



EMERGENCY PREPAREDNESS MANUAL



433 W. Van Buren Street
Suite 212
Chicago, Illinois 60607

Management Office: 312-481-7900
Security Desk 24-Hour: 312-548-7545
Life Safety Director: 773-786-7353

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Introduction

Protection of all employees is always foremost in the minds of the Jones Lang LaSalle Management Team at the Old Post Office. You will play an important role in making and keeping the Old Post Office a safe place. This handbook provides valuable information to ensure maximum protection for all tenants.

In the event of an emergency, the safe and rapid evacuation of the affected area is the joint responsibility of the Building Management Team and the Tenant Emergency Evacuation Teams. It is suggested that the emergency procedures be reviewed on a quarterly basis, in preparation for an emergency. This Emergency Preparedness Handbook serves as a valuable resource for this preparation. If there are any questions, please call the Office of the Building at 312-481-7900, before an emergency arises.

II. Purpose

The contents of this plan are designed as an Operational Guide for the behavior, safety and protection of the Old Post Office tenants and visitors to the property.

III. Scope

As outlined in the following pages, this handbook establishes a sequential plan of response for initially recognizing, identifying, and reporting the existence of the specific emergency situations threatening the facilities and/or its inhabitants. It then provides for the safety and protection of endangered personnel and/or assets.

When implemented and supplemented with appropriate instructions, this plan becomes an operational tool for the effective and responsive action when occupants of the building are forced to cope with various emergency situations.

IV. Administration

Hours of Operations

- 1. Building Hours..... 7:00AM – 6:00PM
- 2. Management Office hours..... :8:00AM – 5:00PM
- 3. Security Hours.....24/7

Emergency Contacts

- Management Office.....312-481-7900
 - Bryan Oyster – General Manager
 - Ryan Repp – Property Manager
 - Kathy Cook – Senior Property Administrator
 - Erica Finnie – Property Associate
 - Luka Elek – Property Associate
 - Reese Wojtas – Tenant Service Coordinator
 - Jason Blessing – Chief Engineer
 - Jerry Dundee – Assistant Chief Engineer
 - Jesus Mercado – Director of Security & Life Safety

Security Communications Center - 24/7.....312-548-7545
Corinthia Metcalf – Security Account Manager
Ryan Scott – Asst. Account Manager

Local Emergency Authorities
Fire/Police/Medical.....911
Chicago Non-Emergency.....311

Building Address Notification System

All regular building occupants are provided access to the building wide Emergency Address System, Building Engines – Broadcast Messaging. This system provides ongoing communication in the event of an emergency via email, text (if applicable), and public address system.

V. Emergency Response Team

In the event of an emergency, there are three teams that come together to direct occupants to safety: the Building Management Team, the Tenant Emergency Safety Team, and the Local Municipal Authorities. The Building Management Team have been trained on emergency protocols such as fire drills and AED/CPR and First Aid Response.

A. BUILDING MANAGEMENT TEAM

Consist of building management, engineers, and security personnel.

1. **Fire Safety Director** – Primary responsibility is to coordinate and implement an effective emergency & evacuation plan of the buildings occupants in case of an emergency that requires evacuation, relocation or other instruction. Further, responsibility stems from preparation, monitoring, and implementation (with the approval & assistance of local Fire & Police authorities), training programs for all members of the Emergency Teams, the actual Emergency Evacuation Plan of Action, and the related records.
2. **Chief Engineer** – Upon a building alarm sounding the Chief Engineer is dispatched directly to the location of alarm. Unless he is in imminent danger, he investigates and attempts to correct the situation until arrival of the Fire Department.

B. LOCAL MUNICIPAL EMERGENCY RESPONDERS

Emergency Personnel consist of Fire, Police, and Medical. In the event of an emergency, employees should call 911, for any of the services below, then immediately alert Security by calling 312-548-7545.

1. **Fire Department** – Fire Personnel will respond directly to the building that receives an alarm. They will meet with the Building Engineering Staff and go directly to the point of smoke, fire, panel or command center. Once the situation is in control, Security will proceed to prepare an incident report for building management.

2. **Police Department** – If assistance is needed for an altercation, contact the Security Communications Center (SCC). They will respond and attempt to remedy the situation. If you feel the altercation warrants police response, please call 911 first and then notify security of the incident. Life threatening altercations should always result in a call to 911 and Security.
3. **Emergency Medical Service** – If medical services are dispatched, be prepared to provide your name, phone, address, exact floor location of the injured party and their condition. Immediately thereafter, notify Security so that they may meet and escort the medical team to your location, without delay. Medical personnel will arrive at the Van Buren or Harrison St. entrance(s) of the building and enter through the ADA Door. Security personnel will meet medical personnel at the elevator and escort them to the injured or ill party. Security will also notify the Office of the Building of the emergency situation. After the medical personnel have attended to the injured or ill party, Security will prepare an incident report on behalf of the Office of the Building.

C. EMERGENCY EVACUATION TEAM (EET)

The following information describes the organization and roles of each tenant's mandatory Emergency Evacuation Team. This team should consist of key personnel who are trained to respond to emergency events that may require relocation, evacuation, or coordination with the Property Management Team in the event of an emergency. It is of utmost importance that the individuals trained to carry out these roles understand the responsibility involved and the critical nature of their response in the event of an emergency. Please contact the Office of the Building at 312-481-7900 if, at any time, you are unclear about your role as a Floor Warden or a member of the Emergency Evacuation Team.

An outline of each member's role on the Emergency Evacuation Team is described below:

Floor Wardens

- *Assign employees to team on floor(s).*
- *Are responsible for evacuating their respective floor areas.*
- *Maintain up-to-date floor roster and report to lobby control.*

Responsibilities prior to an emergency:

- Familiarization with individual floor or area.
- Compile and update current rosters and lists.
 - Emergency Evacuation Team & Alternates
 - All employees in your area
 - All persons needing assistance
- Assign team members to persons needing assistance.
- Provide an up-to-date list to building management.
- Remain in contact with building management to review emergency procedures.

Responsibility in the event of an emergency:

- Call 911, if appropriate
- Notify Building Management at 312-481-7900
- Ensure that all personnel on the floor are notified.
- Coordinate EET activities
- Remain alert for instructions

- Receive reports from Team Members
- Ensure that the floor or area is evacuated (when instructed)
- Report status of area, including individuals unaccounted for or those unable to evacuate the area to Fire Command Center in the main lobby using one of the fire phones in the stairwell on any floor ending in a “5” or a “0”, for example, Floor 5, Floor 10, Floor 15, etc.
- Proceed to your pre-determined assembly site for an accountability check

Assistant Floor Warden

- *In the event of an emergency:*
 - Assume the position and duties of the Floor Warden in his/her absence.
 - Assist in evacuation as directed by Floor Warden.

Searcher

- *Conducts search of the entire floor including officers, restrooms, conference rooms, and storage rooms.*
- *Closes each room that is searched, without locking it, and marks it with a Post-It note.*
- *Evacuates non-employees on the floor.*
- *Responsibilities:*
 - Search designated area quickly and thoroughly.
 - Start at the point furthest from the exit and proceed toward the exit.
 - Once the rooms are searched, close but do not lock doors and apply a “Post-It” note to the door indicating the room has been searched and cleared.
 - Insist that all persons evacuate immediately.
 - Report to the Floor Warden who will be standing in the elevator lobby.

Stairwell Monitors

- *Is designated at assigned stairwell door and inspects stairwell door for heat or smoke conditions.*
- *Directs people to proper safety floor.*
- *Encourages calmness and orderliness.*
- *Responsibilities:*
 - Report to assigned stairwell to assist in orderly evacuation
 - Inspect stairwell for heat and smoke conditions
 - Coordinate merging with individuals from other floors
 - Provide instructions:
 - Hands free
 - Use handrails
 - No smoking, eating, or drinking
 - Report to Floor Warden

Elevator Monitors

- Directs personnel to appropriate stairwell and away from elevators.
- Is familiar with evacuation plan and location of stairwells.
- Responsibilities:
 - Report immediately to assigned elevator bank
 - Deny employees and guests entry into elevators

- Evacuate occupants from elevators
- Direct individuals to nearest exit stairwell
- Report all information to the Floor Warden

Evacuation Assistant

- *Keep confidential list of vulnerable occupants that need assistance during an emergency. This includes physically disabled employees, pregnant women, and elderly building occupants.*
- *Assists in evacuating vulnerable building occupants using the “buddy system”.*
 - Respond to assigned special needs employee
 - Assist individual to nearest exit stairwell.
 - Ask for help, if necessary, and/or wait in the stairwell landing until help arrives.
 - Report anyone who cannot be evacuated to the Floor Warden and/or Security.

VI. EMERGENCY RESOURCES

The property has emergency resources available and located throughout the property to be used.

- First Aid Kit
 - North Lobby (Van Buren St.)
 - South Lobby (Harrison St.)
 - Fitness Center (2nd floor)
 - Loading Dock
- AED
 - North Lobby (Van Buren St.)
 - South Lobby (Harrison St.)
 - Fitness Center (2nd floor)
- PPE (Face Masks/ Gloves)
 - North Lobby (Van Buren St.)
 - South Lobby (Harrison St.)
 - Management Office (Suite 280)

VII. EMERGENCY PROCEDURES

There are a number of emergency situations that have the potential to occur during business hours. Below is a list of different scenarios and related life safety procedures.

A. Fire / Smoke

If you discover fire or smoke:

- **Call 911** and give them the following information:

- North Building Address – 433 W Van Buren Street
 - South Building Address – 404 W Harrison Street
 - Floor of Concern
 - Your Name & Phone Number
 - Location of fire on the floor, if possible
- **Call the 24-hour security communications center** at 312-548-7545 and notify your Floor Warden.
 - If properly trained, attempt to extinguish a small, controllable fire.
 - Do not attempt to fight a fire that is out of control.
 - If instructed by your Floor Warden, begin evacuation as directed and do not use elevators.
 - Do not talk and listen carefully for instructions.
 - **See detailed Evacuation Procedures below.**

If trapped in an office or room with a door:

- **Notify 911** of your problem and location.
- If possible, wedge wet towels or cloth material along the bottom of the door to keep out smoke.
- Try to close as many doors between you and the fire as possible.
- Stay close to the floor and wait for assistance.

Response to audible fire alarms:

- If the audible alarm sounds and/or emergency strobe lights begin to blink, assemble near the closest stairwell and await further instructions.
- Listen carefully for instructions over the emergency communication system.
- If someone needs additional assistance, notify your Floor Warden, emergency team member or Building Security at 312-548-7545 to the location and condition of the person.

EVACUATIONS

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

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

The fourth floor below the fire/emergency floor is considered the “refuge floor.” Upon arrival of the tenants, the team would direct the tenants to exit onto the refuge floor and await further instruction.

ASSISTING THE MOBILITY IMPAIRED

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

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

The (Assistant) Floor Warden(s) should update this list as necessary and not later than every 6 months. As additional Evacuation Assistants are needed, the (Assistant) Floor Warden shall identify volunteers for each individual requiring assistance, and communication these changes to the property management team.

WHAT TO DO FOR SOMEONE WHO REFUSES TO EVACUATE

During an emergency where evacuation is required, if an occupant refuses to evacuate, any tenant that encounters this person or is informed of this situation shall immediately report the name and exact location of this individual to Security. Await instructions from emergency response authorities.

In the event of a fire or other building emergency, the alarm system and strobe lights (if in your space) will be activated and an alarm will be emitted from the alarm system speakers. The alarm will be followed by an announcement giving specific evacuation instructions.

Full Building Evacuation

A full building evacuation is used when the emergency involves more than one floor. Occupants should quietly evacuate down to lobby level and proceed to their company-designated assembly areas outside of the building.

Evacuation Procedures:

- Remain **CALM**. Walk, do not run.
- **Do not use elevators! Use stairwells to exit.**
- If you are in an elevator when the alarm sounds, do not push the "emergency stop" button.
- Do not talk and listen carefully for specific evacuation instructions.
- If possible, assist persons with disabilities who appear to need direction or assistance.
- Do not take personal items with you and close doors behind you.
- If leaving a room, feel the door with the back of your hand before opening it and do not open any door that feels hot.
- If smoke is present, stay low. The best air quality is near the floor.
- Never evacuate up, unless instructed to do so.

- Move quickly to your company-designated assembly area and check in with your Floor Warden. Assist with determining if all persons from your area are accounted for.
- Return to the building only when instructed by Police or Fire Department officials.

General Evacuation Conduct:

- Move quickly, but do not run.
- Remain hands free in stairwells.
- Remove high-heeled shoes, if necessary.
- Use handrails and move to the right when emergency responders are encountered.
- Allow room for others, but do not unnecessarily hold up travel.
- Assist those who are slower moving or disabled.

A. Power Outage

The Old Post Office is equipped with an emergency generator which maintains certain vital building systems during a power outage. This includes life safety systems, emergency lighting on each floor, and freight elevators.

- In the event of a power outage, remain **CALM**. The building emergency power system will automatically activate.
- If possible, call the **24-hour security communications center** at 312-548-7545 to advise them of your location and the nature of the problem.
- Assist others in your immediate area who may be unfamiliar with the building/workplace.
- Turn off equipment such as computers and monitors to avoid damage once power is restored.
- If you are in a dark area, proceed cautiously to an area that has emergency lights or locate flashlights if they are available in tenants' suite.
- If you are on an elevator, stay **CALM**. Use the emergency intercom button to alert Security. During a building-wide power outage, elevators will stop momentarily and then will return to the lobby one at a time. It may take approximately 15 minutes for all elevators to recall to the lobby.
- If instructed to evacuate the building, refer to evacuation section of this guide.

B. Tornado/ Severe Weather

- In the event a tornado warning is issued, alarms will sound throughout the downtown area. After a warning has been issued, the Office of the Building will provide periodic updates to the extent that is possible.
- Stay clear from windows as the danger in a tornado situation will be from flying glass and other airborne objects.
- Exit all perimeter offices and close doors to interior areas.
- Proceed to the interior core of the building. Stairwells and restrooms offer the best protection against flying debris.

- Verify that all employees are accounted for.
- Assist persons with disabilities to the shelter area.
- Remain in the shelter area until an “All Clear” has been issued.
- **Do not use the elevators** or attempt to leave the building and avoid the lobby area during the tornado warning.

C. Medical

If someone becomes ill or contracts an infectious disease or is suffering from an acute medical emergency, follow the steps outlined below.

- **Call 911** to request an ambulance. Provide them with the following information:
 - North Building Address – 433 W Van Buren Street
 - South Building Address – 404 W Harrison Street
 - Floor of building and location of emergency on floor
 - Any details about the accident or illness
 - Injured person’s name
- **Call the 24-hour security communications center** at 312-548-7545 so building staff can prepare for the arrival of medical personal and direct them to the location of the emergency. This will expedite medical assistance.
- Notify your Floor Warden. The Floor Warden should take charge of the emergency until the ambulance arrives (unless a doctor or other medical professional is on site).
- Unless properly certified, do not attempt to render any first aid before trained medical assistance arrives.
- Do not attempt to move an injured person.
- Comfort the victim and reassure them that medical assistance is on the way.
- Be aware of hazards associated with blood borne pathogens. Wear proper personal protective equipment to avoid direct contact with bodily fluids.
- After the victim’s immediate needs have been taken care of, remain on site to assist responders and provide pertinent information about the incident.
- Notify victim’s supervisor.
- Any personnel who might have been exposed to an infectious material or individual(s) should seek medical attention as soon as possible.

D. Workplace Violence

Workplace violence includes verbal assaults, stalking, threats and physical assaults. If you experience a workplace violence situation, do the following:

- If any kind of weapon is involved call **Chicago Police at 911**.
- **Call the 24-hour security communications center at 312-548-7545**.
- Remain **CALM**, do not exacerbate the situation.
- Keep as far from the hostile individual(s) as possible.
- Limit the hostile individuals’ access to interior building areas.
- Save any evidence of threats (e.g. voice mail messages, notes, etc.)

- If needed, arrange for a security escort for any threatened individuals when they leave the building.

Types of Threats

- **Electronic Threats:** Telephone calls, voice mail messages, audio recordings, e-mail, etc.
- **Stalking:** Following a person on or off site, returning to an area when requested to leave, etc.
- **Harassment:** Unwelcome acts, gestures, verbal communication, or physical contact not resulting in physical harm.
- **Overheard Threats:** Threats overheard which are directed against an employee or sabotage to property.
- **Domestic Violence Threats:** Threats of violence in abusive relationships.
- **Physical Assault Threats:** Any intentional act that causes another person to fear that he/she is about to suffer physical harm.

E. Elevator Entrapment

When an elevator stops, temporarily entrapping passengers, more often than not, it is due to the activation of one of many safety features designed into the elevator.

In the event of an entrapment, remain calm; do not attempt to pry the doors open or to leave by any other method. Each elevator is equipped with two way communication, push the button and wait for Security to respond. Please be patient and be prepared to provide the following information to the Security Officer attending to your call:

- Name
- Tenant Name
- Floor you entered & floor destination
- Number of passengers and medical condition
- Anyone that needs to be contacted

F. Suspicious Packages

Examples of suspicious materials include letters or packages that have the following characteristics:

- No return address
- Extra postage
- Foreign point of origin (unexpected by recipient)
- Misspelled words or generic title addresses
- Lopsided or uneven
- Strange odor, oily stains, discoloration or crystallization on the wrapper

Suspicious materials can be found by anyone at any time. Should you encounter a suspicious material or object:

- Do not touch the package.
- Stay clear of the material/item and advise others in the area to do the same. Isolate the suspicious item.
- **Call the 24-hour Security Communications Center** at 312-548-7545.
- Call 911 if you believe the suspicious material may be a harmful agent.
- Make your Floor Warden and Supervisor immediately aware of the item.
- Follow Floor Warden and Security instructions.
- When in a safe area, remove any contaminated clothing and wash hands.
- Inform Security of any suspicious individuals in the area where suspicious material/item was found.

G. Bomb Threat

Telephone bomb threats can be received by any person at any time, but will usually be received by Security, a main switchboard operator or persons in a sensitive area. Mail bombs or bomb threats may be received by a variety of means including standard mail, package delivery service or truck.

While the vast majority of threats are false alarms, at no time should any threat be regarded as a false alarm.

If you receive a telephone bomb threat:

1. Remain **CALM** and attempt to keep caller on the line as long as possible.
2. Note the time of call and telephone number it came in on.
3. If possible, signal a co-worker to **call 911**.
 - **Use the Bomb Threat Checklist on the next page as a guide.** It is a good idea to keep the checklist near your phone.
 - Listen carefully to the caller and note any background sounds you may hear.
 - After caller hangs up, **call 911** immediately (if not done already).
 - **Call the 24-hour Security Communications Center** at 312-548-7545 and notify your Floor Warden.
 - Your Floor Warden and the Emergency Response Team will visually search the immediate area for any strange or usual objects, update authorities and evacuate the area.
 - Never disturb a suspicious object or package or use cell phones, radios or any other electronic devices in or around the area.
 - Keep this information as confidential as possible, and follow instructions of the authorities.
 - If there is a need to evacuate, do not re-enter the area until advised to do so by the authorities.

If you receive a written bomb threat or parcel:

- Remain **CALM**.
- If you think the parcel may be an explosive device, calmly and quietly alert individuals in the area to leave quietly.
- **Call 911** if you think the item may be a harmful agent.

- **Call the 24-hour Security Communications Center** at 312-548-7545 and notify your Floor Warden.
- Do not move or disturb item.
- Do not attempt to open the item.
- Keep anyone from handling it or going near it.
- Do not use portable radios or cell phones in the vicinity of the item as they may cause detonation.
- Write down everything you remember about the letter or parcel.
- Save all packing materials.

BOMB THREAT CHECKLIST

Be calm. Listen – do not interrupt the caller. Notify 911 while still on the line, if possible.

Caller: Male Female Juvenile _____ Age

Voice: Loud Soft Raspy Deep
 Familiar Nasal High Pitched Recorded

If voice was familiar who did it sound like? _____

Speech: Fast Slow Distinct Slurred
 Stutter Distorted Disguised Lisp

Accent: Local Foreign _____ Nationality

Manner: Calm Angry Laughing Intoxicated
 Serious Nervous Irrational Emotional
 Joking Crying Excited Normal

Threat

Language: Well-spoken Educated Incoherent Foul
 Irrational Taped Message read by threat maker

Background Street Noise Machines Party Noise Animals
 Noises: Music Trains Planes Quiet
 Mixed Static PA System Office Machines
 Dishes House Noise Other _____

Pretend to have difficulty hearing. Try to keep the caller talking. If the caller seems agreeable to keep talking, ask these questions:

- Where is the bomb? _____
- When will it explode? _____

- What does the bomb look like? _____
- What kind of bomb is it? _____
- Why did you place the bomb? _____
- What is your name? _____
- Are you an employee? _____
- Where are you calling from? _____