

Tenant Emergency Procedure Handbook



145 South Wells Tenant Emergency Procedures

[Online Version \(click above\)](#)

Or



[Mobile Version \(scan above\)](#)

Handbook contents

I.	INTRODUCTION	PG. 3
	A. Tenant Life Safety Overview	PG. 4
	B. CALM	PG. 5
	C. Needing Assistance	PG. 6
	D. Life Safety Training & Awareness	PG. 7
	E. Tenant Life Safety Teams	PG. 8
	F. Building Life Safety Staff & Training	PG. 10
	G. Emergency Communications	PG. 11
	H. Building Life Safety Systems	PG. 12
	I. Smoke/Fire Evacuation	PG. 14
II.	ACTIVE SHOOTER/WORKPLACE VIOLENCE	PG. 18
	A. Plan for Shelter-in-Place/Safe Refuge Area	PG. 20
III.	SEVERE WEATHER	PG. 21
	A. TORNADOS	PG. 23
	B. Earthquakes	PG. 24
	C. Flash Floods	PG. 26
	D. Severe Temperatures	PG. 27
	E. Plan for Shelter-in-Place/Safe Refuge Area	PG. 20
IV.	BOMB THREAT	PG. 28
	A. Suspicious Package	PG. 31
V.	CIVIL DISTURBANCE	PG. 32
VI.	ELEVATOR ENTRAPMENT	PG. 34
VII.	MEDICAL EMERGENCIES	PG. 36
VIII.	MEDIA INQUIRIES	PG. 38
IX.	UTILITY ISSUE/POWER FAILURE	PG. 40
X.	145 OFFSITE REFUGE AREAS	PG. 42
XI.	"IF YOU SEE SOMETHING, SAY SOMETHING"	PG. 47

Introduction



Tenant Life Safety Overview

The security and safety of your employees, clients and visitors, and the building facility is the primary concern of the Management Team at 145 South Wells. By communicating with you concerning your role in building and personal security and safety, we can significantly reduce the risk of life-threatening situations, and better coordinate quick, effective response to emergency situations.

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 the property is 145 South Wells. Emergencies can occur without warning. Failure to adequately prepare for them can result in unnecessary loss of life and property, as well as employee productivity. Building Management has prepared this Tenant Occupant Handbook to assist you in training and equipping your employees with the information necessary to effectively administer emergency procedures at 145 South Wells.

The Occupant Handbook contains both detailed and general instructions, based on sound life safety measures. It is primarily designed for use during business hours and enlists the services of building emergency staff, tenants, and occupants. During non-business hours, the emergency plan has full force and effect within the limits of available personnel and need. By following this plan, evacuation of occupants can be accomplished in the least possible time, to a safe area by the nearest safe means of egress. Additionally, this plan informs occupants of the emergency systems and portable extinguishers to help safeguard human life and property during emergencies.

The Tenant Emergency Procedure Handbook is not all-inclusive of all emergency situations. It is designed to equip occupants to respond in an effective manner to most emergencies that may be encountered. These emergency procedures can only be effective through the coordinated participation of tenants, their employees and the building staff. Therefore, it is important that these procedures be reviewed with your employees on a periodic basis.

We are pleased to have you as a tenant and hope that you will assist us in our daily efforts to enhance the safety and security of your personnel at 145 South Wells. If there are any questions, please reach out to the Office of the Building at (312) 445-0664 or 145southwells@jll.com before an emergency arises!

If you, as our tenant, find there may be an emergency situation that is related to your business that is not covered in this Occupant handbook please bring it to the attention of Building Management and we can assist you in developing a plan for that type of incident.

Thank you in advance for your cooperation.

145 South Wells Management Team
(312) 445-0664
145southwells@jll.com

CALM

The Chicago Fire Department (CFD) developed the CALM acronym for life safety response measures in a high-rise emergency for issues involving smoke and/or fire. In any situation, occupants are reminded to remain calm, notify first responders, listen to directives provide by first responders and then relocate to a safer location if required.

- C** Call 911 and provide specific information
- A** Alert Building Security/Management by calling (312) 819-6851
- L** Listen to directives provided from CFD/Building Management
- M** Move to safe location – possibly provided through public address system



Needing Assistance

EMERGENCIES

In the event of an Emergency, call 911 and provide the following information:

Building Address	145 South Wells Street
Location in Building	Floor location, Suite/Room Number, Company Name
Nature of Call	Type of Emergency/Condition of Victim
Name & Number	Name of Caller and Number of Caller

After calling 911, **ALWAYS** make a secondary call to Building Security at **312-819-6851**

Security Officers will respond to the incident location and will also meet first responders (e.g., Chicago Fire/Police Department) at the building entrance(s). When calling Security to your floor, make sure an employee is sent to meet Security at the floor's passenger/service elevator lobby (per Security's direction). This will ensure the swiftest response to the incident location.

NON-EMERGENCIES

The Security Command Center, located in the central lobby of 111 South Wacker, is staffed with Officers to provide assistance for all tenant initiatives or concerns. If you require assistance, please call **312-819-6851**

All email correspondence can be directed to the following building personnel:

Building Management 145southwells@jll.com
Assistant General Manager Sam.Insley@jll.com

Important Phone Numbers	
Chicago Fire / Police / Paramedics	911
Building Security	312-819-6851
Office of the Building	312-445-0664
Property Management	312-445-0664
Chief Engineer	708-220-8385

Life Safety Training & Awareness

145 South Wells Management Team conducts a minimum of one (1) life safety training session throughout the year, typically in a presentation/classroom format. During these training session, each tenant's roles, responsibilities and expectations for emergency response are defined across multiple incident types (e.g., fire, active shooter, severe weather). Additionally, building response procedures and systems are reviewed to provide further clarity for the recommended emergency response.

TENANT LIFE SAFETY DRILLS

In addition, to safety drills are performed annually, with participation by all tenants and their employees.

ADDITIONAL TRAINING & MATERIAL

Building management can perform tenant-specific training sessions upon request for new and/or current employees by contacting the Office of the Building at 145southwells@jll.com

Every tenant employee receives an Emergency Procedure pamphlet upon move-in. The pamphlet is meant to provided immediate awareness of emergency response procedures and initial dialogue of tenant-specific directives (e.g., Stairwell locations, shelter locations, exterior meeting point). The pamphlet is best served if read prior to an emergency and reviewed on a regular basis.

Tenant Life Safety Teams

Per the City of Chicago high-rise code each building will have an evacuation plan, which includes the formation of tenant-staffed, floor Life Safety Teams. Life Safety Team members play a key role in the evacuation process and other emergency responses, but they are not designated first responders. In a life-threatening situation, team members must also ensure their personal safety.

LIFE SAFETY TEAM RESPONSIBILITIES

- 1) Each tenant is responsible for appointing a Floor Warden for each occupied floor. If your floor has more than one tenant on it (multi-tenant floor), then the tenant that occupies the largest area of the floor, shall appoint the floor's Warden. The other tenants shall appoint other team roles as appropriate.
- 2) Life Safety Team members should wear a reflective safety vest when performing their duties so that others may easily identify them for direction. They must also be vocal when evacuating persons from a floor.
- 3) Each tenant is responsible for providing Building Management with a current list of persons assigned to the lift safety team roles.

Each tenant is responsible for providing Building Management with a current list of employees that would need assistance during an evacuation or related emergency, stemming from a voluntarily, self-identified health condition

AREA WARDEN	
<p>Responsible for organizing his/her emergency team members and making sure emergency procedures are carried out correctly.</p> <p>Are responsible for the complete evacuation of their floor/suite. Should an occupant refuse to evacuate during an emergency, the Area Warden must be notified and pass information along to Security.</p> <p>The area warden establishes the designated assembly point for his/her firm. This assembly point will be kept on file by the building and with the City of Chicago Office of Emergency Management and Communications.</p> <p>NOTE: Each floor should have their own area warden, even within the same company. That floor warden should sit on that floor.</p>	<ul style="list-style-type: none"> • Appoints personnel to the Life Safety Teams and fills vacant positions. • Maintains an updated roster of all Life Safety Team members. • Alerts key personnel of potential emergencies • Trains life safety teams members. Ensures that all team members know their assigned duties and locations in case of an emergency. • Ensures all floor personnel are trained in emergency procedures. • Pre-plans the handling of physically disabled personnel during evacuations. • Maintains an up-to-date list of persons requiring assistance on the floor. • Is responsible for the evacuation of floor personnel and notifying Life Safety Team Members to evacuate.
FLOOR LEADER (S)	
<p>The Floor Leader(s) assists in establishing the Life Safety Team members and the people on the floor.</p> <p>In addition, he/she is responsible for the safe evacuation of personnel in his/her work area during an emergency.</p>	<ul style="list-style-type: none"> • Is responsible for orderly evacuation of all personnel in his/her area via designated exits • Remains with the group throughout the evacuation period and leads them to predetermined safe areas • Assists in training of all personnel in his/her work area
SEARCHER (S)	
<p>Under the supervision of the Area Warden, Searchers are responsible for finding and evacuating all personnel from the floor</p>	<ul style="list-style-type: none"> • Searches all rooms including rest rooms, conference rooms, store rooms; closing but not locking all doors behind them. • Advises any remaining personnel on the floor of the emergency and insists on their evacuation • Evacuates non-employees found on the floor • Reports to Floor Warden when his/her area is clear
STAIRWELL MONITOR	
<p>Under the direction of the Area Warden, Stairwell Monitors are responsible for an assigned exit, such as a stairwell and assist in the orderly evacuation of personnel.</p>	<ul style="list-style-type: none"> • Takes a position at his/her assigned exit and assists in the orderly evacuation of personnel • Inspects stairwells for possible heat or smoke conditions before evacuation • Instructs personnel to form single file lines into the stairwell and directs personnel to exit along the right side of the stairwell • Monitors evacuation flow while encouraging a calm and orderly evacuation. • Stays at the exit until Searchers have cleared all personnel from the floor.
ELEVATOR MONITOR	
<p>Under the supervision of the Area Warden, Elevator Monitors are responsible for ensuring no one uses the elevators.</p>	<ul style="list-style-type: none"> • Must be familiar with the building evacuation plan and the location of all elevators/stairways. • Positions self at elevator bank and directs employees to the nearest stairway and away from the elevators • Stays at his/her post until instructed to evacuate by the Floor Warden
AID TO PERSONS NEEDING ASSISTANCE	
<p>Under the supervision of the Floor Warden, the Aide to Persons Needing Assistance is responsible for making sure all persons needing physical assistance are evacuated.</p>	<ul style="list-style-type: none"> • Assists personnel to stairwell (Area of Safe Refuge) and notifies Security through Fire phones located on every 5th floor, placing a call to 911, placing a call to lobby security via cell phone or inform area warden/person leaving.

Building Staff Life Safety Training

The building staff is trained on each shift, for purposes of effective emergency response and keeping Emergency Plans and procedures workable and current. Each member is assigned specific duties to perform in an emergency. Training consists of the following:

- Quarterly Table-tops scenarios for JLL and building staff
- Annual Life Safety Training for all Janitorial Day and Night personnel.
- Annual and as needed CPR/AED (re) training for security and select management personnel.
- Participation in tenant drills.

Emergency Communication


Depending on the nature of the incident, Building Management can communicate an emergency situation and response measures via several means, including, but not limited to the following:

- 1) Public Address System (PA)
For situations requiring immediate notification (e.g., fire or workplace violence), an announcement will be made to the building and/or specific incident floor. PA announcements are typically made by Security and will provide direction to building occupants. The announcements work in conjunction with the Horns, Strobes, and Speakers.
- 2) Email Alerts
Email Alerts are sent by Building Management alerting tenant contacts to building conditions.


Building Life Safety Systems

145 South Wells Street has been designed to provide a safe environment for its occupants. The building is constructed with fire resistant materials, full capacity sprinkler system, and a fire alarm system that meets the City of Chicago high-rise building code.


FIRE ALARM PANEL (FACP)

	<p>Located in the Lobby, by the Security desk, the FACP receives alarm (waterflow, smoke, or heat) and reports them to Security by floor location. The FACP is also monitored by an off-site service, who will contact the Chicago Fire Department in the event of a fire alarm.</p> <p>The FACP also houses the Public Address System (PAS) and allows Security and first responders to directly communicate with tenants, visitors, and contractors on any and all floors.</p>
---	--


SMOKE & HEAT DETECTORS

	<p>Are located at each elevator lobby, in each mechanical room, and in each air handler unit on every floor.</p>
--	--



HORNS, STROBES, AND SPEAKERS

	<p>The horns and strobes provide audible and visual alerts, indicating the building is under emergency conditions. The speakers allow Building Management and first responders to provide directives to occupants via public address announcements.</p>
---	---


SPRINKLER SYSTEM and SPRINKLER HEADS

	<p>Sprinkler heads present throughout the entire building are individually activated by high temperatures, causing a discharge of water in fire impacted areas. An activated sprinkler head will also trip a water flow at the FACP. Automatic fire pumps maintain water pressure within the system.</p>
---	--

EVACUATION SIGNAGE

	<p>Overhead EXIT and STAIRS signs are located throughout all floors to provide clear directions to the closest exit/stairwell.</p>
	<p>Evacuation plans are located in all passenger and freight elevator lobbies to provide direction to stairwell exits on the floor.</p>

AREA OF RESCUE

	<p>Every five (5) floors there is an emergency phone for floor wardens to communicate with Lobby Security via the fire panel of any issues or person need of rescue on the floors. Locations include:</p> <ul style="list-style-type: none">• North Stairwell: 5th, 10th, 15th, 20th floors• South Stairwell: 5th, 10th, 15th, 20th floors
---	---

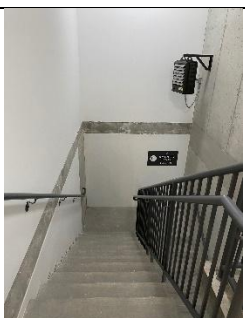
STAIRWELLS

The building has two stairwells designated NORTH and SOUTH. Each floor is identified by number and location.

NORTH Stairwell empties into the loading dock

SOUTH Stairwell empties into the lobby



	<p>All stairwell doors are generally locked on the stairwell side during normal conditions. During a fire or sprinkler flow alarm condition, all stairwell doors unlock, allowing occupants to exit the stairwell at any level, if directed to do so during an evacuation. Additionally, all stairwell landing can provide a minimum 2-hour fire rated enclosure when door is closed for persons needing assistance.</p>
---	--

Smoke/Fire - Evacuation

Evacuation are one of two primary responses made in an emergency situation. In most cases, evacuations will be ordered by the Chicago Fire Department or Building Management/Security, but Life Safety Team members can order a floor/area evacuation if they deem unsafe conditions (e.g., smoke). There are two primary evacuation types:

1) FULL BUILDING EVACUATION

The entire building is evacuated. Upon exiting the building, occupants should gather at their designated meeting point/refuge areas. Tenants, visitors, and vendors are not allowed back in to the building until given the “**ALL CLEAR**” from either Building Management or the Chicago Fire Department. A full building evacuation would be ordered for incidents such as an uncontrollable fire, or biological/chemical release. Or a large-sale vent that makes the property unsafe.

2) PARTIAL BUILDING EVACUATION

A partial building evacuation or floor relocation occurs when the incident area/floor is deemed unsafe, yet the rest of the building can remain occupied, as deemed by Building Management or first responders. City of Chicago code identifies a process known as “Rule of 8”. Whereby the incident floor, two floors above and five floors below the incident floor are relocated to another area or floor within the building. BUT listen for the PA announcement, as other means of floor relocation may be implemented depending upon incident circumstances.

IN CASE OF FIRE/SMOKE

In the event you discover smoke and/or fire, call **911** and provide the following information:

- Building Address – 145 South Wells Street
- Floor and location of emergency
- Your name and phone number

Notify **Building Security at (312) 819-6851**

Alert your Life Safety Team and persons in the immediate area. If it is safe to do so and you have been properly trained, use a fire extinguisher to put out small, controllable fires (always have an exit between yourself and the fire).

FIRE EXTINGUISHERS

Fire extinguishers are located throughout the building (reference your specific office space configuration), including all stairwell landings. All building fire extinguishers are rated for Class ABC fires and should only be used by trained personnel and only when safe to do so. When operating a fire extinguisher, use the **PASS** method.



During an evacuation, the strobes will be activated and directive will be relayed via the PA system and/or your Life Safety Team. Close doors behind you but do not lock them. If there is smoke, keep low to the floor where the air will be cleaner and cooler. Feel doors before opening; if hot, do not open.

In any evacuation, **never attempt to use an elevator** to avoid the possibility of entrapment. Once a fire alarm is activated, elevators are only serviceable for first responders, so any attempt to use the elevators may hinder emergency response and/or delay the evacuation process.

If you are riding an elevator during an evacuation, the elevator will stop at the next safe floor. Riders will then need to exit the elevator and proceed to the nearest, useable stairwell exit.

If someone is not physically able to use stairwells, utilize the stairwell landing (min 2-hour fire rated with door shut) and request another tenant employee to call on the area rescue fire warden phone (located on every 5th floor) to communicate your location to Building Security.

GUIDELINES FOR STAIRWELL USAGE

- Remain calm and do not run or skip stairs to avoid injury
- Do not take items with you, such as personal objects, laptops, or food/drinks.
- Use the right side of the stairwell and use the handrails for support
- Keep noise levels to a minimum
- Listen to PA announcements and follow directive, as you may be asked to transfer to another stairwell.
- Use the area rescue/fire warden phones to contact Security for any issues of to communicate people needing assistance
- Follow signage to first floor exists



After evacuating the building, move quickly to your company-designated, exterior meeting place/refuge area to await an ALL CLEAR and further instruction from your Life Safety Team.

FIRE PREVENTION AWARENESS PROGRAM

It is the responsibility of occupants at 145 South Wells to be aware of possible fire hazards and/or safety hazards that may be encountered. If such hazards are observed, please notify building management immediately so corrective measures can be implemented.

Listed below are some of the situations that you as occupants can help prevent from becoming potential hazards

- Obey NO SMOKING signs. 145 South Wells is a NON-SMOKING facility.
- Investigate electrical equipment that is not working properly or emits strange odors. Unusual orders from appliance or cords could be a first sign of a fire.
- No extension cords are allowed for permanent use. Unplug extension cords that are not currently in use and contact the Management Office in the event you are using one and need an alternate solution. Ensure that appliances plugged into all power strips conform to the UL listed rating. NEVER overload the outlets, extension cords, or power strip.
- Make sure all appliances are turned off prior to leaving the property. Coffee pots withing your premises can be dangerous because they are not monitored continuously by employees. Empty pots on a hot burner or paper left near burner should be causes for immediate concern for your premises. Please ensure that any coffee pots used are on a hard, level and non-flammable surface. Do not place the empty pot back on the burner until the burners has been turned off and cooled down. Automatic coffee pots should also be avoided as they could turn on during a day in which your business is not open. Electric wires should also be checked periodically to make sure that the wires are not exposed in any way causing potential shock or fire hazard.
- **NEVER ALLOW PLASTIC TUBING CONNECTION TO ANY APPLIANCE COFFEE MAKERS. WATER FILTERS, REFRIGERTORS ETC...** All appliances must be hard piped copper or stainless tubing. Plastic tubing leaks and should never be allowed in office building due to flooding issues contact your management team if you see plastic tubing connected to any appliance
- Space heaters are **NOT ALLOWED** to be used on the property. Many fires are caused by poorly maintained space heaters therefore these items are considered a lease violation. Any Occupant observed with a space heater in their work area will be subject to a fine, as well as confiscation of the space heater. Your heating and air conditioning should be completely controlled by the HVAC system which serves the building. If you are having a problem with hot and cold situations in your premises, please contact the management office.
- In storage areas all boxes and equipment are not to be placed within 18" of the ceiling per fire code regulations. Placing storage items above that clearance level greatly reduces the effectiveness of the building's sprinkler system
- Please dispose of all trash properly. Trash and debris are a source of fuel for a fire. The nightly cleaning crew will dispose of boxes or other items if they are clearly marked "Trash."
- Stairwell doors on all floors and lobby doors on single occupant floors must always be kept closed. Closed lobby doors help contain fire and smoke and can greatly reduce the area affected by a fire.
- Please keep all exit paths, stairwell doors, and emergency exits, clear of obstructions and debris. Obstacles that impede pathways or exits will reduce the speed of Occupants while evacuating the building and could prohibit emergency personnel from reaching your area. Building management should be notified immediately if any exits or pathways are blocked to remedy the situation. Never store boxes or other items in exit paths or emergency exits notify the management team immediately if you find an issue
- **Fire Exit Signs:** These are checked by your Chief Engineer and periodically by the Fire Department.

- **Tenant Fire Extinguishers:** These should be inspected by a trained employee of the tenant every 30 days and serviced annually by your service contactor. Fire extinguishers are the responsibility of the tenant. The Management Office checks and recharges the fire
- extinguishers in the common areas on an annual basis. Should you desire, we can include your fire extinguishers for a fee.
- **UPS Computer Back-up Systems:** The UPS computer battery back-up system should have a periodic maintenance check and be UL listed. The batteries should be replaced every 3-5 years depending on usage. When the battery is weak, and the power goes out they can overload and cause a fire.

Active Shooter/Workplace Violence



RUN/ESCAPE

IF POSSIBLE



HIDE

IF ESCAPE IS
NOT POSSIBLE



FIGHT

ONLY AS A
LAST RESORT

Call 911 ONLY WHEN IT IS SAFE TO DO SO

Active Shooter/Workplace Violence

Workplace violence incidents, including active shooter situations, require immediate action.

Once Building Security is notified of a security threat, the building will be locked down in order to prevent movement of a known threat. The stairwells will remain out of service, stairwells will remain locked (from the stairwell side), and no one will be permitted to enter the building (egress is permitted).

Upon notification by Building Management of Security of a threat within the building, tenants not directly impacted should lock entry doors, shut off lights, and seek securable or safe areas within their floors where employees can shelter-in-place. These areas might include file rooms, restrooms, conference rooms, IT rooms, closets or under desks. The primary goal is to remain quiet out of sight until an ALL CLEAR is given by Building Management or Chicago Police, whether by PA announcement or in person.

NOTE: It is important to note that each tenant should discuss workplace violence situations and identify specific company response measures for their employees.

Tenants directly impacted by a threat on their floor should implement the “Run, Hide, Fight” framework. As with any emergency, **911** should be contacted along with Security at **(312) 819-6851** when it is safe to do so.

HOW TO RESPOND	HOW TO RESPOND
When an ACTIVE SHOOTER is in your vicinity	When LAW ENFORCEMENT arrives
1) EVACUATE	<ul style="list-style-type: none"> Remain calm and follow instructions Put down any items in your hands (bags, jackets) Raise hands and spread fingers Keep hands visible at all times
<ul style="list-style-type: none"> Have an escape route and plan in mind Leave your belongings behind Keep hands visible 	<ul style="list-style-type: none"> Avoid quick movements toward officers such as holding on to them for safety Avoid pointing and screaming or yelling Do not stop to ask officers for help of direction when evacuating.
2) HIDE OUT	
<ul style="list-style-type: none"> Hide in an area out of the shooter’s view Block entry to your hiding place & lock the doors Silence your cell phone 	
3) TAKE ACTION	INFORMATION
<ul style="list-style-type: none"> As a last resort & only when your life is in imminent danger Attempt to incapacitate the shooter Act with physical aggression and throw items at the active shooter 	You should provide LAW ENFORCEMENT or 911 OPERATOR
	<ul style="list-style-type: none"> Location of the active shooter Number of shooters Physical description of shooter(s) Number & type of weapons held by shooter(s) Number of potential victims
CALL 911 WHEN IT IS SAFE TO DO SO	

The City of Houston, in conjunction with the Department of Homeland Security (DHS) created a training video titled, “[RUN > HIDE > FIGHT >> Surviving An Active Shooter Event.](#)”

For additional resources, reference the DHS website on [Active Shooter Preparedness](#).

Plan for Shelter-in-Place

During a shelter-in-place emergency, whether that be for an active shooter or severe weather, the intent is to remove yourself, employees and visitors from harms way.

Below is a list of qualifications for areas within the building/your suite that could be utilized during a shelter-in-place incident:

- An area away from windows
- An area away from glass walls or glass doors
- An area where the door locks

Severe Weather



Severe Weather

Impending severe weather emergencies (e.g., thunderstorms, snowstorms, ice, high winds, hail a tornado, earthquakes) will be broadcast via Chicago's emergency alert system, including a series of sirens located throughout the Central Business District. Such weather patterns are potentially dangerous to people and property.

City of Chicago Sirens

The City of Chicago tests their emergency sirens every first Tuesday of the month and has two means of communicating with the general public via the sirens:

- 1) Loud wavering siren (pitch goes up, then goes down) – indicates an emergency condition exists and shelter should be taken
- 2) Long steady siren – indicates the threat has passed and is "ALL CLEAR"

City of Chicago Alerts

In addition to sirens, cell phone notification alerts are available through [Chicago's Office of Emergency Management & Communication \(OEMC\)](#)

HAVE A PLAN FOR REUNITING YOUR FAMILY. You will not be able to effectively function at work if you are worried about your family, make sure they know what to do. Have an out of state or county contact person. When you can use a phone, you can check on your family. Your family should know what to do in an emergency where to go and where to meet in the event of an emergency you should pre-plan for this.

Severe Weather

TORNADO

Tornadoes are generally spawned by thunderstorms, though they have been known to occur without the presence of lightning. The stronger tornadoes attain an awe-inspiring intensity, with wind speeds that exceed 200 mph and in extreme cases may approach 300 mph. Tornadoes can come one at a time, or in clusters, and they can vary greatly in length, width, direction of travel, and speed.

Before the Event	During the Event	After the Event
<p>Assess your work area</p> <p>WINDOW/GLASS: if your work station is by windows or glass, have a plan on how you will take cover.</p> <p>HEAVY OBJECTS: if your work station is near a temporary wall or partition, ensure these objects are securely anchored.</p> <p>LOOSE OBJECTS: materials stored on top of cabinets or shelves, ensure that they can be secured or moved.</p>	<p>REMAIN CALM</p> <p>ACT QUICKLY: move away from exterior windows and temporary walls. Try to find a protected area in which to shelter.</p> <p>COVER: make sure to protect yourself by covering your head.</p> <p>STAY PUT: stay inside, do not attempt to exit the building during the event, unless directed to.</p> <p>DO NOT STAY IN LOBBY</p> <p>DO NOT USE ELEVATORS</p>	<p>KEEP CALM</p> <p>DO NOT: smoke, use matches or lighters in the event of a gas leak.</p> <p>CHECK FOR DAMAGE; and report any to Building Management, Engineering or Security.</p> <p>LIMIT PHONE USE: keep lines open for emergency communication</p> <p>CHECK FOR INJURED: tend to those in need if first aid certified. Do not move injured individuals unless they are in immediate danger</p> <p>RUMORS: misinformation can cause confusion.</p> <p>OPEN DOORS CAREFULLY</p> <p>WEAR SHOES & GLOVES</p> <p>COOPERATE with public safety officials.</p>

Severe Weather

EARTHQUAKE

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.

Before the Event	During the Event	After the Event
<p>Assess your work area</p> <p>WINDOW/GLASS: if your work station is by windows or glass, have a plan on how you will take cover.</p> <p>HEAVY OBJECTS: if your work station is near a temporary wall or partition, ensure these objects are securely anchored.</p> <p>LOOSE OBJECTS: materials stored on top of cabinets or shelves, ensure that they can be secured or moved.</p>	<p>REMAIN CALM</p> <p>If you are indoors, move immediately to a safe place. Move away from windows, partitions and free-standing objects.</p> <p>Watch out for falling debris.</p> <p>Get under a table, desk, workbench if possible. Hold onto it and be prepared to move with it. If that is not possible, take cover against an interior wall and stay put until shaking stops.</p> <p>DO NOT USE ELEVATORS</p> <p>Do not be surprised if electricity goes out or is fire and security alarms occur or if the sprinkler system is activated.</p> <p>If you are outdoors, stay there and move away from building, power poles or retaining lines.</p> <p>ALWAYS be prepared for aftershocks.</p>	<p>KEEP CALM</p> <p>ASSESS your situation</p> <p>Assist the injured and administer first aid if certified.</p> <p>Check for fires and fire hazards. Put out fires immediately if can.</p> <p>Do not light matches, lighters or smoke as there could be a possible gas leak.</p> <p>Do not touch powerlines</p> <p>Do not use the telephone except to call for help or report serious emergencies.</p> <p>Do not use elevators or stairwells until you are instructed to do so.</p> <p>Leave the building only when it is safe to do so.</p> <p>ALWAYS be prepared for aftershocks</p>

Note: If you are in an elevator during an earthquake

Elevators are designed to not fall down the shaft. If the shaking is severe, some elevators will stop during an earthquake, others are designed to go to the nearest floor in the direction of travel (up or down) and open.

Should someone be trapped in an elevator, you should do the following:

- Press the button marked "Call" (this will automatically call the elevator monitoring service).

- Identify yourself; provide the building name (145 South Wells); address (145 South Wells Chicago, IL 60606); the elevator number listed inside the elevator cab; your suite number and company name.
- Notify the person who answers of the situation. Provide any available or pertinent information to the operator, i.e., number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping. Also report if anyone is injured and requires medical assistance.
- Do not force the elevator doors open.
- Remain calm and stay on the phone if requested to do so.

Severe Weather

FLOOD/FLASH FLOOD

The National Oceanic and Atmospheric Administration issue flood forecasts and warnings when rainfall is enough to cause flooding conditions from local rivers, creeks and manmade waterways. Flood warnings are forecasts of impending floods and are reported by local and state government agencies using radio, television and weather alert devices. Careful preparation and prompt response will assure personal safety and reduce property loss.

Before the Event	During the Event	After the Event
<p>Identify escape routes and refuge areas from your location within the property.</p> <p>Stock non-perishable food items and portable water in areas above potential flood areas.</p> <p>Prepare your emergency plan to identify your alternate location(s) in the event you are advised to evacuate.</p> <p>Establish clear guidelines to employees as to what their duties will be in the event flooding is anticipated. Examples of these duties are moving critical equipment above the flood areas to higher elevations within the building, unplugging equipment and directing personnel to the refuge areas above the flood areas.</p> <p>Purchase battery-operated radio and battery-operated flashlights ahead of such an incident.</p>	<p>REMAIN CALM</p> <p>Proceed to the pre-designated refuge areas. Move to a higher floor away from the flooded areas.</p> <p>Do not use elevators. Use the stairwells</p> <p>Stay out of low-lying areas, basements and underground parking areas, etc.</p> <p>As in any emergency, keep an accurate accountability of all employees. If employees are unaccounted for do not return to the flooded areas and advise Building Management/Security.</p> <p>If time allows, unplug all electrical and critical equipment before evacuating</p> <p>If trained to do so, render first aid to any injured persons. Do not remove injured persons unless they are in danger of further injury due to their location in the incident area or because of the type of injuries sustained</p>	<p>KEEP CALM</p> <p>ASSESS your situation</p> <p>Assist the injured and administer first aid if certified.</p> <p>Do not use the telephone except to call for help or report serious emergencies.</p> <p>Do not use elevators or stairwells until you are instructed to do so.</p> <p>Leave the building only when it is safe to do so.</p>

Severe Weather

SEVERE TEMPERATURES

Extreme heat and extreme cold can affect the operation of the building, workers, and tenants. the National Weather Service and local news outlets monitor prolonged periods of excessive heat and humidity, as well as extreme cold.

Extreme temperatures can affect anyone. However, it is more likely to affect young children, elderly people, and people with health problems. For instance, people with a medical condition that causes poor blood circulation, and those who take diuretics or for certain skin conditions, may be more susceptible.

Before the Event	During the Event	After the Event
<p>Check the weather prior to leaving your house, and plan accordingly.</p> <p>Wear loose, cotton clothing to avoid trapping heat.</p> <p>Have water on hand to keep hydrated.</p>	<p>REMAIN CALM</p> <p>Hydrate often through out the day.</p> <p>Be sure to not be outside for too long and avoid long periods in the sun.</p> <p>Be prepared for potential power outages.</p>	<p>KEEP CALM</p> <p>ASSESS your situation</p> <p>Assist the injured and administer first aid if certified.</p> <p>Do not use the telephone except to call for help or report serious emergencies.</p> <p>Do not use elevators or stairwells until you are instructed to do so.</p> <p>Leave the building only when it is safe to do so.</p>

Bomb Threat



Bomb Threat

A bomb threat may be received by various means such as mail, phone, email or word of mouth. Though most bomb threats are found to not have posed immediate danger, all threats should be considered serious and Security should be contacted **(312) 819-6851**.

If a bomb threat is received via PHONE:

- 1) Keep calm and continue talking to the caller
- 2) Signal a co-worker to call Security
- 3) Utilize the BOMB THREAT CHECKLIST (see next page) to gather as much information as possible:
 - a. Time call was received
 - b. Time bomb is to explode
 - c. Location of bomb
 - d. Description of bomb
 - e. Exact words/demands of caller
 - f. Note caller's voice and background noises
- 4) Repeat questions if necessary

BOMB THREAT CALL PROCEDURES		BOMB THREAT CHECKLIST						
<p>Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.</p>		<p>Date: _____ Time: _____ Time caller _____ Phone # _____ Hung up: _____ Call Received: _____</p>						
<p>If a bomb threat is received by phone:</p> <ol style="list-style-type: none"> 1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does. 2. Listen carefully. Be polite and show interest. 3. Try to keep the caller talking to learn more information. 4. If possible, write a note to colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself. 5. If your phone has a display, copy the number and/or letters on the window display. 6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words. 7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions. 		<p style="text-align: center;">ASK CALLER</p> <ul style="list-style-type: none"> • Where the bomb is located? (Building, Floor, Room, etc) _____ • When will it go off? _____ • What does it look like? _____ • What kind of bomb is it? _____ • What will make it explode? _____ • Did you place the bomb? <input type="checkbox"/> YES <input type="checkbox"/> NO • Why? _____ • What is your name? _____ 						
		<p style="text-align: center;">EXACT WORDS OF THREAT</p> <p>_____</p> <p>_____</p> <p>_____</p>						
<p>If a bomb threat is received by handwritten note:</p> <ul style="list-style-type: none"> • Call • Handle note as minimally as possible. 		<p style="text-align: center;">INFORMATION ABOUT CALLER:</p> <ul style="list-style-type: none"> • Where is the caller located? (Background level noise) _____ • Estimated Age: _____ • Is voice familiar? If so, who does it sound like? _____ • Other points: _____ 						
<p>If bomb threat is received by email:</p> <ul style="list-style-type: none"> • Call • Do not delete message. 								
<p>Signs of suspicious package:</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> • No return address • Excess postage • Stains • Strange odor • Strange sounds • Unexpected delivery </td> <td> <ul style="list-style-type: none"> • Poorly handwritten • Misspelled words • Incorrect Titles • Foreign postage • Restrictive notes </td> </tr> </table>		<ul style="list-style-type: none"> • No return address • Excess postage • Stains • Strange odor • Strange sounds • Unexpected delivery 	<ul style="list-style-type: none"> • Poorly handwritten • Misspelled words • Incorrect Titles • Foreign postage • Restrictive notes 	<table border="0"> <tr> <td> <p>Callers Voice</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft <input type="checkbox"/> Stutter </td> <td> <p>Background Voice:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA System <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office Machinery <input type="checkbox"/> Factory Machinery <input type="checkbox"/> Local <input type="checkbox"/> Long Distance <p>Other Information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> </td> <td> <p>Threat Language:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Incoherent <input type="checkbox"/> Message Used <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-Spoken <p>Other information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> </td> </tr> </table>		<p>Callers Voice</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft <input type="checkbox"/> Stutter 	<p>Background Voice:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA System <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office Machinery <input type="checkbox"/> Factory Machinery <input type="checkbox"/> Local <input type="checkbox"/> Long Distance <p>Other Information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Threat Language:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Incoherent <input type="checkbox"/> Message Used <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-Spoken <p>Other information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<ul style="list-style-type: none"> • No return address • Excess postage • Stains • Strange odor • Strange sounds • Unexpected delivery 	<ul style="list-style-type: none"> • Poorly handwritten • Misspelled words • Incorrect Titles • Foreign postage • Restrictive notes 							
<p>Callers Voice</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Coughing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Soft <input type="checkbox"/> Stutter 	<p>Background Voice:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA System <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Office Machinery <input type="checkbox"/> Factory Machinery <input type="checkbox"/> Local <input type="checkbox"/> Long Distance <p>Other Information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Threat Language:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Incoherent <input type="checkbox"/> Message Used <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-Spoken <p>Other information: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>						
<p>DO NOT:</p> <ul style="list-style-type: none"> • Use two way radios or cellular phone; radio signals have the potential to detonate a bomb. • Evacuate the building until police arrive and evaluate the threat • Activate the fire alarm. • Touch or move a suspicious package. 								
<p>WHO TO CONTACT (select one)</p> <ul style="list-style-type: none"> • Follow local guidelines • Federal Protective Service(FPS) Police (877) 4-FPS ((877) 437-7411) • 911 								



Suspicious Package

If a suspicious package or item is discovered, it should never be handled. Vacate the immediate areas and notify Security at **(312) 819-6851**.

It can be difficult to ascertain what is a suspicious and what is not, but some common characteristics of a suspicious package may include:



For further information, reference the [US Postal Service Resources](#) on mailroom security.

Civil Disturbance



Civil Disturbance

A civil disturbance or unrest situation can take multiple forms, but usually begins as a protest or demonstration outside the building's property lines or entrances. In worst case scenarios, the protesting group can enter the building's perimeter or lobby and disrupt operations for the property and pose a safety risk to tenants and visitors.

If Building Management is made aware of protest activity in the immediate area beforehand, tenant contact will be alerted to the potential disruptions. Prior to or during protest activity that may pose a risk, Building Security may institute modified entry and exit procedures to ensure the safe movement of tenants into and out of the building.

Should protest activity escalate to property damage and/or physical violence, Security may lock down the building so protesters cannot gain access. Security will also issue a PA announcement, advising building occupants to stay-in-place until given the "ALL CLEAR".

In addition, to building communication, tenants should also monitor official news outlets for updates on central business district conditions.

Elevator Entrapment



Elevator Entrapment

Though modern elevators are extremely safe and inspected frequently, service interruptions may occur. If you encounter an elevator stoppage, do not attempt to force the elevator doors open.

Remain calm and press the red emergency call button (see picture below) to speak with an Emergency Elevator Tech (OTIS) and provide them with the following information:

- Your name and company
- Number of passengers and their conditions
- Floor which the elevator stopped
- Direction of travel and destination (e.g., going down from 11th floor to the lobby)

Security will immediately contact the elevator technician and the elevator companies' emergency dispatch center. Security will stay in contact with you during the entrapment and can call your supervisor to inform them of the situation.

If you feel claustrophobic or ill, sit down on the floor. But be sure to tell Security if you need medical attention and Chicago Fire/paramedics will be contacted.

Again, you should never attempt to exit the cab on your own. It is always safer to stay in the cab until assistance arrives.

For the safety of you and others always report elevator service issues to Security of Building Management, even if the issue does not result in an entrapment.

Medical Emergency



Medical Emergency

In the event of an accident or illness involving an employee or visitor in your office area, immediately call 911 and provide the following information:

- 1) Building Address – 145 South Wells Street
- 2) Floor and location of emergency
- 3) Nature of emergency and condition of subject

As with any emergency, always place secondary call to **Building Security (312) 819-6851**. The Security Team will respond to the incident location to provide first-aid (as appropriate) and escort first responders (Chicago Fire/Police Department) to the incident location.

Please ensure an employee is sent to meet Security and first responders at the floor's passenger and/or freight elevator lobby, as directed by Security, in order to maintain efficient response.

If safe to do so, remain with the person needing attention and do not attempt to move the person unless they are in immediate danger.

Media Inquires



Media Inquiries

In the event that a property emergency generates media attention the following procedures are to be followed:

Property Related Incidents:

- Media coverage is never allowed on the property unless authorized by Building Management
- If an incident occurs, please direct all media inquiries to Building Management.
- Building Management will provide all relative information to all media inquiries.

Occupant Specific Incidents

- Should Media come to the building, as a policy, all media inquires pertaining to the building shall be directed to Building Management. In the event the Media is inquiring about Tenant activities, and you need assistance, please contact Building Management at (312) 445-0664.
- Tenants are asked to designate a spokesperson for all media inquiries. Typically, this spokesperson is associated with the Legal Division of your firm or Human Resources representative. Please advise Building Management in writing of the person(s) identity.
- If an incident or potential incident occurs direct all inquiries to the occupants specified media relation's person. Occupants are asked not to discuss any issues with the media regarding any incident unless they are that tenant's representative. Other tenants not directly associated with the incident is asked to reform from discussing anything with the media.
- Building Management will not divulge any information to the media regarding any tenant or occupant unless directed to do so by the tenant of occupant in a written request.

Utility Issues/Power Failures



Utility Issues/Power Failure

In the event of a utility interruption, such as a power outage, remain calm and wait for instruction from either your management team or Building Management. Most outages will be temporary and the building is equipped with emergency power for all life safety components (e.g., lighting, fire panel, PA system). For a power outage or utility issue, follow the below procedures if it is safe to do so:

- Assist others in your immediate area and proceed with caution to an area with lighting (natural lighting or emergency lighting).
- Turn “OFF” all computers and electrical devices at your workstations. For issues involving water leak, do not touch or go near electrical equipment.
- If you are on an elevator during an outage, the elevator will lower to the main lobby. If you experience an issue, press the emergency call button to reach Security.
- Remain calm, call **Building Security (312) 819-6851**, and advise them of your location and the nature of the problem.

145 Offsite Refuge



145 Offside Refuge Areas

In an emergency, where you are requested by either Chicago Police/Fire Departments or Building Management to evacuate it is important to select a meeting point that all employees are aware of to make sure that all individuals made it out of the building safely. Such meeting points should be at least 1 mile away from the building.

Each tenant is responsible for updating Building Management of their location, and making sure their employees know about the location ahead of any emergencies.

“See Something, Say Something”



If you **see** something,
say something

REPORT SUSPICIOUS
ACTIVITY TO LOCAL
AUTHORITIES.

“If You See Something, Say Something”

145 South Wells Security supports the missions of the Department of Homeland Security (DHS) and the Chicago Police Department. Building Management meets with local and federal enforcement officials on a regular basis and is constantly evaluating our life safety program.

For more information on how you can keep your co-workers safe, review the Department of Homeland Security’s [“If You See Something, Say Something”](#) campaign, and contact 911 and 145 South Wells Building Security at (312) 819-6851 if you ever come upon a suspicious item, circumstance, or behavior.

