you see smoke and/or fire:

- C.** Call 911
- A.** Alert building management/security
- L.** Listen for instructions/public address system
- M.** Move to safety and evacuate if you are in danger

**CALL 911-** When calling 911 remember to provide accurate information such as the address, office number and location of the emergency.

**ALERT-** After calling 911 alert building management, security, or engineering. Provide building personnel with accurate information about the emergency so that it can be related to the responding fire department personnel when they arrive.

**LISTEN-** Instructions will be given over the Building's PA System. It is **IMPORTANT** to listen to the announcement and follow those instructions. Being instructed to stay where you are can often be the safest thing to do!

**MOVE-** If you are in immediate danger, evacuate the area. Depending on the location of the emergency you might be asked to relocate to another area of the building. In any event, remember C.A.L.M.!

*This information provided above is from the Life Safety Guidelines brochure from the City of Chicago.*

## Life Safety Equipment

---

Each suite is equipped with different detection equipment that is located throughout the building. While some equipment is visually seen other devices are not. Building personnel along with our preferred contractors perform testing on all equipment on an annual basis. Any issues are taken care of so as not to jeopardize the integrity of the entire life safety system.

### *Alarm Detection Devices »*

Various alarm detection devices are located throughout the building. They include smoke detectors, heat detectors, and water flow detectors – all monitored 24-hours a day. Activated detectors will result in the following:

- The detection device sends a signal to the lobby fire alarm control panel. Security personnel notify all on-site building personnel. The Chicago Fire Department is notified by our fire alarm monitoring company and from the Security Officer in the Lobby.
- The Fire Safety Director will report to the Lobby, preparing for the arrival of the responding emergency equipment.
- Stairwell doors unlock upon the activation of any fire detection device.
- Air handler units automatically shut down in alarm areas to prevent smoke circulation.
- Elevators for that specific rise of the building will be recalled to the lobby.

### *Fire Extinguishers »*

Extinguishers are placed throughout the building according to the local fire prevention code. Fire extinguishers are located in tenant suites and stairwells. We ask that you familiarize yourself with the specific location of all extinguishers on your floor. In the event that you need to use a fire extinguisher please remember the following PASS acronym

- P** Pull the pin located on the top.
- A** Aim the nozzle at the base of the fire approximately 8-10 feet away.
- S** Squeeze the handle.
- S** Sweep the base of the flame from side to side.

Should you need to use an extinguisher on a fire please notify 911 immediately and then the Office of the Building.

***Speaker/ Speaker Strobes »***

Speaker strobes are located on every floor throughout the public areas as well as the majority of tenant spaces. They are used for fire alarm conditions and emergency notifications.

***Smoke Detectors and Heat Detectors »***

Smoke and heat detectors are located throughout the building according to local code. They are located in various areas within the building including areas that are specifically designed for engineering personnel only. In the event one of these devices is activated, a signal is sent to the Fire Alarm Control Panel advising the building staff of a situation on that particular floor or area. Should you notice anyone who is tampering with or attempting to disarm any smoke detector, please notify the Office of the Building/Lobby Security immediately.

***Fireman's Phones »***

Fireman's phones are located in the stairwells on every fifth floor. To operate this phone, open the door and pick up the phone. The phone automatically contacts the Fire Alarm Control Panel operator who is located on the first floor of the building.

## Emergency Communication and Notification

---

### ***Emergency Public Address System »***

Should it be necessary, emergency information will be given over the emergency public address system throughout the building or on specific floors. It is extremely important to remind occupants to listen to the information and follow the instructions as they are given. Instructions may be given to the entire building or to individual floors by the Fire Safety Director or the local authority having jurisdiction. An “All Clear” message will be relayed over the public address system once the investigation is completed and the situation is under control. The local authority having jurisdiction will then return the building back to the Office of the Building.

### ***Building Engines Broadcast Messaging »***

As part of our emergency planning, 125 South Wacker is contracted with **Building Engines**, as a work order software and a web-based mass emergency notification system. This service allows key building personnel to send a single message to registered building contacts via all of their familiar communication devices simultaneously locally and globally. The Office of the Building can send messages within minutes to the property’s entire tenant contact list, or selected names on a list. Those individuals will receive a notification message through their registered numbers indicating the type of event that is going on and what actions should be taken.

In order to ensure the highest quality services, the Office of the Building will periodically conduct “live” practice tests, similar to a fire drill. All tenants on the contact list will receive an automated email or phone message with the subject “test.” During the test mode, it is not necessary to respond to this message, however if you are supposed to be receiving these messages and are not, immediately follow-up with the Office of the Building.

It is important to notify and update the Office of the Building with current contact information as it becomes available.



## Emergency Response Team and Life Safety Team

---

### ***Emergency Response Team »***

The Emergency Response Team consists of building personnel, which includes engineering, management and security. They support the role of the Fire Safety Director and assist the local authorities having jurisdiction upon their arrival. A Building Evacuation Supervisor will also be designated should any type of evacuation be ordered. In the event a situation escalates, additional Emergency Response Team members will be contacted and directed to the building.

### ***Fire Safety Director »***

In an emergency, the Fire Safety Director has the primary responsibility for assisting the local authority having jurisdiction and coordinating the response of the building staff and systems. He or she operates from the Fire Command Station located in the Lobby.

In cooperation with the Chicago Fire Department, the Fire Safety Director organizes and trains the Building's Emergency Response Team. He or she is also responsible for overseeing designation and training of the Tenant Life Safety Team for each floor and sufficient Floor/Assistant Wardens for each tenant to meet the City of Chicago Fire Department regulations. An organizational chart listing member of current Tenant Life Safety Teams will be available to the Fire Safety Director and any deputy.

### ***Building Evacuation Supervisor »***

This person will be designated by the Fire Safety Director to handle any evacuations necessary as dictated by the Fire Safety Director or the local authority having jurisdiction. A list of the floors being evacuated, and the times will be kept by this supervisor. Information regarding building occupants who have self-identified and require any mobility assistance will be forwarded to the appropriate authorities.

### ***Tenant Responsibilities »***

Under the City of Chicago Municipal Fire Code, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Warden, Assistant Floor Wardens, Searchers, Aides to the Physically Challenged, Elevator Monitors, and Stairwell Monitors. An organizational chart listing names,

locations, and telephone numbers of the people so designated is to be supplied to the Fire Safety Director and kept current.

Tenants are required to participate in periodic fire drills as required under the City of Chicago Municipal Code. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas. Full tenant participation is expected.

Employees should be instructed to report all unusual odors indicating a possible fire to their Floor Warden or Assistant Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

OSHA Standard 1926.35 addresses the primary responsibilities for safety of employees rest with each tenant. It is necessary to tailor the emergency action plan outlined within the standard to suit your space and number of employees.

Under the Rules and Regulations pursuant to Chapter 13-78 of the Municipal Code of Chicago "High-Rise- Emergency Procedure" and associated code provisions as amended July 2002, states the following:

Tenant Supplied Fire Wardens and Emergency Evacuation Teams.

*"Section 13-78-050(a) (40) and (5) of the code provide that if a building owner does not wish to supply some or all of the Fire Wardens and/or Emergency Evacuation Teams, then such personnel shall be supplied by building tenants, in a number proportionate to tenant size. The phrase "proportionate to tenant size" refers to the number of people employed by the tenant, not to the square footage occupied to the tenant. Example: A given floor is occupied by two tenants. Tenant A employs 80 people on the floor and Tenant B employs 20 people on the floor. If the owner provides no Fire Wardens and/or Emergency Evacuation Team members then tenant A will be responsible for providing 80%, or 4 out of 5, of the appropriate number of Fire Wardens and/or Emergency Evacuation Team members for that floor. Tenant B will be responsible for providing 20%, or 1 out of 5, for that floor."*

The Fire Department takes the establishment, training, and availability of the Tenant Life Safety Teams very seriously. If the Fire Safety Director finds that an individual is neglecting the responsibilities outlined in the tenant's emergency plan or if additional team members are necessary, he or she will work with the tenant to correct the observed deficiencies.

## ***Life Safety Team Members***

### ***Floor Wardens »***

Floor Wardens are responsible for coordinating the evacuation of the entire floor and shall notify Property Management of their presence. If they are absent, an Alternate Floor Warden must assume that role for that day.

### ***Floor Warden Responsibilities include the following »***

1. Appoints personnel to the Tenant Life Safety Team and fills all vacant positions.
2. Maintains a roster of all Tenant Life Safety Team members and submits this list to the Office of the Building.
3. Supervises the activity and assists in training of all Tenant Life Safety Team members, including all new members.
4. Alerts Tenants Life Safety Team members of potential building emergencies.
5. Ensures that all Tenant Life Safety Team members know their assigned duties and locations in case of an emergency.
6. Is made aware of all individuals who have self-identified as needing assistance during an evacuation.
7. Responsible for the evacuation of the entire floor, when notified by the Fire Safety Director or local authorities.

### ***Floor Warden Duties include the following »***

#### **In Case of Fire:**

1. Call 911; then contact the Office of the Building at 312-346-5511.
2. Ascertain location and severity of smoke and/or fire and determine whether total floor evacuation is required.
3. Initiate evacuation by notifying the Tenant Life Safety Team.
4. Verify that all areas have been evacuated by taking reports from each team member.
5. Reassemble and account for all people in your work area on the designated re-entry floor.

**If the Alarm Sounds or Strobes are Activated:**

1. Report to the elevator lobby on your floor.
2. Remind all floor occupants to listen to the message provided over the PA system.
3. If your floor is not involved, instruct the Life Safety Team members to inform people in their areas that they are not in danger. DO NOT EVACUATE unless directed to do so.
4. If your floor encounters heavy smoke, evacuate the area immediately. Proceed down either stairwell and find the nearest fireman's phone. Use that phone to contact the Building's Emergency Response Team member at the building's main fire alarm control panel.

**Additional Responsibilities**

1. Have evacuation routes clearly planned and understood by all the floors occupants. Assist the Life Safety Team members in preparing evacuation plans for their individual areas.
2. Assign people to assist physically challenged or disabled employees. Keep the Fire Safety Director informed of all people requiring or providing assistance.
3. Identify weak points during fire drills. Discuss these with the Fire Safety Director and work with all Floor Wardens to correct deficiencies.
4. Maintain up-to-date organization charts of all Floor Wardens, Assistant Floor Wardens, Searchers, Monitors, and Aides. Report changes to the Fire Safety Director.
5. Instruct new Wardens, Searchers, Monitors, and Aides in their responsibilities during drills or actual evacuations.
6. Inspect your area periodically for safety. Make sure all flammable substances are stored in approved containers.

***Assistant Floor Warden »***

Firms occupying larger quarters will assign multiple Assistant Floor Wardens. The primary duties of Assistant Floor Wardens are to be familiar with safety procedures and routes and to maintain order in the event of an evacuation. They are trained to assume Floor Warden Responsibilities if necessary.

### ***Aides to the Physically Challenged »***

Two employees shall be assigned to assist any physically challenged worker who requires assistance to move to the closest stairwell. Upon reaching the closest stairwell destination, they will request that their Floor Warden notify the Fire Safety Director of the physically challenged person's presence and to their location. Anyone that requires assistance shall not be left alone until the fire department locates these individuals or the emergency condition receives an "All Clear". If an employee self identifies themselves as needing assistance during any emergency, Aides are officially assigned in advance by the employer and their names reported to the Fire Safety Director.

### ***Searchers »***

Searchers are assigned in pairs, male and female, and have responsibility for inspecting areas of the office and lobby space, which may contain people who cannot hear the alarm or may not be familiar with procedures. Upon notification, Searchers will inspect washrooms, storage areas, file rooms, and other areas isolated from the main spaces of the office. They should make special note of persons with hearing impairments in their area and assure that they have relocated. Once their areas are clear, Searchers report to their Floor Wardens and accept any further assignment requested, such as directing traffic away from elevators.

### ***Stairwell Monitors »***

Stairwell Monitors are assigned to each exit stairwell on the floor. They shall inspect each stairwell door for heat prior to opening any stairwell door. If the door feels cool to the touch, proceed to open the door and check the stairwell for heat or smoke conditions. If the monitor feels that it is ok to proceed, they will then begin to direct people to continue down to the designated location. That may be a lower floor or outside of the building. It is important for the stairwell monitor to listen to the PA announcements. Monitors should encourage calmness and orderliness when evacuating. Instruct these monitors not to allow any liquids or foods into the stairwells; this could cause a potential slip or tripping hazard.

### ***Elevator Monitors »***

Elevator Monitors are assigned to the elevator lobby. They are to direct personnel to the appropriate stairwells and away from elevators. Should they be notified that a certain stairwell is impassable, they are to immediately notify the Floor Warden and begin to direct occupants to the appropriate stairwell. Elevators will not be used during an emergency. Monitors shall be familiar with the evacuation plan and location of all stairwells.

***Alternates »***

There shall be a sufficient number of alternates for each member of the Life Safety Team. It is necessary to provide adequate Life Safety Team members in the building at all times during working hours.

***Fire Drills »***

All occupants of the building are required to participate in fire drills. A written record of fire drills is filed with the Chicago Fire Prevention Bureau annually. The Fire Safety Director will also keep a copy for building records.

Fire drills will be announced via the PA system. The speaker strobes will be activated with an appropriate alarm signal tone followed by an announcement made by the Fire Safety Director. The tenant contact in charge will be informed of the drill in advance.

Upon hearing the signal, all Floor Wardens and Tenant Life Safety Team members will alert their area occupants that a fire drill is in progress and advise them to proceed to their nearest exit stairwell. Searchers will ensure that all occupants understand and participate in the drill. Once their areas are clear, they should report to their Floor Warden or Assistant Floor Warden. At that time, they will relocate to the designated floor.

Aides to those with Physical Challenges will assist those employees to the nearest exit stairways and report their location to the Floor Warden.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will end after the Fire Safety Director/ Fire Department Representative completes his/her safety orientation.

## Fire Safety

---

Automatic systems include overhead sprinklers that provide immediate response to any significant fire. Upon any water flow activation, an alarm is automatically set off on the Fire Alarm Control Panel. Smoke detectors in strategic locations also send a signal notifying the Fire Alarm Control Panel, located in the lobby. The system automatically sends a signal to an off-site monitoring company, which calls the Fire Department as does the onsite Security Officer.

Automatic devices in the alarm will activate air-handling equipment to shut down automatically to prevent the spread of smoke. At the same time, stairwell re-entry doors will unlock to facilitate relocation to any floor in that stairwell.

The Fire Alarm Control Panel has direct communication with mechanical equipment rooms as well as with each floor, and stairwell via the PA System. This network of speakers can be used to give verbal instructions or information, should the need arise. Key Property Management personnel carry two-way radios when away from their posts and the building operations staff is trained to assist in any emergency.

Due to the fire-resistant qualities of a modern high-rise building, total evacuation of the building is very rare. Relocation is usually necessary only when there has been a confirmed fire emergency. Should additional evacuation be necessary, floors may be evacuated when ordered by the Fire Safety Director or the authority having jurisdiction.

### *If You Discover a Fire »*

- Notify those nearest to you.
- **Call the Fire Department. Dial 911.** Tell the address and the floor location of the fire, its severity, type, and if there are any injuries. This information will be relayed to firefighters en route.
- **Call the Office of the Building.** Outside regular business hours, your phone call will be rerouted automatically to the main lobby desk. Our Emergency Response Team will support the local authorities.
- **Alert your Floor Warden.** The Tenant Floor Wardens and their safety evacuation teams have been trained in emergency response. Follow his or her instructions.

### *If You Hear the Fire Alarm or See the Strobes »*

- **Remain Calm.** Listen for instructions over the PA system.
- **Close doors but do not lock them.** Take only essential belongings with you.

- **Follow instructions from the Floor Wardens.** You may be asked to inspect the area or to help others.
- **Proceed down the stairs** as directed to the nearest re-entry floor. Listen to what floor you are being told to relocate to. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.
- **Do not use the elevators.** Elevators will return to the lobby to await firefighters.
- **Feel doors before opening them.** Use the back of your hand to feel the door before opening. Do not open any doors that feel hot!
- **If you are a person with a disability, await help** from your assigned Aide, or wait near the stairwell doors.

***If You Encounter Smoke »***

- Place wet cloth over nose and mouth to filter smoke.
- Take short breaths; breathe lightly through your nose.
- Stay low – Crawl on hands and knees to the nearest stairwell.
- Do not break windows.
- Do not go to the roof.

***Smell of something burning »***

- Notify the Office of the Building or Lobby Security Officer.
- Building staff will investigate the location and report back to the caller of the source.
- If the source cannot be determined and the smell is progressing, then the local authorities will be called to assist the building team.



## Medical Emergency

---

Time is of the utmost importance in a medical emergency. The sooner that the responding authorities can get to the patient the quicker medical aid can be administered. If your suite or floor has an Automatic External Defibrillator (AED) please be aware of its location and the individuals trained in using this equipment. Should an individual need to use an AED please inform anyone around you to immediately contact 911 and have the Emergency Medical Services (EMS) respond.

While waiting for the EMS Teams to arrive consider collecting the following information:

- Patient's name
- Doctor's Name and Telephone Number
- Blood Type
- Known medical/allergic conditions
- Prescribed medications

### ***If Someone Needs Immediate Medical Attention »***

1. **Do not move the person.** If necessary, administer first aid.
2. **Dial 911.** Tell them your floor and suite number and direct the medical team to the nearest entry based on the location of the incident. Do not use any vanity address.
3. **Call Property Management.** Dial 312-346-5511. We will hold an elevator ready for the Chicago Fire Department upon their arrival.
4. **Post one person at the elevator** to lead the Fire Department to the person in distress.

### ***After Hours Emergency »***

Outside normal business hours please follow the steps outlined above. Your call will be rerouted to the Lobby desk, which is staffed 24 hours a day.

## Bomb Threat

---

Most bomb threats are intended to disrupt operations and cause confusion. If a bomb is intended to kill, injure, or destroy there is typically no advance warning as that would defeat the purpose. Regardless, every threat shall be taken seriously until proven otherwise.

The decision whether to inform other building occupants of the threat or to order an evacuation will be based on recommendations of local authorities and the judgment of senior company officials and the Property Manager.

### *Bomb Threats can be classified into two levels:*

**Low-Level Threat**- The caller lacks details, no description of the bomb is given, no location is identified, no detonation time is provided, no information is given as to why the bomb was placed, and no device was found.

**High-Level Threat**- Caller provides specific details regarding the type of bomb, its location, detonation time, a reason as to why the bomb was placed; or a suspicious article or device is found.

### *Telephone Bomb Threat »*

1. **Attract the attention of a co-worker** discretely and quietly while listening to the caller. Have a co-worker call 911. If you are alone call 911 immediately after you are off the phone with the person who just placed the threat.
2. **Get as much information as possible** from the caller about the location and type of bomb, its detonation time and the reason for its placement. Ask about the bomb's appearance and who is placing it.
3. **Ask the caller to repeat parts** of the message and make notes of any clues that might help police: Is the caller male or female? Adult? Juvenile? Is the voice educated or coarse? Accented or otherwise distinguishable? Does the person seem angry, rational, or deliberate? Make note of background noises.
4. **Call the** Office of the Building they will notify in-house security, the Chief Engineer, and other buildingstaff.

### ***Bomb Threat Searches:***

If the caller states or implies that a device is located in a particular suite, then the suite occupants will be required to conduct a search within their premises. This is due to the fact that these individuals are familiar with their surroundings and can qualify if something does or does not belong in that area.

Be prepared to assist authorities in search for the device **BUT DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.**

If the caller states or implies that the device is located in a common area of the building then the building staff will conduct the search.

### ***Letter Bomb »***

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of two to five ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center.

Envelopes usually measure approximately 5-3/4" by 4" by 2/16" thick and weigh between two and three ounces.

### ***Some Signs to Look For »***

1. **Size.** Is this letter unusually thick?
2. **Weight.** Is it heavy? An effective letter bomb will weigh over two ounces. Few First Class letters weigh as much.
3. **Balance.** Is it heavier on one end?
4. **Feel.** Is there any springiness in the sides of the letter? Does it flex, indicating it is filled with folded paper, or is it stiff?
5. **Appearance.** Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
6. **Odor.** Is there a smell of almonds or marzipan?
7. Is there excessive postage (more than necessary)?
8. No return address or unknown return address.
9. Restrictive markings such as "Personal" or "Confidential".

If you consider a parcel or letter suspect, DO NOT OPEN IT. Immediately inform 911 and notify the Office of the Building.

## Bomb Threat Reporting Checklist

---

1. **Be calm & courteous.** Listen - do not interrupt.
2. **Signal another employee** to quietly get on the same line (another phone) and take notes.
3. **Circle items below** that apply as you listen:

**Identify:** Male      Female      Adult      Juvenile

**Voice:** Loud      Soft      Normal      Intoxicated      Other \_\_\_\_\_

**Speech:** Fast      Medium      Slow      Slurred      Foul

**Diction:** Excellent      Good      Fair      Poor

**Accent:** White      Black      Spanish      Other

**Manner:** Calm      Angry      Rational      Irrational

**Background Noises:**

Cafe      Street      Office      Voices      Music      Bar      Other \_\_\_\_\_

**4. Ask:**

**Location of bomb(exact)** \_\_\_\_\_

**Time set to explode?** \_\_\_\_\_

**What kind of bomb?** \_\_\_\_\_

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

**Request as much information as possible by expressing a desire to save lives. A legitimate caller usually wants to avoid injuries or deaths.**

Notify Security and Building Management **312-346-5511**

Time of Call: \_\_\_\_\_ (A.M./P.M.) Date: \_\_\_\_\_

Company: \_\_\_\_\_

Telephone # Call Received At: \_\_\_\_\_

Suite #: \_\_\_\_\_ Time Call Completed: \_\_\_\_\_ (A.M./P.M.)

## Elevator Malfunction

---

Passenger and freight elevators are inspected and professionally maintained by a specialized maintenance firm. In the event that an elevator stops with passengers in it, remember to remain calm. Elevators are constructed with multiple steel suspension cables, any one of which is sufficient to support the elevator.

### *In case of an elevator malfunction »*

1. **Locate the emergency button** to summon help. Fully depress the emergency call button. This will automatically dial security console, then communicate via the emergency intercom.
2. **Identify the elevator number** located inside the panel and above the call buttons. To enable the elevators or mechanic to respond to the problem quickly, callers will be asked for the number and approximate floor location.
3. **Stay in the car** if the elevator stops between floors and the doors open. Do not try to climb out or jump to the floor below. Do not try to pry open the doors – it may cause other damage to the equipment and prolong the emergency.
4. **Stay calm and wait for help to arrive.** If the entrapment lasts an extended period of time, sit on the floor and either look up or ahead so that you feel less confined.
5. **Follow up on the occurrence details** with the Office of the Building or Security.

Elevator equipment and performance are constantly monitored during regular business hours. Should you at any time experience any irregularity or difficulty with elevator service, please note the elevator car number and report it immediately to the Lobby Security Officer or the Office of the Building.

### *If Electrical Service Is Interrupted »*

If normal electrical service to the building is interrupted while you are in an elevator, the elevator lights will blink and may stop temporarily. They will then automatically return to the Lobby level one-by-one and open doors for you.

## Evacuation and Shelter-in-Place

---

To ensure the safe and efficient evacuation of all occupants in the event of an emergency each tenant shall develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives and property. If you require additional assistance in developing an emergency response plan for your suite, please contact the Office of the Building, who will gladly assist you.

### *Evacuation Guidelines »*

If it becomes necessary to relocate due to a fire or other emergency:

1. **Follow instructions** from Property Management personnel or the authority that has jurisdiction, which you will hear over the building's PA system.
2. **Listen for directions!** Walk; do not run to the nearest exit stair. Close doors as you leave the work area – do not lock them. If you have a comfortable pair of walking shoes, use them! You might not know how far you will be displaced from the building.
3. **Take your cell phone** but leave your lap-top., briefcase, etc.
4. **Check exit door stairwell for smoke or heat before entering.** If smoke or heat is present, use an alternate stairwell. Do not use the elevators. Do not bring food or liquids into the stairwells. This could potentially cause a slip, trip, or fall accident that would trigger a larger problem. Do not go to the roof.
5. **Use handrails in stairwells.** Stay to the right. Assist staff members with disabilities.
6. If you have been instructed to relocate in the building, you should proceed down until you reach the designated re-entry floor. Once there, listen for any additional announcements.
7. **If you have been instructed to evacuate the building,** take the fire stairs to the lobby level and proceed to the nearest exit. Building personnel or the authority having jurisdiction will be available to provide direction from the building to your designated relocation area. When exiting the building, watch for falling glass and debris.

### *Stairwell Evacuation Procedures »*

Stairwells are for emergency use and are not intended to accommodate daily travel between floors. As a security measure, stairwells are equipped with door hardware, which can be opened from the hallway but not from the stairwell side during normal building operation. During a fire alarm or other emergency, stairwell doors will unlock upon activation of any alarm detecting device or they can be opened from the Fire Alarm Control Panel.

For this building, stairwells are identified with numbers and directions.

Should evacuation become necessary, the authority and responsibility rests with local authority having jurisdiction. Neither management nor ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

### ***Shelter-in-Place »***

Shelter-in-Place is the opposite of evacuation; it means staying indoors and taking refuge in an interior room with few or no windows to serve as a shelter to protect you. When a shelter-in-place directive is ordered by the local authorities it means that you are safer inside than outside. In many cases a shelter-in-place will be given over the building's PA system and Ring Clear. Should it be an area wide shelter-in-place the directive may come over via the TV, radio, or internet.

“Sealed” Shelter-in-place means stopping outside air from entering the building and taking refuge as outlined above. This directive might be ordered if the outside air is badly contaminated.

“Unsealed” Shelter-in-place does not involve any contamination of any type. This directive would be ordered as a simple precaution intended to keep you safe by remaining indoors.

## Natural Disasters

---

### *In Case of Severe Weather or Tornado »*

The National Weather Service reports the movement of severe weather that presents a threat to the area. Should adequate warning be given, emergency procedures can be implemented with time to spare. During severe weather or a tornado, it is important to follow these general guidelines:

- Monitor the radio and internet for weather reports.
- If a tornado warning is issued be prepared to seek shelter.

#### **If Inside:**

1. **Get under heavy furniture**, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings **DO NOT** provide extra safety.
2. **Move away from windows** and glass partitions, tall file cabinets, and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
3. **If there is no desk or table** to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.

#### **If Outside:**

1. Move away from buildings to avoid falling objects.

#### **If you are in a crowd:**

1. Stay calm and urge others to stay calm.
2. Immediately seek shelter under tables, chairs, or other heavy furniture or crouch against a wall to minimize the risk of flying objects. Do not take time to move to exits.



### *Preparing for an Earthquake »*

The most important thing that any occupant can do is to make preparations. Forethought prevents panic and confusion. Please consider the following as you make your preparations:

- Identify hazards in places where you spend most of your time, such as heavy objects on high shelves, top-heavy furniture, computer terminals and unsecured furniture. Move or secure these items.
- Consider safe areas in each room where you may relocate if an earthquake occurs, such as under tables and desks or against inside walls.
- Know the location of stairwell exits should you be requested to evacuate. Elevators should not be used during an earthquake.
- Make sure all corridors and exit paths are kept clear of boxes, extra furniture, or debris.
- Put together an office emergency kit. Some suggested items are a portable radio, flashlight, spare batteries for both, walking shoes (with soles thick enough to resist broken glass), socks, towelettes, water, food items such as energy bars, latex gloves, heavy work gloves, dust masks, safety glasses, bandages, extra medication, and extra prescription glasses or contacts. All items should be placed in a small plastic bag and labeled.
- Each tenant is encouraged to store their own emergency supplies on site, including water, food, blankets, portable battery operated radio etc.

### *Immediately Following an Earthquake »*

1. **STAY CALM.**
2. **DO NOT attempt to evacuate** office areas, as exits may be dangerous.
3. **DO NOT use elevators.**
4. **Carefully move toward interior** offices to limit exposure to further damage caused by aftershocks and/or broken glass.
5. **Do not flush toilets.**
6. **Put phones back** on cradles to help restore service.

***Since help may be delayed, please do the following »***

1. Locate any people that are injured, trapped, or missing. Do not attempt to move injured persons unless a life-threatening situation exists.
2. Assess and begin to treat the injured. Survey the area for any life-threatening situations.
3. If fire exists, quickly evacuate floor and assist injured persons in relocation to a central location two floors below or out of the building.

If possible, notify the Office of the Building of your floor status and of any life-threatening situations.

## **Communicable Disease Threats**

---

Callahan Management recognizes the possibility that communicable diseases, such as the Avian Flu, could potentially pose a health risks to our building personnel, our tenants, and their patrons. As a result, Callahan Management has adopted a formal policy intended to limit exposure by way of tenant education, use of personal protection equipment, and sanitary practices.

***Exercise Good Health Habits »***

Exercising good health habits is encouraged which includes but not limited to the following:

- Cover your mouth and nose when you sneeze and cough.
- Avoid touching your eyes, nose, or mouth.
- Thoroughly wash hands before eating and often as necessary with anti-microbial soap or anti-microbial hand wipes.
- Apply Social Distancing Strategies to your work environment.
- Sanitize common equipment within your office on a periodic or as needed basis.

***More Facts***

The Centers for Disease Controls and Prevention (CDC) and its partner agencies and organizations offer a great deal of information about general hygiene and things that you can do to stay healthy and avoid those types of germs. They can be accessed at <http://www.cdc.gov> or you can contact them at 1-800-CDC-INFO (1-800-232-4636).

***Business Contingency Planning »***

Business Contingency Planning is recommended especially for large scale communicable outbreaks regardless of the size or nature of your business. Decision makers should take steps to ensure key departments or mission critical personnel are a primary consideration when planning. In addition, all businesses should define protocol for reporting suspected cases of illness internally and to building management, if necessary.

## Chemical, Biological, Radiological (CBR) or Hazardous Material Event

---

In today's world we have a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are often the most difficult to manufacture, transport, and weaponize because they are volatile, difficult to produce and employ.

The movement of air can spread unconventional weapons and hazardous materials. Should an event like this occur, the local authority having jurisdiction will direct the response as well as the action to be taken to surrounding buildings. If the incident takes place inside the building the local authorities may isolate the area around the contaminant and evacuate occupants as necessary. If the incident occurs outside of the building the local authorities may order a shelter-in-place directive and ask you to stay indoors until the contaminant has dispersed.

## Civil Disturbance

---

Civil disturbances are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become a problem when they obstruct business. We rely on local authorities to advise us of protective actions that shall be taken during a local disturbance in or around the premises. It is important to avoid the area around the demonstration and not provoke the demonstrators.

In the event of a civil disturbance, a shelter-in-place may be ordered asking occupants to remain in the building under advisement of the local authorities, until the disturbance is under control. Should you anticipate that your company or business may be a target of a demonstration; please contact the Office of the Building and the Chicago Police Department.

## Power Failure

---

### *In the Event of a Power Outage »*

If normal power fails, an emergency generator will automatically provide electricity to stairwells, emergency lighting, elevators, as well as life safety and communication systems. After elevators have returned to the Lobby in preprogrammed sequence, one elevator in each bank will remain in operation, powered by the emergency generator.

If a power failure appears to be extended, tenants will be informed by RedFlag or the PA system. Instructions will be issued by the Fire Safety Director.

## Security Reporting

---

In order to provide an efficient system in reporting security problems (i.e. intruders, solicitors, theft, need for an ambulance, disorderly persons, etc.) the following sequence should be used for reporting a problem.

On a 24-hour basis, 7 days a week call the Office of the Building. A security officer will be sent to fill out as detailed a report as soon as possible. Be prepared to provide the following information:

- Your Name
- Your Company and suite number
- Report the problem, be brief but accurate
- If the call is in regard to a suspicious person or solicitor, give security a description of the person and the person's location.
- If the call is in regards to a suspicious odor, please state the exact location and type of odor.

## Dealing With Suspicious or Unauthorized People

---

Callahan Management maintains a policy that unwanted solicitors are not allowed in the building. Although it is very difficult for solicitors to enter the building without an appointment with a specific tenant, they on occasion will stop at other companies, in the same elevator bank. We would like to reemphasize this policy because it is known that some solicitors conduct their solicitation merely as a pretext to survey tenants' premises for possible theft.

Be aware of the presence of strangers on your floor or in your office suite. Immediately report this type of observation to the Office of the Building or to Building Security. Security personnel are instructed to direct the guests of our tenants to their offices when they ask for that tenant by name, are entered into the system, and/or are given verbal approval by tenant contact.

The “no solicitation” policy is intended to protect tenants from exposure to theft and to prevent unwanted business interruptions. Please report solicitors to the Office of the Building or the Lobby Security Officer.

## Workplace Violence

---

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths. However, it manifests itself, workplace violence is a growing concern for employers and employees nationwide.

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps however can help reduce the odds:

- Learn how to recognize, avoid, or diffuse potentially violent situations by attending personal safety programs.
- Alert supervisors to any concerns about safety or security and report all incidents immediately in writing.
- If you feel you are a target of a potential workplace violence incident, inform your supervisor immediately of your concern.

### **Should you encounter a workplace violence incident:**

- Call 911 from a safe area or alert someone to call.
- Try to project calmness, speak quietly, and be confident.
- Be an empathetic listener.
- Maintain a relaxed yet attentive posture.
- If possible try to diffuse the situation until the local authorities arrive.

### **What should employers do following an incident of workplace violence?**

- Encourage employees to report and log all incidents and threats of workplace violence and report to the local authorities.
- Provide prompt medical treatment, if necessary.
- Encourage employees to discuss ways to share information about ways to avoid similar situations in the future.

### **What Next?**

---

- Do you have the Office of the Building number located close to your desk?
- Do you know where the buildings stairwells are?
- Do you know who the Tenant Life Safety Team members are for your floor?
- If you are a member of the Tenant Life Safety Team have you attended one of the buildings safety meetings?
- Do you have a comfortable pair of walking shoes if we need to evacuate the downtown area?
- Do you have an emergency supply of your prescribed medications, for at least three days, at your desk?
- Do you have a family emergency plan?

These are but a few questions to ask yourself. In the event of a major incident, we will all experience some type of inconvenience. It is our intention to educate and prepare you for what might be expected. Should this manual prompt any questions that you may have, please direct them to the Office of the Building.

Be safe!