

# 500 N. Michigan Ave



## Emergency Procedures Manual

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## **EMERGENCY PROCEDURES**

The following emergency information is designed as a guide to understanding the Life Safety Systems and procedures pertaining to 500 North Michigan Ave, Chicago, IL.

Success of any emergency procedure is dependent upon advance planning and training. With your cooperation in implementing the procedures, which follow, we will be able to eliminate confusion and assure safe and orderly conduct.

### ***Emergency Telephone Numbers***

<b>Fire Department</b>	<b>911</b>	
<b>Police Department</b>	<b>911</b>	
<b>Ambulance/Paramedic</b>	<b>911</b>	
Lobby Security	Console	312-205-7429
Building Management	Office	312-291-3500

Please make sure these telephone numbers are readily available in the event an employee requires emergency medical care or the building is experiencing an emergency.

## **TEAM ORGANIZATION**

### ***Preface***

Disaster is an unforeseen occurrence that can result in loss of life and destruction of property if not dealt with by the use of good judgement and a plan of action.

The following information is offered to inform you of a need to set up a plan, which, in case of an emergency, would be implemented to minimize the destruction of life and property.

### ***Purpose***

To establish a safe, orderly method for timely and systematic evacuation of an area of the building by its occupants in case of an emergency in the least possible time, to a safe area by the nearest safe means of egress. Additionally, to inform the tenants of the use of such available emergency appliances, alarms, extinguishers, etc. which provide for the control of emergencies and the safeguarding of human life and property.

- Conduct earthquake take cover drills.
- Recommend to all tenant companies, earthquake supplies for on-site storage.
- Develop a program for the training of new building occupants or employees in the Emergency Plan.
- Organize an emergency committee of building staff.

## ***Duties of the Floor Warden***

The Floor Warden is of vital importance to the total fire and emergency program for any building. He/she is the person on the scene to take command and control of the occupants of the floor. It is the Floor Warden, who every day works and who knows the people who populate the floor. The Floor Warden knows who is mobility-impaired, the Floor Warden is the extension of the Fire Safety Director. The Floor Warden, who is trained to do their duties in an emergency, will react in a positive and correct manner.

### ***Pre-Emergency Duties of the Floor Warden:***

- Know the location of all fire and emergency-related equipment on the floor or in the area of responsibility.
- Know the use of all fire and emergency-related equipment on the floor or area of responsibility.
- Appoint Area Wardens if the floor is extremely large beyond the control of one person (Greater than 4,000 sq. ft.)
- Be completely familiar with the floor arrangement, the number of floor occupants, and the locations of egress corridors and exits.
- Be fully aware of the existing procedures of the building as they relate to the Floor Wardens Floor.
- Train the floor occupants in fire prevention measures.
- Train the floor occupants in safely using fire exit procedures.
- Select and train the following to assist during emergencies:
  1. Deputy Floor Warden
  2. Searchers
  3. Elevator Lobby Monitors
  4. Aides for the Disabled
  5. Exit Monitors
- If the floor of occupancy does not have population to provide a full complement of floor emergency staff, then attempt to provide a Floor Warden and Deputy to assist.
- Divide the floor population into groups and formulate the traffic patterns to follow to the exit via emergency stairways.
- Daily, throughout the floor, conduct an inspection of exits, exit pathways, exit lighting, extinguishers, and door closures. Report required repairs to the Fire Safety director via the building management office (312-291-3500).
- Maintain an up-to-date list of all mobility-impaired persons on the floor; include usual break and lunch times and location.
- Establish a system of replacements for floor emergency organization because of vacations, sick or disability leave, promotion, etc.

### ***During a Fire Emergency the Floor Wardens Shall:***

- Maintain control of occupants.
- Direct occupants to exits, if alerted.
- Determine safe availability of exit stairways; if violated, use alternates.
- In relocation-mode buildings, control occupants if not directed to move.
- Be prepared to communicate vital information to the lobby or Fire Department.
- If relocated, communicate to lobby your arrival at refuge area.
- Determine by head count any missing occupants, and relay to lobby or to Fire Department.

### ***Deputy Floor Warden Duties***

- Shall assume the duties of the Floor Warden in his/her absence.
- Perform all tasks as assigned by the Floor Warden.

### ***Searcher Duties***

- Search for occupants who may not have heard the fire alarm. Search remote floor areas, restrooms, computer printer rooms, break rooms, and copy rooms, etc. Direct persons found to closest exit.
- Maintain calm and keep others calm by example of your own composure.
- Know the location of fire extinguishers, alarms and exits and their use.

### ***Elevator Lobby Monitors Duties***

- Assist the Floor Wardens in any way directed.
- Act as a crowd control monitor — directing people away from the elevators and to the nearest stairwell for relocation or evacuation. Monitors must exit at their own discretion.
- Maintain calm and keep others calm by your composure.

### ***Exit Monitors***

- Test the exit door assigned for heat before allowing entry.
- Verbally instruct exiting occupants about the correct stairwell procedures and floor of refuge.
- Ensure that the automatic door-closure acts correctly and refrains from blocking the door in an open position.
- If exit stairway becomes violated with smoke or heat, direct occupants to alternate exit.
- Exit at own discretion.
- Maintain calm and keep others calm by composure.

### ***Aids for Disabled***

- Disabled persons should be allowed to select their assigned aids.
- The aides shall have knowledge of the exact location of the buildings safest exit, i.e., stairwell number one or two.
- The aids and disabled person shall be familiar with the assigned exit.
- In a fire emergency, the disabled person shall be assisted by the aids to their assigned exit location. When on site, they shall place disabled persons in a location away from the normal path of travel of exiting occupants (At the corner of the stairwell landing) and await the arrival of the Fire Department.
- The Disabled aids shall remain with their charge until relieved by direction of a Fire Officer.

## **EMERGENCY PROCEDURES FIRE**

### ***Building Design***

Traditionally, the way to exit a fire is to walk down the stairwells and exit the building. In a high rise building that tradition is replaced by relocating to a safe place within the building. Only a limited number of people can pass down 23 stories using the stairwells at a given time. The number of people occupying a high-rise building is too great to allow everyone to evacuate safely. The stairs are also needed for firefighting operations.

High-rise buildings are specifically designed for relocation. The floors and framing are covered with fire retardant allowing a fire to burn for two hours before penetrating a single floor. Pressurized corridors and stairwells prevent smoke infiltration allowing safe egress. Total sprinkler coverage keeps the fire contained by extinguishing the fire before it spreads. An automated fire alarm system dispatches the fire department and notifies the occupants for early egress. All doors from the stairwells are locked for security purposes. In the case of an emergency, they will release from their secure position allowing occupants free ingress and egress. The doors from the elevator lobby into the corridor areas will automatically close preventing the spread of smoke and fire.

### ***Building Features***

The high-rise building has the best safety record of any type of structure in the United States. 500 N. Michigan Ave was designed to be one of the safest high-rise buildings of its kind. The building is a steel reinforced concrete structure, constructed in accordance with fire and earthquake codes. The building is fully sprinklered. A modern Life Safety System automatically controls alarms and suppression 24 hours a day, seven days per week. The following list of features are designed to keep its Tenants and Visitors safe:

- One hundred percent sprinkler coverage
- Electronic Stairwell Door Release
- Two Standpipe Pumps and 1 Main Sprinkler Pump to serve the fire sprinkler system
- Fire Rated Construction
- Automated Fire Alarm including water flow, smoke, and manual alarms
- Automatic Elevator Recall Operation
- Public Address System
- Emergency Battery Backup System
- Automatic Damper and Compartmentalization Control
- Fire life safety system that is monitored 24 hours a day, 7 days a week by an offsite monitoring station and procedures are in place to notify authorities in the event of an emergency,

Two Stairwells A and B, which offer direct access to the street level, are designed to withstand a fire for two hours. Two-way communication is located on every fifth level of both stairwells, i.e. levels 5,10,15, 20 and 24. Fire extinguisher cabinets are located in each stairwell containing a five-pound type ABC dry chemical extinguisher.

There are two or more fire cabinets located on each floor, each containing a five-pound type ABC dry chemical extinguisher.

Elevators serving the building will automatically be recalled to the lobby level for use by the fire department if an alarm has been detected.

Additionally, 500 N. Michigan Ave is equipped with an emergency system, uninterruptable power supply (UPS) battery back-up supply system. It provides critical power to emergency lighting and exit lighting.

## ***Emergency Procedures Fire***

### ***Detect a Fire, See or Smell Smoke, What to Do***

- Contact security (312-205-7429)
- Call the Fire Department: 911 (From a Safe Place)
- Assist others in relocating if safe to do so.
- Evacuate or extinguish small fire.
- Restrict the spread of smoke and fire by closing doors behind you.

### ***Now what happens?***

- An alarm will mobilize building operating personnel and the Fire Department.
- Freight and passenger elevators will be recalled for use by the Fire Department.
- Upon notification, building personnel will be dispatched immediately to the location of the fire.
- Emergency communications will be given through the Public-Address System. Follow direction from your floor Warden or Deputy who will be directed by the Fire Department or Life Safety Director.
- If required, tenants not directly affected by the fire will be notified.

### ***Important Tips***

- Keep Calm — maintain order.
- Walk quickly — do not run.
- As you leave, close doors behind you, do not lock them. This will slow the spread of fire.
- Feel the surface of every door before opening it. If it is hot — do not open it — proceed to a second means of exit.
- Do not return for personal belongings.
- If smoke is present — clearer air is near the floor — crawl. If forced to make an escape through smoke or flames hold your breath. Cover your nose and mouth if possible.
- In the event you are outside, it is important to stay clear of the building to avoid falling glass.
- Know the exact locations of fire stairwells.
- Floor Wardens must account for all personnel and guests on arrival at a place of safety.
- Follow all instructions given by the Fire Department and/or Life Safety Director.



## ***Relocation***

The Fire Department will inform you if relocation becomes necessary. This will probably include the fire floor, one floor above and two below. Each floor is also fire rated for a period of at least two hours. For example: If there were a fire on the 10<sup>th</sup> floor, we would relocate the 11<sup>th</sup>, 10<sup>th</sup>, 9<sup>th</sup>, and 8<sup>th</sup> floors. We have several hundred people in this building and if everyone were to try to leave at the same time, mass confusion would take over, the streets would be jammed, restricting emergency vehicles from the building.

- Always use the stairs, never the elevator during relocation.
- Exit floor via either of the two stairwells available to each floor.

## ***Authority to Relocate***

Usually the safety of personnel means the safe relocation of personnel within the building away from the affected areas. Under normal conditions, the Fire Department will relocate occupants.

The Life Safety Director in coordination with the Chicago Fire Department should have total control over issuing and enforcing this kind of order, other than the floor of emergency.

The Floor Warden or Life Safety Director should evacuate the floor of emergency.

## **MEDICAL EMERGENCY**

If there is a "medical emergency" within your office or observed by you, call an ambulance at 911, and then call the property management office at 312-291-3500 and give the following information:

- Nature of the "medical emergency".
  - Exact location and the name of the sick or injured person.
  - Whether an ambulance or doctor has been notified.
  - If no ambulance or doctor has been notified, the building management will contact an ambulance service and allow unobstructed entrance into the building if necessary.
  - If the sick or injured person requests you to call their doctor, please notify the building management office so assistance can be given to the doctor upon entering the building.
  - Assign one of your assistants to stand by on the floor where the sick or injured person is located in order to guide the paramedic or doctor to the sick or injured person.
  - If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.
- We suggest you select a local doctor to service your Company. The closest full-service hospital: Northwestern Memorial Hospital, 251 E Huron St, (312) 926-2000

### ***Following the conclusion of the medical emergency:***

- Consult with your assistants and determine if they encountered any special problems or incidents during the performance of their responsibilities.
- For future reference by the building management office, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the tenant report to the building management office as soon as possible.
- Retain copies of your report for future reference by yourself, your employer and/or any company executives.

### ***Security***

- Call security (312.205-7429) after you call 911 so that they may prepare for the emergency crew's arrival.
- Security will open the building's entry doors to assist with emergency equipment access.
- Security will escort the paramedics to the exact location.

### ***First Aid***

- Contact the American Red Cross.

## **EMERGENCY EARTHQUAKE PROCEDURES**

### ***Preparation***

Earthquakes release tremendous amounts of energy primarily due to the massive weight of earth's movement. During a seismic event there is little that we can do other than seek protection from falling or breaking objects. Modern high-rise buildings are engineered to withstand seismic movement and not collapse. The internal buildings are engineered and re-engineered to meet or exceed structural seismic codes over time in order to withstand seismic motion with minimal damage. The most susceptible components of a building are the exterior glass and the internal tenant furniture and equipment.

Part of a Floor Wardens responsibilities include the placement and anchorage of their office equipment i.e. file cabinets, bookshelves, pictures and other decorative displays. Annual Fire Department Inspection while helpful are not a substitute for an engineering or architectural survey leading to a mitigation plan. The building management's responsibility is to provide as safe a structure as economically feasible. The tenant's responsibility includes the provision of supplies to sustain their employees for a minimum of three days. This includes water, food, blankets, portable battery-operated radio, flashlight and medical supplies. Employees who are undertaking medication for heart condition, diabetes, epilepsy, etc., need to have their medical supplies available for their continued health maintenance.

Businesses need to encourage their employees to make personal plans that including their families in order to reduce the stress of not being able to communicate and know the status of their loved ones. This is a major task that must first be budgeted for and implemented within each tenant's occupancy. This is a responsibility that must involve senior management to be successful. The most important act one can take to successfully deal with the overwhelming power of an earthquake is to prepare for it in advance

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake.

### ***During an earthquake, observe the following.***

- Remain composed and do not panic.
- Remain in your office area.
- Take cover under tables, desks, or under any close solid object.
- Stay away from windows and glass doors.
- Keep clear of file cabinets, shelves, and high-stacked material.
- Check for any injured persons and administer first-aid where necessary.
- Do not start or pass rumors
- Floor Wardens should check damage and injuries and be prepared to expedite evacuation of serious cases.
- In case of a fire resulting from an earthquake, follow fire emergency procedures.

## ***After an Earthquake***

- After an earthquake, there may be aftershocks. Generally, most are smaller than the main shock, but some may be large enough to cause additional damage.
- **Gas:** Inspect all gas equipment for broken or leaky pipes. Do not smoke, use matches, candles, or any open flames. If you smell gas, call the Lobby Security Console and Building Management Office immediately. **500 N. Michigan Ave has no gas inlets into the building, but continue to be cautious.**
- **Electricity:** Do not touch fallen or damaged electrical wires. Do not touch any wet electrical appliance, which is plugged in until the electrical circuit has been de-energized. Unplug the appliance. Appliances that have been wet must be safely checked before using.
- **Water:** If pipes are broken inside your suite notify the Lobby Security Console and the Building Management Office. Do not flush toilets until sewer lines have been inspected.
- Clean up flammable liquids that have been spilled. Immediately clean up spilled medicines, drugs, and other harmful materials. Open closet and storage doors carefully, as objects may fall from shelves.
- Turn on your portable radio for the most up to date information
- Do not use the telephone except to report emergencies. Telephone lines should be kept available.
- Do not go sightseeing.

## EMERGENCY PROCEDURES BOMB THREAT

It is essential that the person in receipt of a bomb threat call not risk breaking the telephone connection by attempting to transfer the call to another party.

In case a bomb threat is phoned into your office, attempt to obtain and record as much pertinent information as possible:

- Personal characteristics of person giving threat including sex, age, tone of voice, accent, etc.
- Background noise or particular circumstances surrounding phone call.
- Ask caller these questions, if possible:
  1. Where is the bomb going to explode?
  2. Where is it right now?
  3. What does it look like?
  4. What kind of bomb is it?
  5. What will cause it to explode?
  6. Did you (personally) place the bomb?
  7. Why?
  8. What is your name?
  9. What is your address?

Building Management personnel will quickly make a search of the public areas involved. In addition, they will assist the Chicago Police and Fire Department in their search of the tenant areas. Whenever possible, the tenant should have representatives available to assist with the search of their areas. Someone familiar with the premises is helpful in determining what might be abnormal to the space. Do not take it upon yourself to move or disturb anything.

- Report any bomb threat to the Chicago Police Department 911
- Call the Property Management Office (312.291.3500) or Security (312.205-7429) after hours to inform them of the situation.
- Keep your check list details available for the Police
- Follow the directives from the Chicago Police Department (CPD) when they arrive.

## BOMB THREAT CALL CHECKLIST

Questions to Ask
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 name?
What is your address?

Exact Wording

Sex of caller: M / F      Age of caller: \_\_\_\_\_      Length of call: \_\_\_\_\_

Did the caller appear familiar with Building Name by his/her description of the bomb's location? Yes / No
<b>Caller's Voices</b>

<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Excited <input type="checkbox"/> Slow <input type="checkbox"/> Rapid <input type="checkbox"/> Soft	<input type="checkbox"/> Loud <input type="checkbox"/> Accent <input type="checkbox"/> Laughing <input type="checkbox"/> Crying <input type="checkbox"/> Normal <input type="checkbox"/> Distinct	<input type="checkbox"/> Slurred <input type="checkbox"/> Nasal <input type="checkbox"/> Raspy <input type="checkbox"/> Lisp <input type="checkbox"/> Deep <input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Cracking Voice <input type="checkbox"/> Disguised <input type="checkbox"/> Familiar <input type="checkbox"/> Other:
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Background Noises:		
<input type="checkbox"/> Voices <input type="checkbox"/> PA system <input type="checkbox"/> Music <input type="checkbox"/> Factory Machinery	<input type="checkbox"/> Office <input type="checkbox"/> Machines <input type="checkbox"/> Static <input type="checkbox"/> Local	<input type="checkbox"/> Long Distance <input type="checkbox"/> Cellular <input type="checkbox"/> Booth <input type="checkbox"/> Other:

Threat Language		
<input type="checkbox"/> Well-spoken <input type="checkbox"/> Message read by caller <input type="checkbox"/> Foul	<input type="checkbox"/> Irrational <input type="checkbox"/> Incoherent <input type="checkbox"/> Taped	<input type="checkbox"/> Other:

Remarks:
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Reported call immediately to: \_\_\_\_\_      Name: Phone: \_\_\_\_\_

Fill out completely immediately after receiving bomb threat:

Your name: \_\_\_\_\_      Date/Time: \_\_\_\_\_      Phone \_\_\_\_\_

## **EMERGENCY PROCEDURES CHEMICAL ACCIDENT**

Chemical accidents would include tank truck accidents involving large quantities of toxic gases. Should such an accident occur, the following actions should be taken:

- Report suspicious odors to the Building Management or Security Desk.
- Remain in place unless the spill is from within the office space. Leaving the premises into a more concentrated hazardous environment could result in a more concentrated exposure.
- Telephone the Chicago Fire Department (911), the Lobby Security Console (312.205-7429) and the Building Management Office (312.291.3500) giving full particulars.
- If evacuation becomes necessary follow the attached Evacuation Procedures.
- While evacuating move crosswind typically north or south, never up or down wind, avoid fumes.
- Render first aid if it becomes necessary.

## **EMERGENCY PROCEDURES EXPLOSION**

Since the source of explosion may not be apparent, its cause could be from a gas leak or an explosive material set to purposefully cause destruction. Until a source has been determined, it is wise to be watchful of any suspicious persons that could inflict further harm on the structure or personnel. The response appropriate for such an event is proportional to the damage inflicted.

- Fall to the floor and take immediate shelter under tables, desks or other such objects that will offer protection against flying glass or debris. Protect face and head with arms.
- Provide first aid to stop bleeding or provide assistance
- Telephone the Fire Department (911), The Lobby Security Console (312.205-7429) and the building Management Office (312.291.3500).
- Stay in place until a safe egress has been determined.
- Perform an orderly evacuation when directed by the public-address system.
- Do not return to the building until the Fire Chief or Life Safety Director has given the all-clear signal.

## **EMERGENCY PROCEDURES CIVIL DISTURBANCE**

Since a Civil Disturbance is beyond our capability of the building's security we must rely upon the Chicago Police Department for assistance. Our best efforts are made in the isolation of the building from public access and maintaining a transparent, non-provocation. The slightest incident can bring an overwhelming response.

Information concerning demonstrators inside or outside the building should be reported to the Lobby Security Console and the Building Management Office. The Police Department will be notified if the situation warrants.

- Employees should avoid the scene of a disturbance and any contact with the demonstrators to preclude the possibility of incidents or injury. Employees within the building should stay from windows and draw the curtains and blinds.
- All disturbances and any related information will be monitored by Building Security and the Building Management Office with the possibility that certain building services will be limited in order to ensure the security and safety of the occupants and property.
- Employees should continue working and be ready to follow instructions of authorized company representatives.
- Tenants may be required to physically verify their guests.
- Communications with employees and floor evacuation personnel will be via the public-address system, or through management or their supervisory personnel.
- Floor Wardens and Deputies should be prepared to assist in evacuation of a floor or of the building if such is found necessary.
- Do not get in an argument. Leave affected area.
- If transportation access becomes restricted, consider keeping your employees at home or having them work from another office or from their residence.



## EMERGENCY PROCEDURES STORMS

The likelihood of a hurricane wind force is low. The main concern in case of a storm is window breakage. Matter, rocks from roof coverings and unsecured materials, can be thrown into the exterior window panels causing breakage. Due to the elevation of the building 319 feet, falling glass can be propelled by gravity and wind velocity causing a cascading life-threatening effect.

- Before a windstorm, all exterior offices must be isolated from the interior office areas by closing the individual office entrance doors.
- Exterior drapery should be closed to reduce glass impact into the space. The Individual floor warden team members will do this during occupied hours with security performing this on the night and weekend.
- During a storm, stay inside; do not wander around the exterior of the building. In case of a broken window, security will call the Chief Engineer then the Operating Engineer. Also, call the Property Manager.
- Get people away from the floors with broken glass.
- **Do not attempt to remove pieces of broken glass from the window frame, as the high wind velocity can carry you out the window opening.** If multiple windows are broken, call the police department 911 so that they can assist in blocking off streets surrounding the area.

Have disaster supplies on hand:

- Flashlight with extra batteries
- Portable, battery operated radio and extra batteries
- First aid kit
- Emergency food and water
- Non-electric can opener
- Essential medicines
- Cash and credit cards
- Sturdy shoes

## **EMERGENCY PROCEDURES POWER FAILURE**

Power failures are rare occurrences but they happen. The building has numerous above ground utility transformers located on the lower level and the 24<sup>th</sup> floor that are supplied from different sources. This makes it extremely reliable. In the event of a power failure call the property management office (312-291-3500).

Local Power failures are caused from equipment failure overloading circuits or a ground fault. Seek the assistance of the building engineers.

Tenants need to eliminate loads after a power interruption to reduce the utilities reconnect power draw. Many electrical appliances draw a peak voltage when first energized. Incandescent lighting and motor locked rotor current during initial energizing is inordinately high. This becomes problematic when it is applied on a global scale to a utility. During normal usage these loads are applied at different intervals. Following a power failure, they are applied simultaneously.

Since the building is over three hundred and fifteen feet in elevation, its water supply must be pressurized to reach the top. Electricity is used to pump water up the buildings domestic water supply pressure. During a power disruption the pumps will stop and water pressure will gradually decrease as it is used. During such an emergency the building management team will call the tenants and ask them to try avoiding water consumption. This is done to prevent too much system draw down.

Tenants are advised to have emergency supplies on hand in case of power outages. Flashlights, spare batteries, cell phones, battery operated radios etc.

### ***Important Tips:***

- Do not use lighters or candles.
- Do not operate electrical switches or appliances.
- Turn off all computers and appliances until full power is restored and an announcement is made that it is safe to do so.

## **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

## Suspicious Unauthorized People and Reporting

500 North Michigan maintains a policy that unwanted solicitors are not allowed in the building.

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.

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.