

Tenant Emergency Preparedness Handbook



111 WEST ILLINOIS



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A. INTRODUCTION and PURPOSE

What is an "emergency?" It is any event that jeopardizes the tenants, the contents, and/or the physical structure of the building. **The emergency address of this Building is: 111 West Illinois Street, 451 N LaSalle Drive, and 456 N Clark Street.**

The primary role of all building tenants in an emergency is to know what to do when an emergency occurs and to react appropriately. The purpose of the *Tenant Emergency Preparedness Handbook* (the "Handbook") is to provide the tenants with critical information and procedures that include not only the basics of responding to an emergency but also the following:

- Details on effective and accurate team communications
- Specific procedures for evacuations as a result of a fire, smoke, or power failure
- Procedures for isolated events such as a medical or an elevator emergency

The Building is equipped with a number of life safety and building automation systems that are capable of rapidly detecting certain types of emergencies such as the presence of fire and smoke, a power failure, or an elevator failure. Early detection can make a difference between a small incident and a major catastrophe. While early detection is key, quick, confident responses by the tenants of an impending or immediate emergency is essential – this comes from preparation and training. This allows a verification process to occur and eliminates unnecessary calls to City authorities.

It is very important that each tenant and respective members of the tenant emergency team thoroughly understand his/her role and the roles of the other team members. The Office of the Building should be notified of the names of these coordinators, as they will be contacted regarding building safety procedures.

The Office of the Building schedules two drills per year – evacuation and shelter in place. If, however, additional instruction is needed, the Office of the Building is available to assist you with organizing specific practice emergency evacuations sessions for your designated employees. If you have any questions, please feel free to contact the Office of the Building at (312)527-9451.

The Tenant Emergency Preparedness Handbook and other safety materials can be sent to you through the office of the building (312)527-9451 or One11WestIllinois@am.jll.com.

Emergency Contacts are as follows:

Emergency Situation	Contact
Fire/Smoke	Fire Department 911 and Office of the Building (312)527-9451
Bombs and Bomb Threats	Police Bomb Squad 911 and Office of the Building (312)527-9451
Power Failure	Office of the Building (312)527-9451
Medical Emergencies	Ambulance 911 and Office of the Building (312)527-9451
Elevator Malfunctions	Office of the Building (312)527-9451
Crime/Security Threats	Police Department 911 and Office of the Building (312)527-9451
Severe Weather Emergencies	Office of the Building (312)527-9451

B. TENANT EMERGENCY TEAMS

The basis for this section is to understand who will participate in building emergencies and what their respective roles and responsibilities are.

The individuals that will be participating in an emergency or potential emergency include:

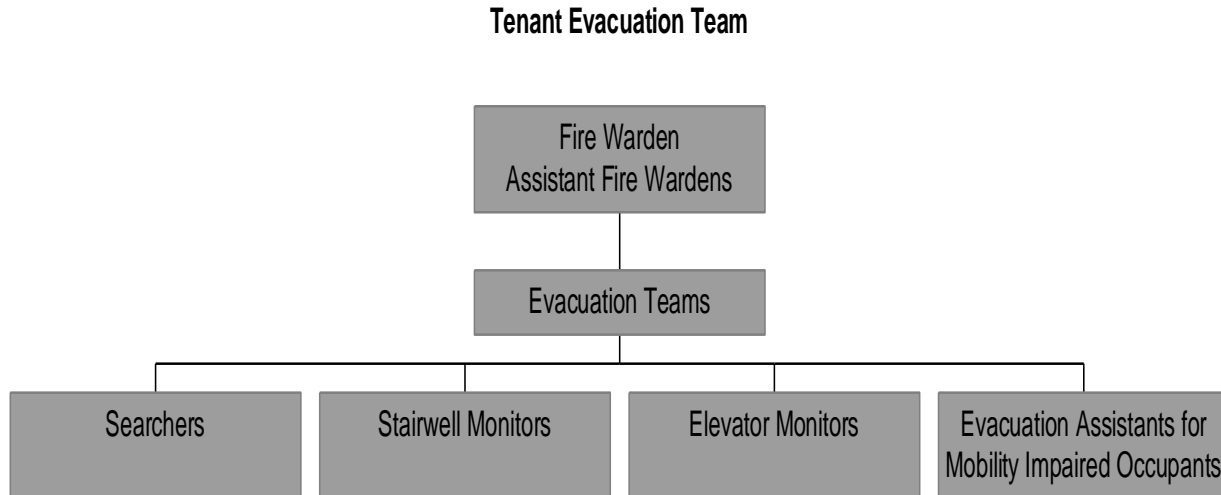
- Building Management
- Building and Security Teams
- Tenants

Federal, State, and City authorities also compliment this team, when needed. The City Fire Department/response team has the ultimate and full responsibility of ensuring the safety of the building and its occupants in cases of emergencies. However, the General Manager of the Building shares in this responsibility. For emergencies that have the potential to affect the entire building the decision-making rank is as follows:

- City responding agency (Fire, Police, Bomb Squad, etc.)
 - General Manager (in cooperation with Owners)
 - Chief Engineer
 - Engineer (Engineer on duty)
 - Security Officers

During normal business hours (8:00 a.m. to 5:00 p.m.) the tenant must provide various individuals (and alternates) to fill safety roles as described below and in accordance with the number of employees of each tenant relative to the total number of tenants on each floor. The Office of the Building staff will also fill these roles. For clear identification purposes, all team members below should wear their armbands/hats/vests in case of an emergency.

The following chart illustrates the reporting structure of the tenant emergency teams, as described further in this section.



Fire Wardens and Assistant Fire Wardens are responsible for coordination and reporting of any potential or actual emergency conditions to the Office of the Building. Additionally the **(Assistant) Fire Wardens** shall:

- Appoint, organize, and direct members of the emergency evacuation team and fill vacant positions.
- Maintain an updated roster of all Searchers, Stairwell Monitors, Elevator Monitors, Evacuation Assistants and alternates and provide this roster to the Office of the Building.
- Pre-plans the handling of physically disabled personnel during evacuation by pairing them with an Evacuation Assistant and develops tenant-specific evacuation plan, if required.
- Identifies any non-English speaking tenants or visitors and assist them in following the evacuation plan.
- Know the locations of all stairwell exits leading from occupied areas.
- Ensures that all emergency team personnel know their assigned duties and locations in case of an emergency through supervised training.
- Alerts key personnel of potential emergencies.
- Remains with the team throughout the evacuation period.
- Gives the "All Clear" call once all team members have performed his/her duties and evacuates with the team.

Emergency Evacuation Teams, when safe, shall act on the direction of the Fire Warden(s) or Assistant Fire Wardens and shall consist of a *Searcher, Stairwell Monitor, Evacuation Assistant, and Elevator Monitor* as designated volunteers by the Fire Warden (or Assistant). The team members will **know the locations of all stairwell exits** leading from occupied areas and lead emergency evacuations and drills from occupied areas as directed by a Fire Warden.

Searchers, when safe, at the direction of the Fire Warden or Assistant Fire Warden, shall:

- Find and evacuate all personnel from his/her designated area.
- Searchers shall direct all personnel to the stairwell.
- While the Fire Warden is evacuating the space, check all rooms including coffee rooms, restrooms, storage rooms, coat closets, conference rooms, reception areas, and remote areas on the floor.
- The Searchers must close but not lock all doors after being checked.

- After checking these rooms, the Searcher must place the "SEARCHED" stickers on the lower third of each closed door. Colored adhesive PostIt™ notes can be used as an alternate.
- Advise any remaining personnel on the floor of the emergency and insist on their evacuation.
- Evacuate non-employees found on the floor.
- Report to Fire Warden when his/her area is clear.

Stairwell Monitors, when safe, at the direction of the Fire Warden or Assistant Fire Warden, shall:

- Take a position at his/her assigned stairwell exit post and stay there until the searchers have cleared all personnel from the floor and the Fire Warden has given the "All Clear".
- Inspect stairwell entry for the presence of heat or smoke before allowing anyone to pass. If the primary stairwell is impacted or obstructed by fire or smoke, then redirect evacuees to the secondary stairwell.
- Direct personnel to form a single-file line into the stairwell exit and instruct them to exit only along the right side of the stairwell to allow for fire personnel to pass.
- Supervise and monitor the evacuation flow while remaining calm and orderly, including prohibiting evacuees from carrying food and drink products into the hallways and stairwells.

Evacuation Assistants, when safe, as designated by the Fire Warden or Assistant Fire Warden, or as agreed to by both the individual requiring assistance and the volunteer shall:

- Maintains an up-to-date list of physically challenged employees on the floor and reports this information to the Fire Warden.
- Stay with the individual who requires assistance.
- Evacuate this person to the nearest and safest exit stairwell and coordinate a safe egress with the City and the Office of the Building.
- Report to Fire Warden after evacuating.

Elevator Monitors, when safe, as designated by the tenant Fire Warden or Assistant Fire Warden shall:

- Make sure no one uses the elevators in case of an emergency.
- Direct employees to the nearest stairwell exit.
- Be familiar with the building evacuation plan and location of all stairwell exits.
- Stay at the designated post until instructed to evacuate by the Fire Warden or Assistant Fire Warden.

COMMAND CENTER

A critical part of responding to a potential emergency is the identification of a central location for real-time information management and dissemination – a building-wide and/or region-wide information network that serves the on-site building managers, the employees and occupants of the building, and building ownership.

In general, a command center serves the purpose of a focal point for incoming and outgoing communications. **The command center is in the Salesforce Lobby by the Fire Panel.**

A command center is the nucleus for information management and decision-making, and serves the purpose of tracking the activities and progress of the response teams. From this point, the Office of the Building can immediately access information to communicate with the tenants using the following systems:

- Life safety panel
- Emergency phones
- Information from the building engineers, security teams, and management
- Complete building access

The lobby desk/primary command center receives automated signals first hand from the building's systems that indicate the nature and possible location of the alarm. This allows the Office of the Building team and on-site emergency personnel to assess the emergency and coordinate a proper response to the alarm. The command center also serves as the source of information to be provided to groups assisting with the incident that are remotely located.

To report a concern or an emergency, the tenants are encouraged to promptly call the Office of the Building or the lobby security desk at (312)527-9451.

C. LIFE SAFETY SYSTEMS OVERVIEW

The Building has several very important life safety features, most notably is the **fire panel** that is located in the Salesforce lobby. This panel has multiple capabilities such as sending voice enunciations by individual floor and also by all floors using the microphone located on the panel.

An **emergency generator** is dedicated to continued operation of the life-safety systems in the event of a power outage. Automatic sequencing enables the return of all passenger elevators to the first floor eliminating lengthy entrapments and provides the capability to utilize one elevator in each bank of elevators for use by the firefighter or police.

Another feature of the panel audibly and visually notifies the lobby security desk of an ALARM (sounded by a horn at the panel, indicating a fire) or a TROUBLE (sounded by intermittent beeping, indicating a system malfunction) signal. In cases of either condition on this panel, the on-duty security officer shall note the alarm type and immediately notify the engineers (Chief Engineer, Engineer, or duty engineer). If an alarm sounds, the Fire Warden or Assistant Fire Wardens can anticipate an announcement by the Office of the Building and prepare to take action, as advised.

Fireman's phones are located in the East and Center stairwells on the 5th and 10 floor.

Exterior Fire Siamese Hose Connections are located along the building on Illinois Street between LaSalle and Clark Street and also along the building on the Northeast corner of Clark and Illinois Street.

Interior fire extinguishers are located at the Salesforce security desk, in all floor stairwells, and throughout all floors. There is one first hose cabinet per floor located on floors 1-5, two fire hose cabinets per floor located on floors 6-10, and one in each stairwell per floor.

Each tenant needs to be familiar with the location of the following systems:

- Fireman's phones in the stairwells
- Elevator communication system
- Fire extinguishers
- Strobes and speakers

E. EVACUATION PROCEDURES

1.0 EVACUATIONS – GENERAL PROCEDURE

In cases of building emergencies, the Fire or Police Departments take complete control of the building and environment upon their arrival. According to the Fire Department, on the average they will arrive at the building within 3 minutes of receiving an emergency call. Typically, a company officer and four firemen arrive with one truck.

In case of a fire, bomb, or power outage, the City and/or the General Manager at this property have the authority to decide if an evacuation (partial or full) is needed. Typically, only eight floors will be evacuated in the event of an emergency fire/smoke in this building. These eight floors consist of the emergency/fire floor, two floors above this floor, and five floors below the fire/emergency floor.

For example, if an emergency or potential emergency is detected on the 8th floor and a partial evacuation is announced, the evacuation will occur as follows:

Emergency Location	Corresponding Floor
2ND FLOOR ABOVE EMERGENCY	10th relocates to 5th Floor
1ST FLOOR ABOVE EMERGENCY	9th relocates to 5th Floor
EMERGENCY/FIRE FLOOR	8th relocates to 5th Floor
1ST FLOOR BELOW EMERGENCY	7th relocates to 2 nd Floor
2ND FLOOR BELOW EMERGENCY	6th relocates to 2 nd Floor
3 rd -7 th FLOOR BELOW EMERGENCY	1st-5th evacuate outside of the building

2.0 ASSISTING THE MOBILITY IMPAIRED

Each floor's Fire Warden must collect the names and locations of all visitors and regular building occupants who have voluntarily requested special assistance in case of an emergency. Examples of these persons would include those with:

- Mental impairments, which might become confused or disoriented
- Vision impairments, which may require assistance in locating exits
- Hearing impairments who may not hear the alarms or announcement clearly
- Cardiac or respiratory conditions that may require extended time to evacuate
- Varying degrees of mobility impairments such as a broken leg/arm or wheel chair bound
- No or very limited understanding of the English language
- Children

The (Assistant) Fire Wardens should update this list as necessary, not later than every 6 months. As additional Evacuation Assistants are needed, the (Assistant) Fire Warden shall identify volunteers for each individual requiring assistance, and communication these changes to the Office of the Building.

3.0 WHAT TO DO FOR SOMEONE WHO REFUSES TO EVACUATE

During an emergency where evacuation is required, if an occupant refuses to evacuate, any tenant that encounters this person or is informed of this situation shall immediately report the name and exact location of this individual to the floor's Fire Warden or Assistant Fire Warden and the command center by either using the nearest fireman's phone in the stairwell or in person at the command center. Await instructions from the Office of the Building or City authorities.

F. ANNOUNCEMENT SCRIPTS

When an emergency or potential emergency occurs in the Building, tenants can expect to hear various announcements over the enunciation system from the Office of the Building. The announcement will depend on the extent, location, and type of emergency.

Sample messages are provided below. Tenants should become familiar with these to know what to expect. Upon hearing these messages, the (Assistant) Fire Wardens shall coordinate the response, per the Office of the Building instructions. The Fire Warden shall be responsible for assisting any non-English speaking tenants or visitors.

For a partial evacuation an example of a message that you may hear from the Office of the Building is:

"Attention all persons on the ____ floor. Attention all persons on the ____ floor. May I have your attention please? Please exit the floor using the nearest and safest stairwell. Proceed to the ____ floor in an orderly manner and await further instructions.

In the event of a full evacuation, an example of a message that you may hear from the Office of the Building is:

"Attention all persons on the ____, ____ and ____ floors. Attention all persons on the ____, ____ and ____ floors. May I have your attention please? As a safety precaution, we are asking you to safely evacuate the building. Please do not rush or panic. You may (or not, as appropriate) use the elevators as well as the stairwells.

In the event of a full evacuation, when safe, the tenant (Assistant) Fire Wardens evacuate the building and congregate at a pre-designated off-site location specific for their group.

Either the on-site City authority or General Manager issues the "All Clear" to those building occupants whom have been evacuated in any crisis situation. The example message below may be issued to tenant contacts via email for recalling tenants after an evacuation:

"Attention, all tenants of the Building. Attention, all tenants of the Building. May I have your attention please? There was a fire on the ____ floor that has been extinguished by the Chicago Fire Department. There is NO danger to you or any other occupants, and you may return to the building. You may, however, smell some residual smoke. The elevators have been restored to full service and are available for your use. Please contact the Office of the Building if you have any further questions. Thank you."

G. FIRE and SMOKE EMERGENCIES

1.0 TYPES OF FIRES

The classification of the fire relates to the fire's fuel and what is burning, as follows:

- CLASS A** - Fires that involve ordinary combustibles such as paper, wood, cloth, rubber, textiles, and many plastics.
- CLASS B** - Fires that involve flammable liquids such as grease, oil, paint, lacquers, some plastics, and gasoline.
- CLASS C** - Fires that involve energized electrical equipment such as appliances, televisions, radios, computer equipment, wiring, circuit breakers, or fuse boxes.

Multi-purpose "ABC" dry chemical extinguishers can be purchased by individual tenants to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

Arrangements with the Office of the Building should be made to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

2.0 PORTABLE FIRE EXTINGUISHER OPERATION

Portable fire extinguishers can save lives and property by putting out a small fire or suppressing it until the Fire Department arrives; however, portable extinguishers have limitations. They are not designed to fight large or fast-spreading fires. Most portable extinguishers have a short range (6-10 feet) and completely discharge in a very short time (8-10 seconds). As a general rule, fire fighting should be left to the Fire Department, who should be called in the event of any building fire.

Before a tenant considers fighting any fire, know the following:

- Make sure that the Fire Department (911) and the Office of the Building have been notified.
- Never fight the fire unless you are sure that you have the proper size and type of extinguisher and you have been properly trained in its use. The extinguisher must be rated for the type of fire you are fighting.
- Fight the fire from a safe distance and with a buddy. Use the buddy system.
- Never let the fire get between you and the exit.
- Even if the fire is extinguished, the area must be inspected by the Fire Department.
- The extinguisher must be fully charged; otherwise, it may be ineffective.
- If in doubt, close off and leave the area immediately.

There are four basic steps to operating a portable fire extinguisher. An easy way to remember the procedure is to think of the work "PASS."

PULL: Holding the extinguisher with the nozzle pointing away from you, pull the pin, which is located below the trigger. Some extinguishers require releasing a latch or pressing a puncture lever.

AIM: Aim low. Standing 6-8 feet away from the fire, point the nozzle at the base of the fire. Always hold the extinguisher vertically. Never hold it horizontally or at an angle.

SQUEEZE: Squeeze the trigger/handle slowly and evenly. This releases the extinguishing agent.

SWEEP: As the agent is being expelled, sweep the nozzle from side to side. As the fire begins to go out, move closer to the fire and continue the sweeping motion until the fire is extinguished. If the fire does not diminish or it grows, get out of the area. Close any doors in order to contain the fire to the immediate area.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

ABC fire extinguishers are located throughout the general building areas in wall cabinets on every floor and in the landing of each stairwell.

3.0 TENANT EVACUATION PROCEDURES

Typically, only eight floors will be evacuated in the event of an emergency fire/smoke in this building. These eight floors consist of the emergency/fire floor, two floors above this floor, and five floors below the fire/emergency floor.

In general:

1. If you see or smell smoke or fire, notify the Office of the Building (312)527-9451.
2. The Office of the Building will notify the Fire Department, if needed, with this information:
 - a. Type of Emergency (fire, smoke, or both)
 - b. Emergency Address: 111 West Illinois Street
 - c. Floor Number
 - d. Specific location of fire/smoke on the floor
3. Notify your designated Floor Warden/Assistant Floor Warden.
4. Prepare to respond to instructions from the Building Emergency Team.
5. If the Fire Department and/or the Office of the Building call for exiting your floor or evacuating the building, DO NOT USE THE ELEVATORS. Use the emergency stairwells.
6. Close, but do not lock, all doors behind you and all doors to the room containing the smoke or fire.
7. Follow instructions from your Building Emergency Team and/or Floor Warden/Assistant Floor Warden.

8. If safe to do so, remain in the staging area as determined by your Floor Warden/Assistant Floor Warden. Do not attempt to re-enter the building or your office until advised by the Fire Department.

More specifically, the following evacuation procedures should be observed:

1. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and, if possible, seal the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!!** Find another exit to the corridor.
2. If both your door and doorknob are not hot, and you leave your office:
 - a. Check for smoke in the corridor.
 - b. When smoke is present, stay low by crawling since clean air is closest to the floor.
 - c. Everyone should proceed quickly, but calmly to the nearest stairwell. However, in the event of heavy smoke accumulation, in the West stairwell, then try the East stairwells. All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
 - d. **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 - 1) Knowledge of procedures that must be followed
 - 2) Confidence in the responsible personnel's ability and guidance
 - 3) Calmness and self-confidence of responsible personnel
 - e. **DO NOT USE THE ELEVATORS!**
 - f. Check stairwells for smoke.
 - g. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE/SAFE AREA.**
 - h. Once you're in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
 - i. Evacuate to the exact area designated by the Fire Department, Office of the Building, or the tenant (Assistant) Fire Wardens.
 - j. If your designated meeting location is outside of the building, move to areas outside a 300-foot perimeter of the building to insure you do not interfere with fire-fighting activities.
3. The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
4. Form a single-file line at the stairwell exit door and proceed calmly and carefully down the stairwell to the floor designated in the evacuation instructions. No one, however, should open any door without first checking to

see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.

5. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the right side of the stairwell to allow the Fire Department to pass on the left side of the stairwell.
6. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
7. The Evacuation Assistants must help disabled persons into the stairwell. The Evacuation Assistant should notify the Office of the Building as to the location of disabled employees so that security personnel may respond to assist their evacuation.
8. The (Assistant) Fire Warden should take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed immediately to the City authority that is on site or Office of the Building.

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed:

1. Move as far away from the fire or smoke as possible. Close all doors and transoms as you go. Every closed door between you and the fire provides a barrier against smoke.
2. If a phone is accessible, call the Fire Department (911) and then the Office of the Building (312)527-9451 with your precise location.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. **DO NOT BREAK WINDOWS.** Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

4.0 FIRE PREVENTION TIPS

1. Make sure appliances such as coffee makers are turned off at night.
2. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Office of the Building at (312)527-9451.
3. Leave plenty of space for air to circulate around electric office equipment and other equipment that normally gives off heat.
4. At the close of business, make sure the power is shut off on all office equipment.
5. Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.

H. BOMBS and BOMB THREATS

Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Similarly, bomb threats are delivered in a variety of ways. Do not ignore the threat. REMAIN CALM - this could result in ascertaining more useful information.

1.0 BOMBS

Some suspicious items include:

- a. Letters that is unusually bulky or heavy
- b. Parcels or envelopes with chemical or oil stains
- c. Parcels or envelopes without a return address
- d. Parcels or envelopes with foreign postmarks
- e. Parcels or envelopes that simply do not look or feel ordinary

If a bomb or bomb threat has been delivered, the Office of the Building's policy is to search and evacuate, if warranted. This procedural approach in the case of a possible bomb is not as disruptive as an immediate evacuation.

2.0 BOMB THREATS

The most common threats are made by direct telephone contact. In the event that a bomb threat is received, the recipient of the call shall follow the guidelines outlined in this section. When a bomb threat is received, be calm and courteous, and obtain as much information as possible. Be prepared to relate this to the Police Department. Use the attached Bomb Threat Information Form as a guide for collecting information needed by the authorities.

At a minimum, try to find out:

- Exact location of the device
- Time set for detonation
- Description of the device
- Reason the caller has placed the bomb
- Exact words used by the caller

Once the caller hangs up, complete as much information on the Bomb Threat Information Form as possible and notify the police and the Office of the Building.

Unless the location or existence of a bomb is known, evacuation may not be necessary. If a bomb is known to exist, evacuation of the building would be the same as in any other emergency and would continue until either the Fire or Police Department has determined that the building is safe to enter.

If the location of the bomb is not known, the tenant contact person should be instructed to inform employees that a bomb threat has been received. Employees should be asked to examine their work areas for any unusual boxes or items. Since employees know the work areas best, this can save a great deal of time in the bomb search.

If anything suspicious is found, the proper authorities should be notified at once, and the ranking security officer will immediately take charge until they arrive. All persons will be evacuated to a safe distance and doors should be opened to reduce possible concussion. UNDER NO CIRCUMSTANCES WILL PROPERTY PERSONNEL ATTEMPT TO DISARM OR MOVE A SUSPECTED EXPLOSIVE DEVICE.

If a bomb threat is received in writing, all materials must be saved, including envelopes or containers. Once that message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks which are essential to tracing the threat and identifying the writer.

Bomb Threat / Nuisance Call Record
111 West Illinois Street

If a bomb threat is received, CALL 911 IMMEDIATELY

If possible, have someone else call 911 during the call to expedite assistance – after calling 911, immediately contact the Management Office at (312)527-9451 to notify them of the situation and to submit this form.

All employees, especially those regularly answering telephone calls, should keep a copy of this checklist on their desk or near their phone at all times in the event that a bomb threat is received.

Tenant Company Name _____

Name of Person Taking Call _____

Phone # Call Came In On _____ Date of Call _____

Time Call was Taken _____ Approximate Length of Call _____

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What will cause the bomb to explode? _____
4. Did you place the bomb? _____
5. Why did you place the bomb? _____

PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE CALL:

Callers Voice

- Male
- Female
- Calm
- Laughing
- Lisp
- Disguised
- Angry
- Crying
- Raspy
- Accent
- Excited
- Normal
- Deep
- Slow
- Cracking Voice
- Slurred Voice
- Loud
- Nasal
- Rapid

Clearing Throat

- Stutter
- Deep Breathing
- Soft
- Familiar
(sounded like _____)

Threat Language

- Well spoken
- Educated
- Foul
- Irrational
- Incoherent Taped

Background Sounds

- Street Noises
- Crockery
- Voices
- PA System
- Static
- House Noises
- Motor
- Factory or Machinery
- Local
- Long Distance
- Telephone Booth
- Clear
- Cell Phone
- Music
- Animals
- Office

I. POWER FAILURE

The loss of electrical service in any building can be an extremely disruptive, potentially dangerous situation. In the event of a power failure that affects the entire building, evacuation is mandatory. Similarly, if an isolated outage occurs a partial evacuation of the affected floor(s) would be conducted. Evacuation directions will be provided over the enunciation panel. Do not use elevators but rather the lighted stairwells to exit the building.

The Building is designed to minimize the risk of a general power failure resulting from causes within the building. An emergency generator is dedicated to continued operation of the life-safety systems in a power outage. It has been tested and confirmed operational in case of an emergency. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the downtown area. The Office of the Building will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Please follow the following steps in the event of a power failure:

1. Contact the Office of the Building by calling (312)527-9451.
2. Raise blinds to let in outside light.
3. If you are instructed to evacuate, the (Assistant) Fire Wardens must conduct a proper evacuation, pursuant to this manual and instructions given by the Office of the Building.
4. Do not congregate in lobby areas or in the street; proceed to your meeting location, as designated by the (Assistant) Fire Warden.

If you are trapped in an elevator during a power failure, use the 2-way communication system that will allow you to speak directly and immediately to the lobby security desk.

J. MEDICAL EMERGENCY

In the event of an injury or accident of a person in the building, ascertain as much information as possible and follow these general steps:

1. Do not move the injured or ill person or assist them without proper training.
2. Quickly check for breathing pattern, blood, and the presence of any jewelry indicating medical information.
3. If an ambulance is needed, call 911, then contact Security at (312)527-9452, or the Office of the Building at (312)527-9451, and provide:
 - a. The nature of the emergency
 - b. Floor Number
 - c. Specific location of injured/ill person on the floor
 - d. State of consciousness
 - e. Respiratory state
 - f. Injured or ill person's name, if known
 - g. Any medical inscriptions
4. Keep the victim warm, comfortable, and calm

Upon arrival of the paramedics, the Office of the Building security staff shall receive the paramedics at the lobby level and will direct paramedics to the location.

1.0 AMBULANCE SERVICES

The Fire Department Ambulance Service (dial 911) will automatically take the patient to the nearest medical facility, which is Northwestern Hospital:

NORTHWESTERN MEMORIAL
251 E. Huron Street
General Phone: 312-926-2000
Emergency Room: 312-926-5188
Patient Information: 312-926-2000

Other local medical facilities include:

MERCY MEDICAL CENTER
Stevenson Expressway at King Drive
General Phone: 312-567-2000
Emergency Room: 312-567-2200
Patient Information: 312-567-2141

MICHAEL REESE
2929 S. Ellis
General Phone: 312-791-2000
Emergency Room: 312-791-2880
Patient Information: 312-791-2026

RUSH PRESBYTERIAN-ST. LUKES
1635 W. Congress Parkway
General Phone: 312-942-5000
Emergency Room: 312-947-0100
Patient Information: 312-942-5000

COOK COUNTY
1969 Ogden Ave
General Phone: 312-864-6000
Emergency Room: 312-864-1250
Patient Information: 312-864-6000

K. ELEVATOR FAILURE

The elevators at the Building are equipped with a variety of features designed to ensure the safety of passengers during normal operation, during a malfunction of the equipment, and other emergency that may affect operation. On occasion, elevators do malfunction even though they are properly maintained. This section addresses an elevator malfunction coupled with an entrapment.

If passengers get trapped in an elevator, it is considered an emergency. Qualified elevator personnel will respond, as they have the expertise, experience, and training to handle these complex situations.

In case of an entrapment or emergency in the elevator:

1. Press the Emergency Call button to establish constant voice communication with Security.
2. If the elevator stops between floors and the door opens, press the Emergency Call button. Stay in the car. Do not try to climb out or jump to the floor below. Do not try to pry open the doors as it may cause additional damage to the equipment that could prolong the emergency.
3. Stay calm and wait for help to arrive. If there is an extended wait, sit on the floor and either look up or ahead so that you will feel less confined.
4. Follow the instructions of the Office of the Building or building security.

The Office of the Building or Security will immediately call the building elevator technician for assistance and will remain in constant contact with the entrapped person.

The Office of the Building or Security shall ask some/all of the following key questions to gather information and to ease the potential anxiety. The answers to these questions will advise the elevator mechanics and engineers of the situation inside the car and provide information to determine the best approach to solving the problem. Questions during initial contact may include:

1. How many passengers are trapped?
2. What are the passenger names and suite locations?
3. Are the passengers calm or experiencing any physical difficulties?
4. Do any of the passengers have medical conditions that might affect their release?
5. Are the lights functioning within the car?
6. Is any call button lit on the panel? If so, which ones?
7. Is there a floor number displayed on the floor position indicator?
8. Is there anyone that the passengers would like us to notify for them?

L. CRIME and SECURITY THREATS

The Building is staffed with uniformed security personnel on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in uniform a white shirt and gray slacks and have I.D. badges. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

Security matters such as burglary, vandalism, graffiti, unwanted solicitors, suspicious persons, suspicious activities, or intoxicated persons should be reported to the Office of the Building (312)527-9451. In cases of emergencies, these should be reported first to the Chicago Police Department 911 then to the Office of the Building.

Crime Prevention Tips:

1. Be aware of your surroundings.
2. Do not ignore but question strangers encountered in your space.
3. Promptly inform the Office of the Building of employee termination or layoff.
4. To prevent office thefts, keep entrance doors locked at all times. All personal items should be stored in a locked desk drawer.
5. Inventory all valuable property.
6. Engrave or permanently mark the company name along with serial number on your property.
7. After hours and on weekends, be sure to sign in and out at the lobby security desk.
8. Lock laptop computers.

1.0 DESCRIBING A SUSPICIOUS PERSON OR INTRUDER

If you notice a suspicious person or identify an intruder, it is imperative to provide an accurate description to aide the police in apprehending the suspect. To do so, observe and remember the following:

- General description/physical features of the male or female, such as approximate age, height, build, etc.
- Clothing, such as colors and styles, including general appearance.
- Hair color and style.

TIP: COMPARE THE INTRUDER'S PHYSICAL FEATURES TO YOUR OWN (HEIGHT, WEIGHT, ETC.) TO HELP YOU REMEMBER PHYSICAL FEATURES MORE CLEARLY.

2.0 TENANT SECURITY RESPONSIBILITIES

The best way to improve security is for each tenant in the Building to take an active role just as you would in the neighborhood where you live. Use the following suggestions:

1. Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
2. Do not hesitate to report any suspicious or disorderly individuals to the Office of the Building (312)527-9451.
3. Solicitation is not permitted in the building, and any individual who enters your offices for this purpose should be reported to the Office of the Building.
4. Inform the Office of the Building of any Building keys that are lost. This includes keys to your office.

3.0 THEFT

As a theft preventive measure, each time you, one of your employees, or your vendors or contractors remove any material or equipment from the Building, a Building Removal Pass must be completed and brought to the Office of the Building for validation. An authorized

signer from your office must always sign the Building Removal Pass. Each tenant supplies a list of the names and signatures via an Authorized Signature Sheet to the Office of the Building.

In special cases where you have vendors or contractors (carpet cleaning, installation of computer equipment, etc.) coming in after-hours or on the weekends, you must submit an email to the Office of the Building stating who (name of the company and individual, if possible) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the Officer on duty. A building engineer will be required to be onsite at the tenant's expense any time a Vendor is in the building outside of normal Building Hours (Building Hours are weekdays 8:00AM – 6:00PM and Saturday 8:00AM – 1:00PM).

Should you suspect that your offices have been broken into or if items are found to be missing, contact the Office of the Building, and the Chicago Police Department. Our Security Staff submits a written report of these incidents to the Building Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas that you feel might have been affected by an intruder.

4.0 LOST AND FOUND

Any individual finding lost item(s) should turn them in to the Office of the Building, or to the Security Desk in the Lobby. Any individual searching for a lost item may call the Office of the Building at (312)527-9451.

M. WEATHER-RELATED EMERGENCIES

Weather-related emergencies in the Midwest can include flooding, winter storms and tornadoes. The first priority is ensuring the safety of building occupants and second priority is limiting the damage to the building and contents.

The following sections describe general advice and specific information from the National Weather Service, as well as tips on how to interpret this information as it relates to emergency response at the Building. An understanding of these terms is helpful in ensuring the appropriate response from the tenants.

1.0 FLOODING

Flooding can cause significant damage to the building and its contents, as well as pose a threat to building occupants. This section focuses on flooding that can result from severe heavy rain, melting snow, or water main breaks.

For weather-related flooding, look for distant thunder runoff from a faraway thunderstorm headed in the direction of downtown and look out for water rising rapidly. The following terms are used by the National Weather Service to describe and predict various flood events:

- a. Flash flood or flood statement – This is follow-up information regarding a flash flood/flood event.
- b. Flash flood or flood watch – Flash flooding or flooding is possible within the designated WATCH area. Be alert. Heavy rains that may cause sudden flash flooding in specific areas even without visual warnings.
- c. Flash flood or flood warning – Flash flooding or flooding has been reported or is imminent. Immediate movement to high ground is imperative and evacuation of the Building may be called.

If a flood is predicted, the Office of the Building may evacuate the building. However, once the flood begins, occupants will be urged to stay in the building, as it is much safer than the streets.

2.0 WINTER STORMS (HEAVY SNOW, COLD, ICE)

A winter storm can cause damage to the Building. A blizzard would be the likely cause of a building emergency or potential emergency. The following terms are used by the National Weather Service to describe various snow events:

- a. Blizzard – Winds of 35 mph or more with snow and blowing snow-reducing visibility to less than ¼ mile for at least 3 hours.
- b. Blowing Snow – Wind-driven snow that reduces visibility. Falling snow and/or snow on the ground picked up by the wind may cause this.
- c. Snow Squalls – Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
- d. Snow Showers – Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- e. Snow Flurries – Light snow falling for short duration with little or no accumulations.

3.0 TORNADOES AND LIGHTNING

Tornado winds can be 75 mph or greater. The National Weather Service will announce the approximate time and direction of the movement. If any of these conditions occur or is imminent in the area and may threaten the building, the Office of the Building will issue information and direction.

In the event of a weather-related emergency such as flooding, tornado, or windstorm, the tenant should be prepared to take one or all of the following general actions, as appropriate, for the particular weather-related emergency:

1. Remain calm.
2. After hearing warning sound on radio, listen for details. Gather your personal belongings should an evacuation order be given.
3. The Office of the Building will also contact all tenant contacts and alert them of the severe approaching weather. The (Assistant) Fire Wardens will be asked to alert other tenants on their floor and follow these guidelines:
 - Close blinds, and curtains.
 - Move loose items away from windows to reduce flying debris if window should break.
 - Move away from the exterior of the building to a corridor, elevator lobby, or stairwells. DO NOT USE THE ELEVATORS.
 - Doors between outer offices and inner spaces should be closed.
 - Disconnect all computer, telecommunications equipment, office equipment, and appliances to protect them from possible power surges.
 - Move valuable equipment or documents from outer offices to interior room and to floors above the possible affected floors (in the instance of a flood).
4. Do not evacuate unless instructed by the Office of the Building or City.

M. MEDIA INQUIRIES

MEDIA INQUIRIES

It is important to institute a Media Plan that specifically outlines the proper procedures to adhere to when preparing for and/or confronting an emergency situation. The plan can be correctly formulated by considering the following:

- Appoint a Media Spokesperson for on camera statements and instruct all other personnel not to make any statements to the media. If the media arrives and attempts to force a statement from other non-designated personnel, they can be escorted to the designated area set aside for news media. This area will be assigned or designated by the Office Manager/Media Spokesperson at the onset.
- The Manager will typically be the contact person to make sure that all prepared statements to the media are accurate and factual. If the Media Spokesperson does not know the answer to a question, their response should simply be that no specifics are known at this time and that an attempt will be made to obtain and disseminate the information requested.

MEDIA GUIDELINES

The following are general guidelines for dealing with the media and these steps will help in formulating a strategy for addressing media inquiries.

- The Manager should assess the emergency situation and all proper procedures should be in place prior to responding to media inquiries.
- All media responses including the implementation of the following steps should be guided by the Public Relations members.
- When the media first begins making inquiries, record their names and telephone numbers and promise to get back to them as soon as information is available or when a statement is issued. Make certain to get back with them.
- The Manager should then begin to formulate a formal written statement that acknowledges that Property Manager is aware of the event, is cooperating with officials and will provide information, as it is available. All media responses should be guided to the Public Relations member.
- The Media Spokesperson must then be briefed on all aspects of the emergency in order to respond to media inquiries. The Manager should generally serve as the Media Spokesperson during any emergency situation. The Corporate Communications Director will assist in making the determination as to whether an outside agency is needed.
- It is important to maintain an accurate log of all media interviews along with a summary of all information that was provided. Fill out the pre- and post-interview media plan.
- Keep abreast of all other parties commenting on the emergency such as police, fire, tenants and patrons. Coordinating the statements with local authorities will ensure a consistent message to the media.
- The Manager should train administrative assistants on how to direct, screen and/or handle calls during an emergency.
- Once local authorities determine that the incident has been resolved, or is under control, the Media Spokesperson should be briefed on how to communicate this information to the media and to other parties.
- After the situation is over, the Manager should determine if any post-crisis action/activities need to be taken to correct perceptions created by the emergency.

MEDIA MANAGEMENT TIPS

- Have a member of the management act as gatekeeper by being the initial contact and screener of media calls. They should always record the names and phone numbers of media callers and ask about their deadlines. A return call will then be necessary and provide additional time for response preparation. Fill out the pre-interview media plan.

Always remember: The type of information conveyed to the media can be controlled, however, what is finally reported or how it is reported cannot.

Reporters will acknowledge everything that is said as on the record. They are not trying to trick anyone on purpose; they simply have specific editorial information that must be gathered or specific procedures that must be followed.

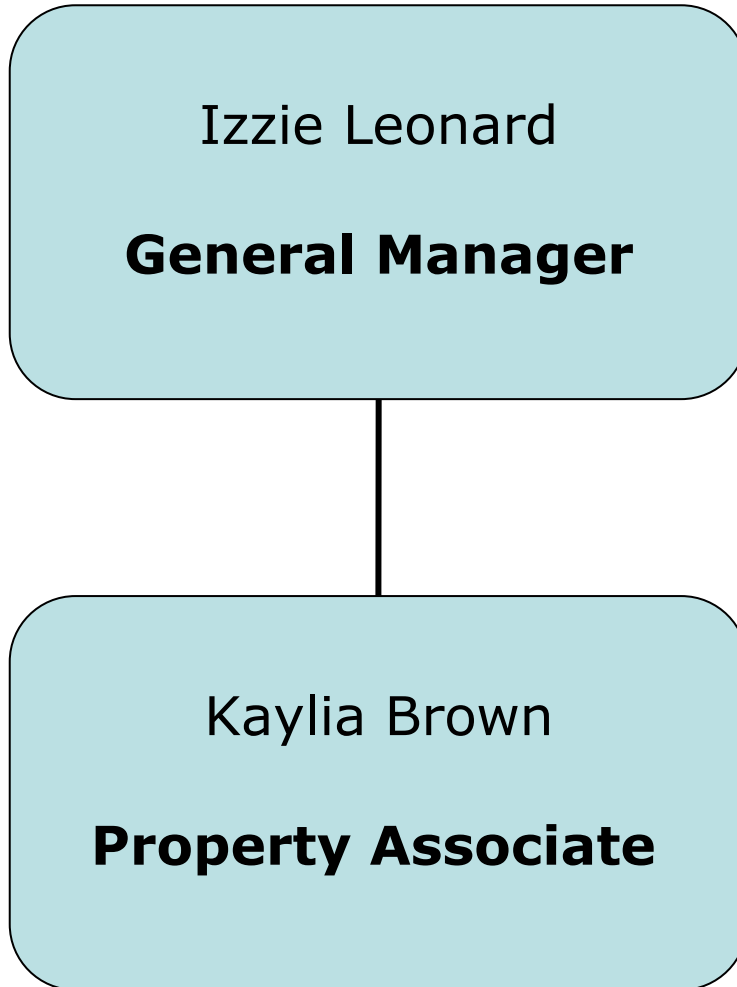
DO NOT give the media opinions; give them the facts and the truth.

Never hesitate to ask the reporter what questions they would like answered. Record the questions and take the opportunity, if possible, to call the reporter back. This will allow time to gather accurate information and formulate a statement.

** A favorite media ploy is the emphasized pause. Reporters often use silence to make people nervous so they may begin rambling to fill up the silence. Keep smiling and keep quiet after a question has been answered. **

Appendix 1 – Property Team Organizational Chart

Management Team



Security Team

Tramonja
Booth
**Security
Supervisor**

Gregory Levi

Security

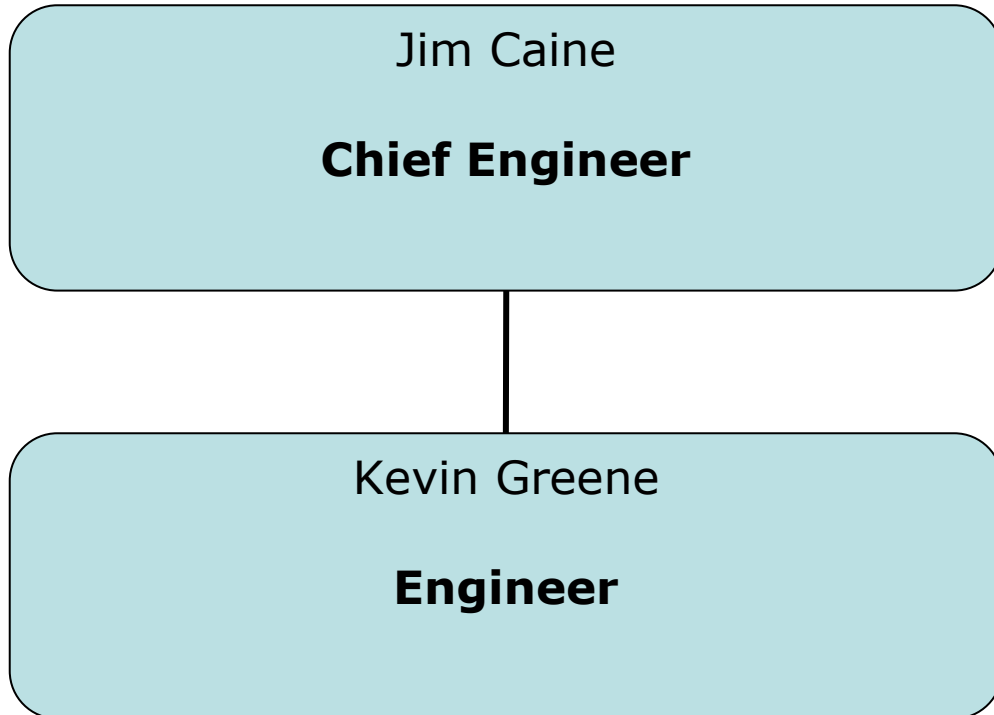
Bryant Hayes

Security

James
Washington

Security

Engineering Team



Appendix 2.0 – Bomb Threat Checklist

If a bomb threat is received, CALL 911 IMMEDIATELY

If possible, have someone else call 911 during the call to expedite assistance – after calling 911, immediately contact the Management Office at (312)527-9451 to notify them of the situation and to submit this form.

All employees, especially those regularly answering telephone calls, should keep a copy of this checklist on their desk or near their phone at all times in the event that a bomb threat is received.

Tenant Company Name _____

Name of Person Taking Call _____

Phone # Call Came In On _____ Date of Call _____

Time Call was Taken _____ Approximate Length of Call _____

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

6. When is the bomb going to explode? _____

7. Where is it right now? _____

8. What will cause the bomb to explode? _____

9. Did you place the bomb? _____

10. Why did you place the bomb? _____

PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE CALL:

Callers Voice

- Male
- Female
- Calm
- Laughing
- Lisp
- Disguised
- Angry
- Crying
- Raspy
- Accent
- Excited
- Normal
- Deep
- Slow
- Cracking Voice
- Slurred Voice
- Loud
- Nasal
- Rapid

Clearing Throat

- Stutter
- Deep Breathing
- Soft
- Familiar
(sounded like _____)

Threat Language

- Well spoken
- Educated
- Foul
- Irrational
- Incoherent Taped

Background Sounds

- Street Noises
- Crockery
- Voices
- PA System
- Static
- House Noises
- Motor
- Factory or Machinery
- Local
- Long Distance
- Telephone Booth
- Clear
- Cell Phone
- Music
- Animals
- Office

Appendix 3.0 – Tenant Emergency Contact Information List

If you'd like to update your company information on the below sheet, please contact the Office of the Building for a blank form.



111 West Illinois

Tenant Contact Information List

Note: Tenant is required to update this information quarterly (or as data changes) and resubmit this form to the Office of the Building.

Company: _____ **Suite or Floor Number:** _____
Main Phone Number: _____ **Main Fax Number:** _____
Primary Contact: _____ **Email Address of Primary Contact:** _____
Nature of Business: _____ **Completed By:** _____
Date Completed: _____ **Number of Employees (day and night):** _____

The following individuals are to be contacted, in order as they appear, in the event of a **Day-time Emergency**:

Name	Title	Home Phone	Mobile Number	Office Number	Email Address

The following individuals are to be contacted in the event of an **After-hours Emergency**:

Name	Title	Home Phone	Mobile Number	Office Number	Email Address

ATTACHMENT 2
111 West Illinois
Tenant Floor Emergency Teams

Note: Tenant is required to update this information quarterly (or as data changes) and resubmit this form to the Office of the Building.

Floor #:		
Floor Emergency Team/Position	Name, Office Phone and Email	Name, Office Phone and Email of Alternate
Floor Warden		
Searchers (min. 2)		
Stairwell Monitors		
Elevator Monitors		
Evacuation Assistants for Mobility Impaired Occupants		

Floor #:		
Floor Emergency Team/Position	Name, Office Phone and Email	Name, Office Phone and Email of Alternate
Floor Warden		
Searchers (min. 2)		
Stairwell Monitors		
Elevator Monitors		
Evacuation Assistants for Mobility Impaired Occupants		

Please copy and repeat use of this form for tenancy in excess of two floors.

Appendix 4.0

**111 West Illinois
Emergency Preparedness Manual
Acknowledgement Form**

Each Tenant is required by law to observe and cooperate with the 111 West Illinois Emergency Procedures and to enforce occupant participation in all related training and drills. It is the Tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form below, Tenant acknowledges their receipt of the Emergency Preparedness Manual for 111 West Illinois, acknowledges that the information provided is clear and understandable and acknowledges their responsibility to share the contents herein with the Tenant's entire staff and any new employees that join the company.

Company Name _____

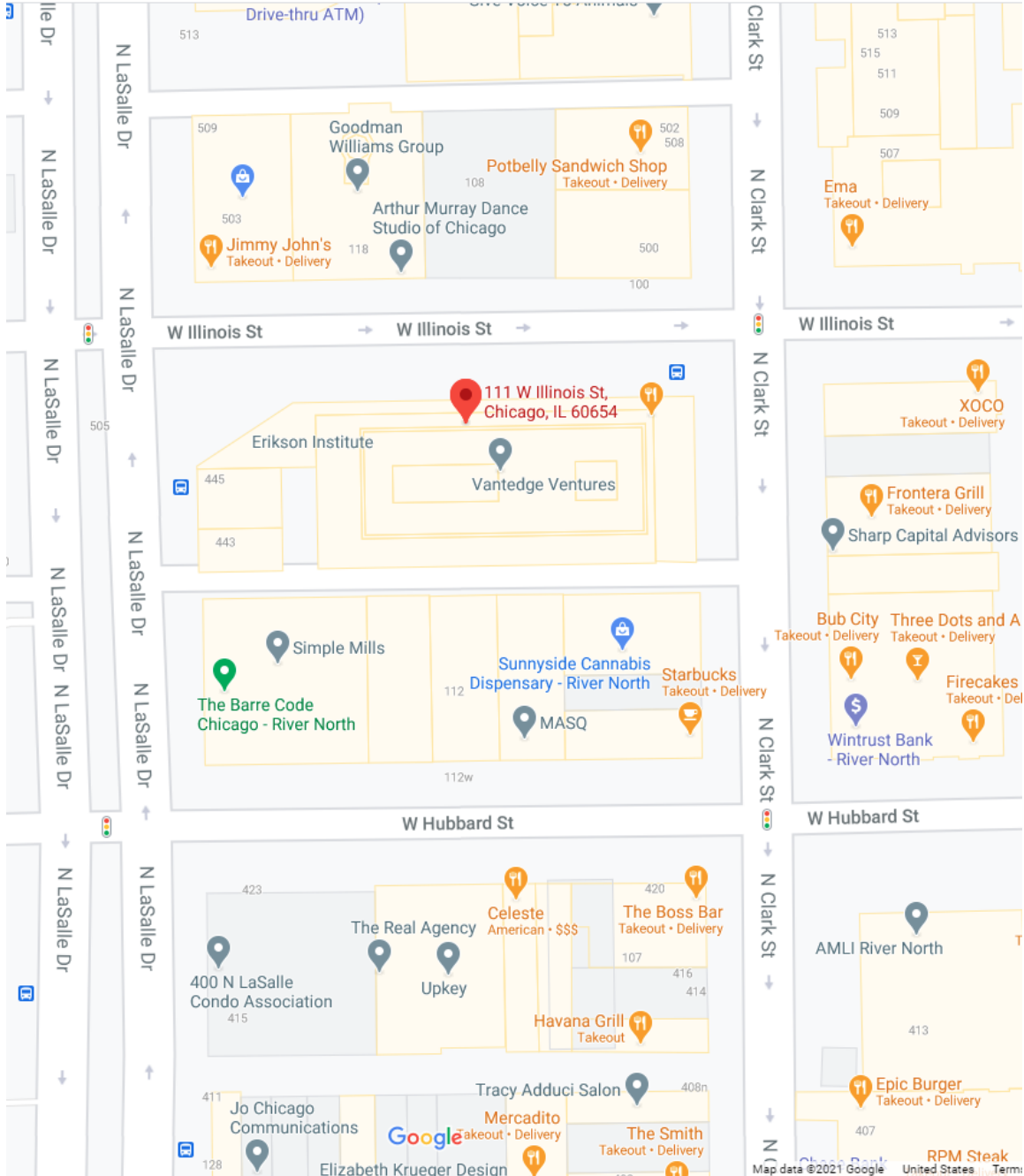
Authorized Individual _____

Authorized Signature _____

Date _____

Appendix 5.0

Designated Areas of Regroup/Refuge to be determined by each Tenant



Appendix 6.0 – Building Floor Plans

The following is the typical floor plan at 111 West Illinois. For specific floor plans for your individual floors, please contact the Office of the Building:
(312) 527-9451 or One11WestIllinois@am.jll.com.

