

# ONE NORTH WACKER

## Emergency Procedures Manual



**ONE NORTH WACKER**  
Chicago, Illinois 60606  
**EMERGENCY PROCEDURES**

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**EMERGENCY TELEPHONE NUMBERS**

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**Building Management Office..... 312-327-2340**

Police Department ..... 911

Fire Department..... 911

Ambulance..... 911

**Area Hospital**

Northwestern Memorial Hospital ..... 312-926-2000

# EMERGENCY PROCEDURES

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## INTRODUCTION

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Protection of our tenants and the building is always forefront in the minds of the Management Team at One North Wacker. We feel that by communicating with you about your role in building and personal security, we can eliminate or reduce the risk of life threatening situations.

This booklet provides valuable information for protecting your employees. It should be read carefully by key managers and designated Floor Wardens in your office. It is essential that these procedures are fully understood and followed, should the need arise.

In the event of an emergency, the safe and rapid evacuation of the affected area is the joint responsibility of the Building Management Office and the individual employee. Each employee should be encouraged to become familiar with the procedures described on the following pages. If there are any questions, please call the Building Management Office at 312-327-2340 **BEFORE** an emergency arises!

We are pleased to have you as a tenant, and hope that you will put forth the effort necessary to enhance the safety and security of all of us at One North Wacker. Thank you for your cooperation.

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# **BUILDING/TENANT FIRE SAFETY**

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## **Introduction**

Fire is, perhaps, the most common and most frightening safety hazard. Combating this hazard requires a thorough knowledge of the building's safety features, escape routes, and fire and evacuation procedures.

At the time a fire occurs, responses need to be automatic and deliberate. The information and programs outlined in this section, in combination with fire drills, will maximize safety in the event of a fire.

## **Smoke/Fire Emergency Procedures**

### ***If You Smell Smoke:***

1. Call 911. Report the smoke, giving location, if possible, and any other available details.
2. Call the Building Management Office at 312-327-2340.
3. Notify your designated Floor Warden.
4. Evacuate upon notification.

### ***If You See Fire:***

1. Call 911. Report the fire, giving exact location and any other available details.
2. Call the Building Management Office at 312-327-2340.
3. Close all doors leading to the fire.
4. Notify your designated Floor Warden.
5. If in danger, evacuate immediately, and/or listen to the emergency communication system for guidance.

### ***If Ordered To Evacuate:***

1. The Fire Department, Floor Warden or the Building Management Office will order you to evacuate.
2. Follow the evacuation instructions precisely.
3. **DO NOT USE THE ELEVATORS.** Use stairwells only.

## **Building Fire Safety Features**

### ***Fire Resistant Construction Material***

The floors are constructed of concrete slab over metal decking. Ceilings are fire resistant mineral fiber. The walls are flame retardant gypsum board installed over metal studs, and the stairwells are two-hour fire rated assemblies.

### ***Sprinklers***

All tenant and public areas of the building are protected by ceiling mounted automatic sprinklers that are heat activated.

### ***Smoke Detectors***

Smoke detectors are located on every floor, to include the lobby and all building utility closets. Additionally, ceiling-mounted heat detectors are located throughout all building equipment rooms.

### ***Automatic Smoke Evacuation***

In the automatic smoke evacuation mode of operation, the tenant floor on which the fire alarm is actuated is automatically put in smoke evacuation mode, and the floors immediately above and below are automatically put in 100% pressurization mode.

### ***Fire Extinguishers***

All fire extinguishers are wall mounted in cabinets throughout tenant spaces, freight elevator lobbies, common areas and stairwells. These extinguishers are used on fires involving wood, paper, plastic, grease, oil and electrical. Tenants should become familiar with the location of extinguishers within their space and the proper use of these devices. (See diagram on page 5.)

### ***Stairwells***

The building contains two evacuation stairwells that are capable of withstanding a fire for two hours. During normal conditions, all tenant floor stairwell doors are kept electrically locked on the stairwell side. When any alarm condition exists, doors are automatically released to allow access to all tenant floors. The two street level egress doors provide exit into the alley at all times.

### ***Fire Alarm Panel***

One North Wacker is equipped with a Siemens MXL Life Safety Detection System and Voice Evacuation System located in the west end of the lobby. The panel contains 269 detection zones that monitor heat and smoke sensitive devices throughout the building, 116 ADA compliant strobe zones and 85 speaker zones. In the event of a fire, an alarm will sound at the panel disclosing the location and nature of the problem. The system provides automatic smoke removal (system tied to HVAC), fan shutdown, fire, heat, and smoke detectors and firemen communication. Alarm conditions automatically alert an off-site monitoring service who notifies the Chicago Fire Department and Building Security.

### ***Communications***

Speakers are located throughout tenant floors and common areas which allows building personnel to communicate to all floors at the same time or individually in the event of an emergency. The building is also equipped with emergency telephones that are tied into the communication system. The phones are installed every five floors in the stairwells and report directly the fire command center located in the lobby.

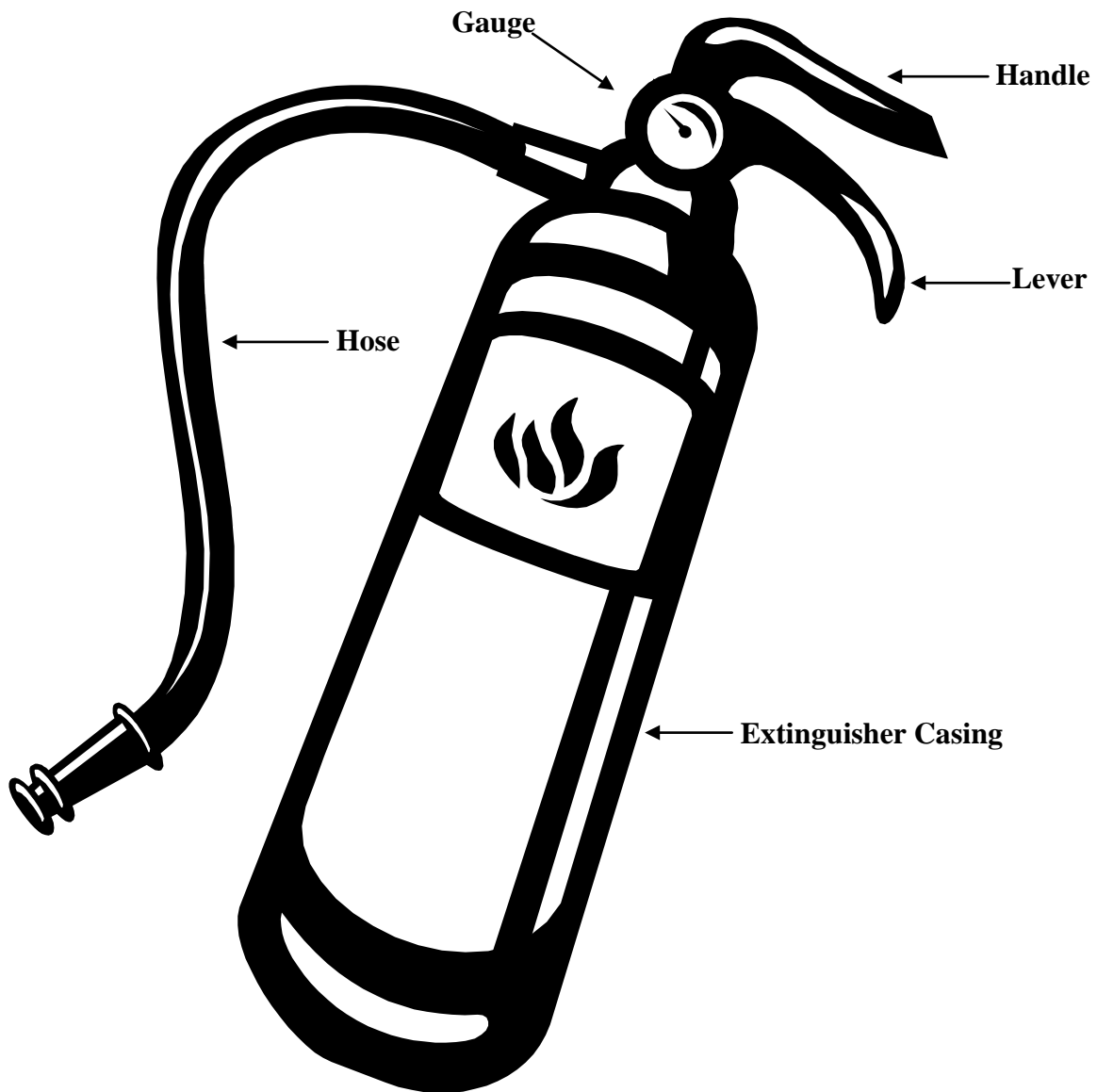
### ***Emergency Generator***

In the event of a power outage, emergency power will be provided by the building generator for the following items:

- Emergency lights in stairwells, elevators, corridors and tenant spaces
- One passenger elevator in each bank plus one freight elevator
- All fire/life safety equipment
- All exit lights

## Fire Extinguisher Operation

1. **P**ull pin.
2. **A**im low (direct the stream to the **base** of the fire).
3. **S**queeze lever.
4. **S**weep from side to side.



Fire extinguishers are located in tenant spaces, in the stairwells and common areas.

## **Recommended Fire Safety Features For Tenant Spaces**

1. While the entire building is protected with an automatic sprinkler system, tenants may wish to take additional precautions for computer rooms, mail rooms or storage areas. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems might be considered. Call the Building Management Office at 312-327-2340 if you need assistance in arranging the purchase of any of the above equipment.
2. Tenants should take steps to safeguard their businesses from the effect of a fire by protecting vital documents and company records. This can be accomplished through off-site storage of duplicate records, or the use of fire-resistant storage files. The specific method of protection will depend on the size and nature of the material involved.

## **Types Of Fires**

The most common types of fires in office spaces and buildings are (1) accidental fires caused by carelessness or equipment malfunctions and (2) incendiary or arson fires. Fires are categorized in four classes:

- Class A: Fires in such ordinary combustibles as paper, wood, cloth, rubber, textiles and many plastics.
- Class B: Fires in flammable liquids such as grease, oil, paint and gasoline.
- Class C: Fires involving energized electrical equipment, where there is a risk of shock. (When electrical equipment is de-energized, extinguishers for Class A and B fires may be used safely.)
- Class D: Fires in combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose “ABC” extinguishers can be purchased to handle all classes of office fires. They can, however, cause extensive damage to electronic equipment, perhaps even more damage than that of a fire. Regardless, a fire in electronic equipment will almost always require the use of an “ABC” rated fire extinguisher. “A” because there is likely to be paper near by and “C” because there is risk of shock. “B” may not be required, but you cannot buy an “AC” rated fire extinguisher.

## **Fire Protection Tips**

1. Unplug electrical appliances like coffee pots or water heaters when not in use.
2. Arrange for proper use and storage of adhesives, cleaning fluids and other flammable liquids and, when possible, substitute less flammable products.
3. Eliminate extension cords by providing more power outlets or relocating some electrical equipment. When this is not possible, a 6-foot, UL approved power strip with a circuit breaker is recommended. **NO LAMP EXTENTION CORDS OR MULTI JACKS MAY BE USED.** Extension cords should **NEVER** be placed in walk paths, as this can cause serious tripping hazards.
4. Shut off the power to all office equipment, such as typewriters, display writers, calculators, computers, coffee pots, etc. at the close of the business day.
5. Provide adequate ventilation for office equipment like copying machines, printers and computers. (Please do not remove ceiling tiles.)
6. Keep storage areas free of fire hazards. Electrical equipment should be kept clear of paper and other materials.
7. Keep storage materials stacked no higher than 18” below the ceiling, per the fire code.
8. Do not use space heaters as they pose a serious fire hazard.

## **Tenant Emergency Responsibilities**

1. Each tenant should appoint a Floor Warden. The Floor Warden should appoint one or more assistants to act as back-up in case of absence and also to assist them during an emergency. Those chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office.

The Floor Warden should be responsible for the development and implementation of your fire safety program, the goals of which should be:

- a. Develop evacuation plans.
  - Familiarize employees with the location of all exits, fire extinguishers and building stairwells by posting and distributing floor plans.
  - For evacuations not initiated by the Fire Department or Building Management Office, inform employees as to who is responsible for the order to evacuate.
  - Inform Building Management Office of all disabled individuals who might require assistance during an evacuation.
  - Maintain a roster of all individuals working in your office.
- b. Train employees in emergency response procedures upon discovery of a fire in the tenant space.
- c. Practice emergency procedures to ensure familiarity with individual responsibilities. A building fire drill and emergency response training sessions are conducted annually by KVCL Safety Inc. in conjunction with the Building Management Office.

2. In the event of a fire in a tenant space, the Floor Warden is in charge until the Fire Department or the Building Manager arrives. The Floor Warden and the other designated employees should initiate the following emergency procedures:
  - a. **Call 911 immediately.** Be sure to use the address, One North Wacker, and report the fire's exact location, type and severity, if possible, when speaking with the 911 operator.
  - b. **Call the Building Management Office immediately at 312-327-2340**
  - c. **Close all doors leading to the fire.**
  - d. **Do not attempt to fight a fire that appears to be out of control or threatens your safety.** If the fire is small enough or is in a wastebasket, extinguish in place, if possible. If machinery is on fire, shut off its power supply.
  - e. If evacuation becomes necessary prior to the arrival of the Fire Department or Building Manager, the Floor Warden will give the order to evacuate in accordance with the procedures outlined in the following sections. The Floor Warden should notify the Building Management Office of this action. The Chicago Fire Department will take over fire-fighting operations upon arrival.

### **Tenant Evacuation Procedures**

In the event of a full floor evacuation due to fire, usually all tenants on the fire floor, the two floors directly above and the five floors directly below will need to relocate. This is a general guideline only. Relocation should be achieved using the building stairwells. **Do not use elevators for emergency evacuation.** Evacuation of additional floors will be by order of the Chicago Fire or Police Departments.

During the evacuation process, please follow the instructions listed below:

1. **ALWAYS listen for instructions over the building's emergency communications system and from your Floor Warden.**
2. **Do not return for personal belongings or bring any foods, beverages, bottles, etc.**
3. Close, but do not lock, doors behind you.
4. Check for stragglers, especially in perimeter offices and washrooms.
5. Before opening any doors, feel the surface for heat. If the door is hot, proceed to another exit. Heat may be an indication of fire on the other side.
6. If smoke is present, stay low and crawl along the floor. The cleanest air is near the floor. If possible, cover your nose and mouth with a wet cloth such as a handkerchief or towel.
7. Proceed quickly, but calmly to the nearest stairwell. All the stairwells are constructed with fire resistant materials to provide safe evacuation.
8. **Do not use elevators!** In the event of a fire, elevators will go into "fireman's mode" and be recalled to the first floor.
9. While descending use the entire width of the stairwell, forming a single-file line on the right side only when encountering emergency personnel. Evacuate to your designated area.
10. Once the Fire Department deems it is safe to return to your work area, you will be advised to resume normal business operations.

## **Emergency Response Team**

The Tenant Floor Warden should appoint individuals to the following positions in order to ensure for a safe, smooth evacuation:

### ***Assistant Floor Warden***

- Report to the floor's command post or the elevator lobby
- Assist in evacuation as directed by the Floor Warden, or assume the position of Floor Warden in his/her absence

### ***Searchers***

- Responsible for evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, restroom, etc.
- Close all doors and attach a "SEARCHED" tag or "Post-It-Note" to the door. All doors should be closed to prevent the fire from spreading, but they should not be locked, in case the Fire Department needs to access later.
- Advise any remaining personnel on the floor of the emergency and insists on their evacuation.
- Evacuate non-employees found on the floor.

### ***Stairwell Monitor***

- Take a position at his/her assigned exit and assists in the orderly evacuation of personnel.
- Inspect stairwells before for possible heat and smoke conditions before evacuation.
- Instruct personnel to form single file lines into stairwell and direct personnel to exit along the right side of the stairwell.
- Supervise and monitor evacuation flow while remaining calm and encourage calmness and orderliness in evacuating personnel.
- Stay at exits until Searchers have cleared all personnel from the floor.
- Stairwell instructions for evacuees:
  - Move quickly, but do not run.
  - Remove high-heeled shoes if necessary.
  - Use handrails, moving to the right when emergency crews are encountered.
  - Allow room for others, but do not unnecessarily hold up travel.
  - Allow no smoking, eating and drinking.
  - Dispel all faulty information, rumors, etc.
  - Assist those who are slower moving or disabled.
  - All injured evacuees are to be treated at stairwell landings.

### ***Elevator Monitor***

- Report immediately to assigned elevator bank
- Deny employees and guests entry to elevators
- Evacuate all occupants from elevators
- Direct employees and guests to the nearest exit stairwell
- Report all important information to the Floor Warden

*Special Needs Aide*

- Make sure all physically disabled personnel are safely evacuated.
- Maintain an up-to-date list of physically challenged employees on the floor. Keep the Building Management Office aware of changes on this listing.

## **Fire Prevention Duties**

<b>FLOOR WARDEN – Fire Floor</b>	<b>BUILDING MANAGER</b>
<ul style="list-style-type: none"> <li>✓ Call 911</li> <li>✓ Notify the Building Management Office of a fire emergency</li> <li>✓ Give the order to implement evacuation, if necessary</li> <li>✓ Begin fire-fighting procedures</li> </ul>	<ul style="list-style-type: none"> <li>✓ Remain in contact with Fire Department</li> <li>✓ Direct activities in the building</li> <li>✓ Remain in contact with Chief Engineer on status and implementation</li> <li>✓ Order evacuation of non-fire floors, if necessary</li> </ul>

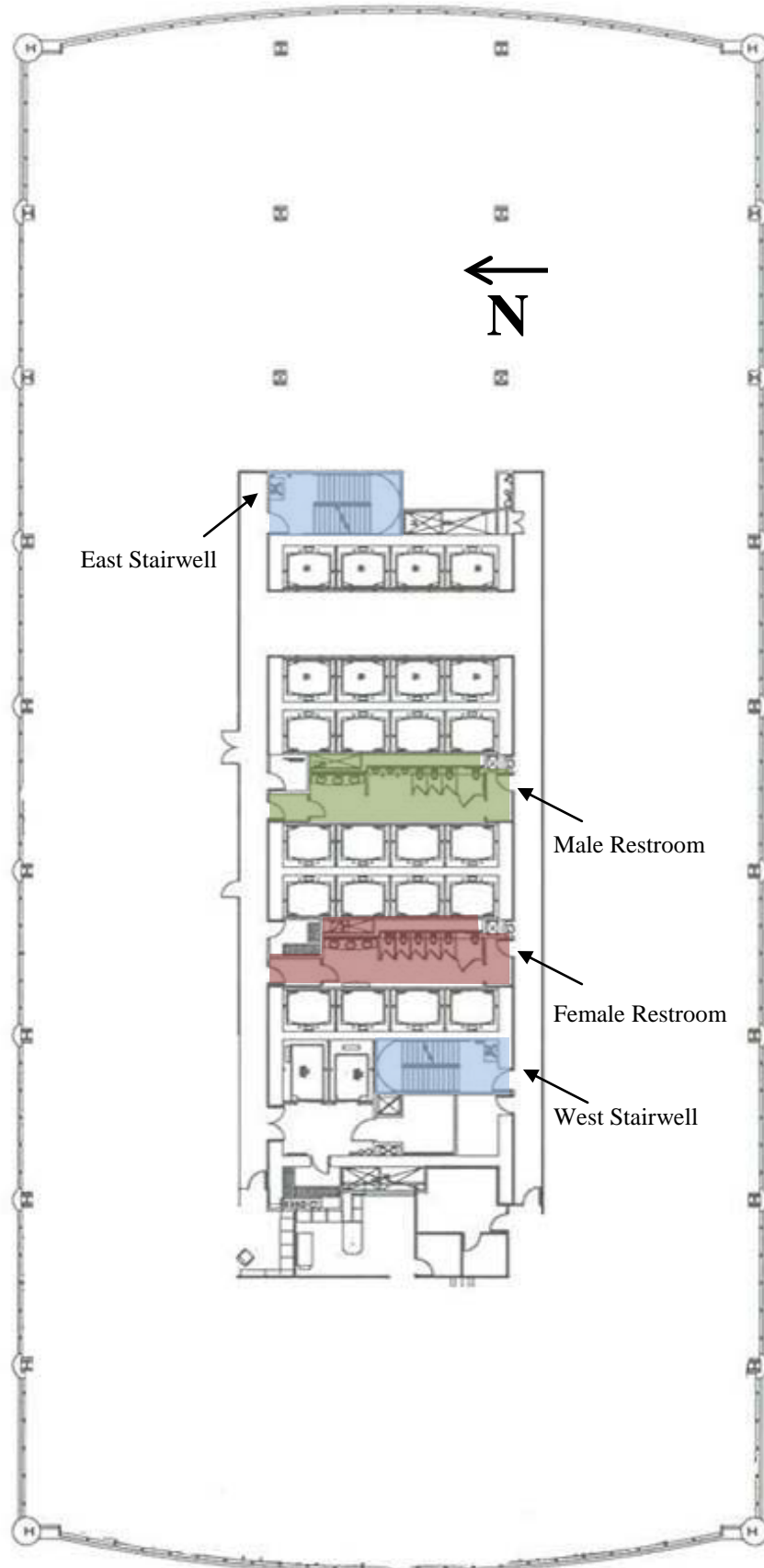
<b>BUILDING MANAGEMENT OFFICE</b>	<b>CHIEF ENGINEER – Building Lobby</b>
<ul style="list-style-type: none"> <li>✓ Notify and provide information to: Fire Department, Building Manager, Chief Engineer</li> <li>✓ Maintain radio contact with building personnel</li> <li>✓ Answer telephones</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meet the Fire Department and assist fire-fighting personnel</li> <li>✓ Direct activities in lobby and fire command center</li> <li>✓ Maintain contact with Building Manager to implement requests</li> <li>✓ Assist evacuation of tenants</li> <li>✓ Report status of evacuation to Building Manager</li> </ul>

<b>FIRE DEPARTMENT</b>	<b>SECURITY GUARD – Building Lobby</b>
<ul style="list-style-type: none"> <li>✓ Direct all activities upon arrival at the building</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assist in directing activities in the lobby</li> <li>✓ Maintain contact with the Building Manager and Chief Engineer to implement requests</li> <li>✓ Report status of evacuation to Building Manager</li> </ul>

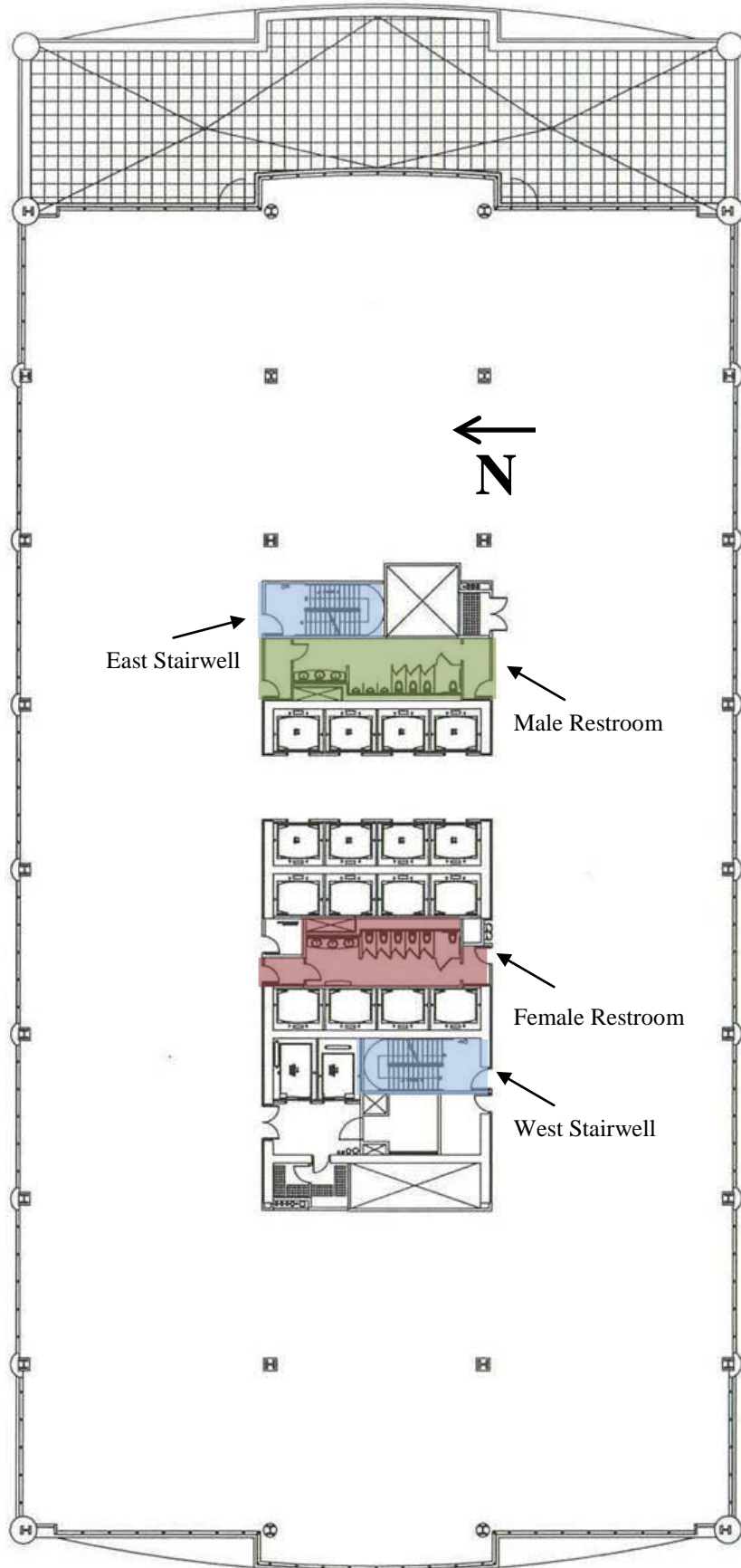
## **Floors Plans**

Each tenant should be familiar with his or her floor layout and emergency exit stairwell locations.

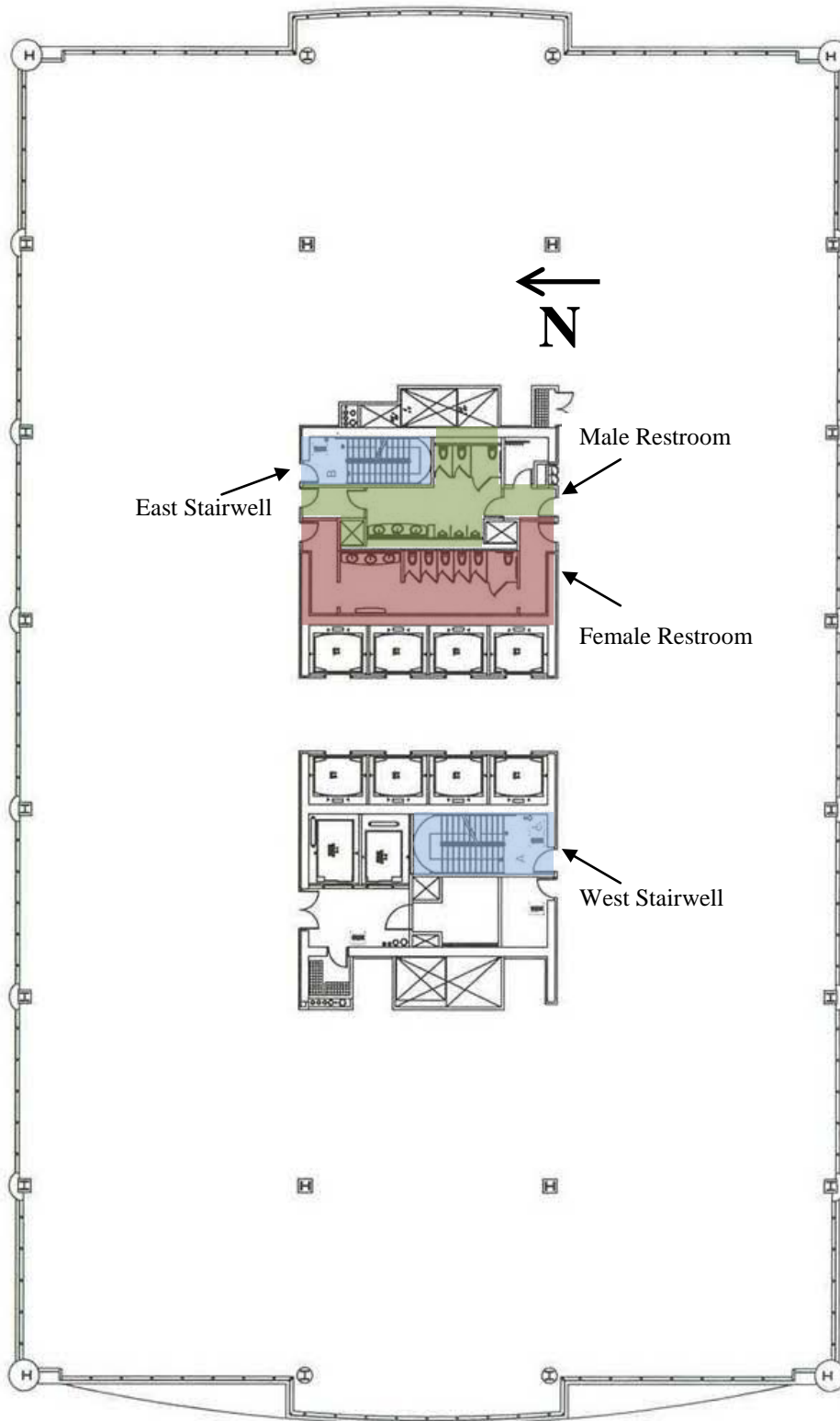
# Typical Low Rise Floor Plan (4-16)



# Typical Mid Rise Floor Plan (17-30)



# Typical High Rise Floor Plan (31-48)



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# **BOMB THREAT INFORMATION**

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## **General Information**

The most common bomb threats are made by direct telephone calls to a company or the Chicago Police Department. However, some threatening calls are made to third parties, such as television stations and newspaper offices.

There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity which is often the ultimate goal of the caller.

The vast majority of these calls are indeed false alarms, meant only to disturb the normal work of a person or company. **However, at no time should any call be regarded as just another false alarm.** The following guide will be useful. When a call is received, there are several steps to take:

## **Bomb Threat Received by a Tenant**

1. Keep the caller on the line as long as possible.
2. If possible, signal a co-worker to dial 911. Tell the 911 operator to have the call traced. **Be sure to use the address, One North Wacker Drive, when speaking with the 911 operator.**
3. Obtain as much information from the caller as possible.
  - a. Time bomb is to explode.
  - b. Location of bomb.
  - c. Description of bomb.
  - d. Time call is received.
  - e. Exact wording used by caller. Write it down if possible.
  - f. Voice of caller, (male, female, dialect, etc.).
  - g. Reason for threat.
  - h. Background noise
4. The Bomb Threat Telephone Report that follows this section may be useful in helping you record exactly what the caller is saying.
5. After the caller has hung up, call the Building Management Office at 312-327-2340 immediately to report the threat.
6. Inform your Floor Warden of the situation.
7. The decision to evacuate is ordinarily left to the tenant unless physical evidence of a bomb is found.
8. **If you determine that your employees and visitors are in imminent danger – and you cannot reach the Building Management Office by telephone within a reasonable length of time – you may determine it prudent to exercise your independent judgment and evacuate your personnel without being given specific instructions to follow.**

Should the Building or another tenant receive a bomb threat, you will be advised and informed of any specific details. You may then decide whether you will evacuate.

### **Suspicious Items**

1. Letters that are unusually bulky or heavy
2. Parcels or envelopes with chemical or oil stains
3. Parcels or envelopes with no return address
4. Parcels or envelopes with foreign postmarks
5. Parcels or envelopes that simply do not look or feel ordinary

### **Physical Evidence of a Bomb**

In the event that you discover an item that you suspect to be a bomb, do the following:

1. Call 911 and advise the Chicago Police Department. **Be sure to use the address, One North Wacker Drive, when speaking with the 911 operator.**
2. After phoning the Chicago Police Department, contact the Building Management Office immediately at 312-327-2340.
3. Do not touch the item in any manner.
4. Do not use radio equipment to transmit messages.
5. Inspect your work area, but do not touch or remove any suspicious objects.
6. Do not smoke!!
7. **If you determine that your employees and visitors are in imminent danger – and you cannot reach the Building Management Office by telephone within a reasonable length of time – you may determine it prudent to exercise your independent judgment and evacuate your personnel without being given specific instructions to follow.**

### **Bomb Threat Evacuation**

After a bomb threat, but before locating an actual bomb, evacuation is optional and solely up to the tenant. If an actual bomb is identified, evacuation becomes mandatory upon the order of the Police Department or Building Manager.

1. Upon evacuation orders, proceed quickly but calmly to the nearest stairway exit. **DO NOT RUN!**
2. The Floor Warden should walk through the suite to assist employees and make sure everyone is aware of the evacuation order.
3. Once the evacuation has begun, no one should attempt to re-enter the evacuated area, until it has been declared safe by the Police Department or building personnel.



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# **MEDICAL EMERGENCY**

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## **Tenants Requiring Medical Attention**

1. Call the Chicago Fire Department at 911. Be prepared to provide:
  - a. The address of the building – **One North Wacker Drive**
  - b. The floor and suite number
  - c. The name of the person requiring medical attention
  - d. The nature of the problem
  
2. Call the Building Management Office at 312-327-2340. Upon notification, building personnel will:
  - a. Bring a freight elevator to the lobby level for quick access by the paramedics.
  - b. Meet the emergency crew and direct them to the appropriate area.

## **Ambulance Services**

The Chicago Fire Department Ambulance Service will automatically take the patient to Northwestern Memorial Hospital.

Northwestern Memorial Hospital  
251 East Huron  
Chicago, IL 60611  
312-926-2000

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## POWER FAILURE

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Typically, power failures affect either an isolated area of the building or some larger portion of the surrounding geographic area. One North Wacker is designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with an emergency generator that will provide power for many of the key building services until full power is returned.

All suites and common areas are equipped with independently powered exit signs and emergency lights that will remain lit during a general power failure. If an electrical failure does occur, the following guidelines should be observed:

1. Contact the Building Management Office at 312-327-2340.
2. Raise blinds to let in outside light. If there is adequate lighting from windows, continue working if possible.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in the lobby areas or in the street.
5. The emergency generator is designed to provide power to move all elevator cars to the lobby. If, for some reason, you become trapped in an elevator during a power failure, press the "Push for Alarm" button located on the elevator control panel. A lobby security officer will respond to your call and help will be dispatched as quickly as possible. The elevator **WILL NOT FALL**. Do not try to force open the doors. **DO NOT PANIC**.
6. The Building Management Office will advise you of the length and cause of the power failure.

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# **SEVERE WEATHER**

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In general, there are two types of unusual weather conditions for which extraordinary precautions should be taken:

- Severe Thunderstorm
- Tornado Warning

## **Severe Thunderstorm**

The local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

## **Tornado Warning**

A tornado warning is a notification by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Winds can be 75 mph or greater.

## **Severe Weather Procedures**

In the event of a severe storm or tornado, the following guidelines should be observed:

1. Move away from the exterior of the building to a corridor, washroom, stairwell or elevator lobby. If unable to leave an exterior office, seek protection under a desk.
2. As you move, try to close the doors of rooms which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Stairwells are usually safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATOR.**
4. Avoid the lobby because of all the surrounding glass. Do not leave the building.
5. Once in a protected area, shield yourself by putting your head as close to your lap as possible, or kneel protecting your head.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice. Once the weather has subsided, report any damage or storm-related leaks to the Building Management Office at 312-327-2340.
8. Stay calm.

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# **EARTHQUAKE**

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Earthquakes are one of nature's most frightening phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

## **Precautions to Take During the Earthquake**

1. Try to remain calm and to reassure others.
2. If you are indoors, move immediately to a safe place, such as under a desk or table. Stand in an interior doorway or in the corner of a room. Watch for falling debris or tall furniture. Stay away from windows and heavy objects that may topple or slide across the floor. In summary, seek safety where you are at the time of the incident.
3. If evacuation is necessary, follow the general evacuation procedures.
4. Do not be surprised if the electricity goes off and/or the sprinkler system goes on. The elevators may lose power and stop operating. Noise from breaking glass and falling objects may also be heard.
5. If you are outdoors, move to an open area, away from buildings and power lines.
6. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary calm, followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake.) After shocks, separate shocks following the main shock, may occur several minutes, several hours, or even several days afterwards.

## **Precautions to Take After the Earthquake**

When the shaking stops, considerable damage and injuries may result. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.

1. Remain calm and take time to assess your situation.
2. Help anyone who is hurt and administer emergency first aid when necessary. Seek medical help for those in need. Call the Building Management Office at 312-327-2340 to report the location of the injured.
3. Check for fires and fire hazards. Call the Fire Department at 911 if necessary.
4. Check for damage to appliances and equipment. Shut off electricity if there is any chance of damage to wiring.
5. Do not use the telephone except to call for help, report serious emergencies (medical, fire or criminal) or request some essential service. Busy telephone lines interfere with emergency services. Please do not endanger others by using the phone for personal reasons or to satisfy curiosity.

6. Clean up and warn the Building Management Office of any spilled materials that are dangerous, such as chemicals, copier supplies, etc.
7. Listen to the radio for information about the earthquake and disaster procedures.
8. Be prepared to experience aftershocks that often cause additional damage to buildings weakened by the main shock.
9. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning and damage may occur from electric wiring or broken glass.

There are no rules that can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following these simple procedures.

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# **BUILDING SECURITY**

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## **General Information**

### ***Security Officers***

Security Officers are on duty 24 hours a day and are stationed at the security desk in the lobby. To contact an officer after hours, call 312-327-2340.

The general duties of the security officers include emergency response, safety patrols of the building and perimeter, monitoring building access (including the utilization of a closed circuit television system), monitoring elevator activity via the elevator indicator panel and reporting and documenting unusual activity and policing the public areas. Security officers are also requested to perform the role of “Lobby Ambassadors” by developing and maintaining good public relations with the building tenants and visitors.

Individual tenants of One North Wacker are each responsible for the security of their respective areas and may call upon the building security officers to assist them at any time. Please note that tenants occupying a full floor are responsible for the security of all areas of the respective floor.

Security Officers are not armed and are only intended to serve as protection for the building and as a deterrent to crime. Actual enforcement of local laws is the role of the Chicago Police who should be contacted along with the Building Management Office if situations arise which exceed the responsibility of the security staff.

### ***Twenty-Four Hour Access***

Tenants can access the building twenty-four hours a day. A security access card is required to enter the building beyond the security turnstiles at all times. Freight elevators also require the use of an access card at all times. Access cards can be obtained from the Building Management Office by an authorized tenant representative.

If, for any reason, employment of an individual is terminated, please obtain the security access card from the employee and notify the Building Management Office as soon as possible. The card and information pertaining to the ex-employee will be voided from the card access computer system.

### ***Property Removal***

To minimize the possibility of theft, the Building Management Office provides “Property Removal Passes” for tenant use at One North Wacker. Each time an employee, guest or courier remove materials or equipment from the building, a pass should be completed, signed by an authorized tenant representative and submitted to a security officer. Failure to produce an authentic, original property removal pass will result in the denial to remove the item(s) from the premises.

## **Tenant Security Responsibilities**

Building Management takes many precautions to protect tenant property; however, tenants are wholly responsible for the security of all persons and property within their suite. By following a few simple rules, much can be done to eliminate or reduce incidents of theft or intruders.

### ***Security Tips***

1. Never leave a suite door unlocked while the reception area is unattended, even if it is only momentarily. This may be the single, most important rule to prevent thefts and intruders from entering your suite. They know it is not uncommon for reception areas to be left unattended, especially when a firm is opening up for the business day and at the close of the business day.
2. Rear doors or secondary entrances should be kept locked at all times.
3. Hang coats and wraps away from the entrance to the office to reduce the possibility of them being easily stolen while you are busy. Keep valuables out of sight at all times. A minimum amount of cash should be kept in the office. Both stamps and cash should be locked in an office safe.
4. Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible.
5. Lock desks when not seated at them.
6. The building prohibits all solicitors and peddlers. Please call the Building Management Office immediately to report all solicitors and peddlers so they may be properly escorted from the building.
7. Do not let persons other than employees and clients into building restrooms.
8. Building personnel are always ready to properly identify themselves. Persons posing as workers in the building who you may not readily recognize, should be reported to the Building Management Office immediately. Every tenant has the right to question all those who enter their suite for proper identification.
9. Receptionists should be instructed to keep all visitors in the reception area, and request that the person being visited come to the Lobby and greet the visitor. This will reduce the possibility of unauthorized people entering a tenant space.
10. Inform the Building Management Office of any building keys that are lost, including keys to your suite as well as interior office space.

### **Theft**

If you suspect that your offices have been broken into or if items are found to be missing, contact the Building Management Office and the Chicago Police Department. In the meantime, try to avoid disturbing anything in areas where you feel an intruder might have been.

### **Lost and Found**

Any individual finding or looking for lost items should contact the Building Management Office at 312-327-2340.