

**EVANSTON  
METROCENTER  
1007 CHURCH STREET**



**EMERGENCY AND  
SECURITY PROCEDURES**

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## General Building Information

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1007 Church Street was designed to minimize the chance of a life threatening emergency and to reduce damage in the event one does occur. It is inspected periodically and monitored 24 hours a day, seven days a week. Safety systems meet or exceed all relevant fire and building codes.

## Emergency Telephone Numbers

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### Transwestern >

<b>Property Management Office</b> Suite 300 .....	847.733.0487
<b>Security-Lobby Desk</b> .....	847.864.6022
<b>Property Manager</b> Andrew Haubert.....	773.456-6551
<b>Building Engineer</b> Terry Kwiatt .....	847.946.2619

### Police Department >

Emergency .....	(If applicable dialing "9" for an outside line is still required).....	911
Non-Emergency.....		311
1454 Elmwood Ave. ....		847.866.5000

### Fire Department >

Emergency .....	(If applicable dialing "9" for an outside line is still required).....	911
Central Dispatch .....		847.448.8191

### Medical >

Emergency .....	(If applicable dialing "9" for an outside line is still required).....	911
Ambulance.....		911
Evanston Hospital, 2650 Ridge Ave.....		847.570.2000

## Life Safety Equipment

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### Alarm Detection Devices >

Various alarm and detection devices are located throughout the building. They include smoke detectors, heat detectors, and water flow detectors – all monitored 24-hours a day. Activated smoke detectors and water flow detectors will result in the following:

- Stairwell doors unlock.
- Fire Department is notified via central station

### Emergency Public Address System >

Emergency instructions are given over the emergency public address system throughout the building. Instructions may be given to the entire building or to individual floors. Initially, a standardized announcement will instruct tenants on the affected floors to relocate to a lower floor if there is a presence of smoke. An all floor message will be relayed over the public address system once the investigation is complete and the alarm is cleared.

### Fire Extinguishers >

Extinguishers are placed throughout the building according to Fire Code. Additional fire extinguishers are located in tenant suites. Familiarize yourself with the specific location on your floor. For proper instruction on Fire Extinguisher usage, please contact the Fire Safety Director.

### Speaker/ Speaker Strobes >

Speaker Strobes are located on every floor. They are located on each floor throughout the public areas as well as the tenant spaces. They are used for fire Alarm Conditions and Emergency notifications.

### Smoke Detectors >

Smoke detectors are located throughout the building according to code. Do not tamper with or disarm any smoke detector.

## Fire Safety

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Automatic systems include overhead sprinklers which provide immediate response to any significant fire. An automatic alarm is set off whenever water flows through the overhead sprinklers. Smoke detectors in strategic locations also set off alarms, notifying the Fire Command Station in the lobby at the first sign of a fire. The system also automatically sends a signal to an off-site monitoring company which calls the Fire Department.

Automatic devices in alarm will activate re-entry doors to unlock electrically to facilitate relocation.

Key building personnel carry iPhones and two-way radios when away from their posts and the building operations staff is trained to assist in any emergency.

Due to the fire resistant qualities of modern high-rises, total evacuation of the building is very rare. Relocation may be necessary only from the floor with the fire and the floor directly above, and alarms will usually sound only on these floors. Additional floors may be evacuated when ordered by the Fire Safety Director, Fire Department personnel, or Police.

### If You Discover a Fire ▶

**Please remember to stay CALM during an emergency and follow these important steps.**

1. **Call the Fire Department. Dial 911.** State the street address and the floor location of the fire, its severity and, if known, the type. This information will be relayed to firefighters en route
  - a. Class A Fire – Wood, paper, textiles, and ordinary combustibles
  - b. Class B Fire – Flammable liquids, oils, solvents, paints, grease, etc.
  - c. Class C Fire – Electrical: Live or energized electric wires or equipment
  - d. Class D Fire – Combustible metals (magnesium, titanium, potassium, etc.)
2. **Alert the Property Management Office.** Outside regular business hours, your phone call will be rerouted automatically to the lobby guard station.
3. **Listen for Instructions from the Public Address System:** The Building Management and Fire Department will provide your floor with instructions over the Public Address System.
4. **Move to Safety.** Tenant Fire Wardens have been trained in emergency response. Follow his or her instructions on moving to a safe area.

## **If You Hear the Fire Alarm ▶**

1. **Remain Calm.** Listen for instructions over the public address system
2. **Close doors but do not lock them.** Take only essential belonging with you
3. **Follow instructions from Fire Wardens and the public address system.** You may be asked to inspect the area or to help others
4. **Proceed to the appropriate stairwell as directed** to the nearest re-entry floor. Look for the “Floor Indicator” signs located on the stairwell side of exit doors. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.
5. **Do not use the elevators.** Elevators will automatically return to the lobby to await firefighters.
6. **Feel doors before opening them.** Do not open any that feel hot.
7. **If you are a person with a disability, await help** from your assigned Evacuation Assistant, or wait near the stairwell doors, and alert your Fire Warden for assistance.

## **If You Encounter Smoke ▶**

1. Place wet cloth over nose and mouth to filter smoke.
2. Take short breaths; breathe lightly through your nose.
3. Stay low – Crawl on hands and knees.
4. Do not break windows.

## **Fire Safety Director ▶**

In an emergency, The Fire Safety Director has the primary responsibility for assisting firefighters and coordinating the response of the building staff and systems. He or she operates from a Fire Command Station located in the main lobby from which all Air Handler Units, alarm and communication systems can be activated.

The Fire Safety Director organizes and trains a Fire Safety Team composed of building staff and is responsible for their equipment and state of readiness. He or she is also responsible for overseeing designation and training of a Fire Warden for each floor and sufficient Deputy Fire Wardens for each tenant to meet Fire Department regulations. The Fire Safety Director maintains organization charts listing members of current tenant emergency teams.

The Fire Department takes the establishment, training and availability of Fire Wardens and Deputies very seriously. If the Fire Safety Director finds that an individual is neglecting the responsibilities outlined in the tenant's emergency plan, he or she is required to inform Property Management, which will in turn inform the tenant. If the tenant fails to correct the situation, the Fire Department will be notified.

### **Tenant Responsibilities ▶**

Under Evanston City fire code, tenants of office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Fire Warden, Assistant Fire Wardens, Searchers, Stairwell Monitors, Elevator Monitors and Evacuation Assistant to those occupants in need of assistance. An organization chart listing names, locations and telephone numbers of the people so designated is to be supplied to the Fire Safety Director and the building management and kept current.

Tenants are required to participate in periodic fire drills. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Wardens assigned to their areas.

Employees should be instructed to report all unusual odors indicating a possible fire to their Fire Warden or Deputy Fire Warden, and building management office. All fires, no matter how small or quickly extinguished, must be reported to 911 and the building management office.

Primary responsibilities for safety of employees rest with each tenant. It may be necessary to tailor the plan outlined below to suit your space and number of employees. Please note, it is important to update the Property Management Office quarterly for any staffing changes.

## **Fire Drills ▶**

All occupants of the building are required to participate in fire drills. However, occupants other than building service employees are not required to leave the floor or use exits during the drill. A written record of fire drills will be kept in the Fire Safety Plan for the building. The Fire Warden in charge will be required to sign these records at the end of each scheduled drill.

Fire drills will be announced via the public address system. The announcement will consist of a statement over the public address system, followed by the appropriate tone signals, and activation of strobes. The tenant contact in charge will be informed of the drill in advance.

Upon hearing the signal, all Deputy Fire Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their exit stairwells. Searchers will report to their Fire Warden when their areas are clear.

Male and female Searchers will proceed immediately to various restrooms and other isolated areas to assure that everyone had heard, understands, and responds to the signal. When all areas are clear, Searchers will report to their Fire Warden. Evacuation Assistant to those occupants in need of assistance will assist them to the exit stairways and also report.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will end after the Fire Safety Director completes his/her safety orientation.

## **Fire Wardens ▶**

Fire Wardens are responsible for coordinating the evacuation of the entire floor, working through assistants each responsible for an assigned area. If they are absent, the Deputy Fire Warden is assigned for the day.

## **Fire Warden Duties ▶**

### **In Case of Fire**

1. Call the Fire Department by telephone and await instructions from the building fire life safety system PA.
2. Contact the Fire Safety Director. Keep him or her informed by the status of the fire, smoke conditions, and progress of evacuation from your designated Fire Warden station.
3. Ascertain location, severity and type of fire, and determine whether total floor evacuation is required.



4. Verify that all areas have been evacuated by taking reports from each Deputy Fire Warden, Searcher, Stairwell Monitor, Elevator Monitor and Evacuation Assistant.
5. Reassemble and account for all people in your work area on the prearranged re-entry floor indicated by the Fire Director or the Evanston Fire Department.

#### **If the Alarm Sounds**

1. Report to your Fire Warden Station. Fire Warden Stations located on each floor in the stairwell of each floor.
2. Telephone the Fire Safety Director to determine the location of the fire. Usually only the fire floor and the floor above will relocate.
3. If your floor is not involved, instruct the Deputy Fire Wardens to inform people in their areas that they are not in danger. DO NOT EVACUATE unless directed to do so.
4. If your floor encounters heavy smoke, contact the Fire Safety Director and tell him or her of your intent to evacuate and the route you will take.

#### **Additional Responsibilities**

1. Have an evacuation route clearly planned. Assist Deputy Fire Wardens in preparing evacuation plans for their individual areas
2. Assign people to assist physically challenged or disabled employees. Keep the Fire Safety Director informed of all people requiring or providing assistance.
3. Identify weak points during fire drills. Discuss these with the Fire Safety Director and work with Deputy Fire Wardens to correct deficiencies.
4. Maintain up-to-date organization charts of Deputy Fire Wardens, Searchers, Monitors and Evacuation Assistant. Report changes to the Fire Safety Director
5. Instruct new Deputies, Searchers, Monitors and Evacuation Assistant in their responsibilities during drills or actual evacuations
6. Inspect your area periodically for safety. Make sure all flammable substances are stored in approved containers.

### **Deputy Fire Warden ▶**

Firms occupying larger quarters will assign one Deputy Warden for each 7,500 square feet of area. The primary duties of Deputy Wardens are to be familiar with safety procedures and routes and to maintain order in the event of an evacuation. They are trained to assume Fire Warden's responsibilities, if necessary.

During an evacuation, Deputy Wardens will direct traffic away from elevators unless otherwise instructed by Fire Warden, Fire Safety Director, or Fire Department personnel. Prior to entering a stairwell, Deputy Wardens should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

### **Evacuation Assistant to *Occupants in Need of Assistance* ▶**

One fellow employee is assigned to assist any physically challenged worker in relocating. Such Aides are officially assigned in advance and their names reported to the Fire Safety Director. Upon reaching their relocation destination, they will request that their Fire Warden notify the Fire Safety Director of occupants in need of assistance person's presence.

### **Floor Searchers ▶**

Floor Searchers may be assigned in pairs, male and female, and have responsibility for inspecting areas of the office and lobby space which may contain people who cannot hear the alarm or may not be familiar with procedures. Upon hearing the fire alarm, Floor Searchers will inspect washrooms, storage areas, file rooms and other areas isolated from the main spaces of the office. They should make special note of persons with hearing impairments in their area and assure that they have relocated. Once their areas are clear, Floor Searchers report to their Fire Wardens and accept any further assignment requested, such as directing traffic away from elevators

### **Stairwell Monitor ▶**

During an evacuation the Stairwell Monitor will assist the Floor Warden in orderly evacuating employees to the stairwell on your respective floor. One Stairwell Monitor will be assigned to the East and West Stairwell.

## Elevator Monitors >

Elevator Monitors, monitor the elevator lobby on their respective floor, to ensure no one uses the elevators during an evacuation and directs them to the nearest stairwell.

During a fire alarm, elevators are automatically recalled to the lobby unless there is a malfunction.

## **Illness or Medical Emergency**

### **If Someone Needs Immediate Medical Attention >**

1. **Do not move the person.** If necessary, administer first aid.
2. **Call Paramedics. Dial 911.** Tell them your floor and suit number and direct the medical team to 1007 Church Street.
3. **Call Security.** Dial 847-864-6022. We will hold an elevator ready for the paramedic team. If a private physician has been called, let us know and we will escort the doctor to your office.
4. **Post one person at the elevator** to lead the medical team to the person in distress.

## **Bomb Threat**

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### **Telephone Bomb Threat >**

1. **Attract the attention of a co-worker** discretely and quietly while listening to the caller. Have the co-worker call 911 and request that the call be traced.
2. **Get as much information as possible** from the caller about the location and type of bomb, its detonation time and the reason for its placement. Ask about the bomb's appearance and who is placing it.
3. **Ask the caller to repeat parts** of the message and make notes of any clues that might help police: Is the caller male or female? Adult? Juvenile? Is the voice educated or coarse? Accented or otherwise distinguishable? Does the person seem angry, rational, or deliberate? Make note of background noises.
4. **Call the Police Bomb Squad. Dial 911.** Describe in detail the information you received on the phone.
5. **Call the Property Management Office at 847-733-0487.** They will notify in-house security, the building engineer and other building staff.

The decision whether to inform other building occupants of the threat or to order an evacuation will be based on recommendations of local authorities and the judgment of senior company officials and the Property Management Office.

Be prepared to assist authorities in search for the device BUT DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.

### **Letter Bomb ▶**

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5-3/4" by 4" by 2/16" thick and weigh between 2 and 3 ounces.

### **Signs to Look For ▶**

1. **Size.** Is this letter unusually thick?
2. **Weight.** Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
3. **Balance.** Is it heavier on one end?
4. **Feel.** Is there any springiness in the sides of the letter? Does it flex, indicating it is filled with folded paper, or is it stiff?
5. **Appearance.** Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
6. **Odor.** Is there a smell of almonds or marzipan?

If you consider a parcel or letter suspect, DO NOT OPEN IT. Immediately inform the Police Bomb Squad and notify Property Management.

## Bomb Threat Reporting Checklist

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Exact time of call: \_\_\_\_\_ Date of call: \_\_\_\_\_

Exact words of caller \_\_\_\_\_

\_\_\_\_\_

### QUESTIONS TO ASK?

1. When is bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

### DESCRIPTION OF CALLER'S VOICE

Male                       Female                       Young                       Middle-Aged                       Old

Type of Voice Accent: \_\_\_\_\_

If Voice is familiar, who did it sound like? \_\_\_\_\_

Background sounds: \_\_\_\_\_

### Other Voice Characteristics (check appropriate descriptions)

- |                                    |                                  |                                  |                                  |
|------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> Calm      | <input type="checkbox"/> Slow    | <input type="checkbox"/> Crying  | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Stutter   | <input type="checkbox"/> Deep    | <input type="checkbox"/> Loud    | <input type="checkbox"/> Broken  |
| <input type="checkbox"/> Giggling  | <input type="checkbox"/> Accent  | <input type="checkbox"/> Angry   | <input type="checkbox"/> Rapid   |
| <input type="checkbox"/> Stressed  | <input type="checkbox"/> Nasal   | <input type="checkbox"/> Lisp    | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Sincere | <input type="checkbox"/> Squeaky | <input type="checkbox"/> Normal  |

### Threat Language

Well Spoken/Educated     Irrational     Foul     Drunk     Sober     Taped

### OTHER REMARKS:

\_\_\_\_\_  
\_\_\_\_\_

Person Receiving Call: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Date of Threat: \_\_\_\_\_ Time Call Ended: \_\_\_\_\_

Date Call Reported: \_\_\_\_\_ Time Call Reported: \_\_\_\_\_

**REPORT THE CALL IMMEDIATELY TO: 911**

**And your property management office: 847-733-0487.**

## Elevator Malfunction

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Passengers and freight elevators are inspected and professionally maintained by a specialized maintenance firm. In the event that an elevator stops with passengers in it, remember to remain calm. Elevators are constructed with multiple steel suspension cables, any one of which is sufficient to support the elevator.

### In case of an elevator malfunction >

1. **Locate the emergency button** found on the lower right corner of the call panel to summon help. Fully depress the emergency call button. This will automatically dial security console, then communicate via the emergency intercom.
2. **Identify the elevator number** located inside the panel and below the call buttons. To enable the elevators or mechanic to respond to the problem quickly, callers will be asked for the number and approximate floor location.
3. **Stay in the car** if the elevator stops between floors and the doors open. Do not try to climb out or jump to the floor below. Do not try to pry open the doors – it may cause other damage to the equipment and prolong the emergency.
4. **Stay calm and wait for help to arrive.** If the emergency lasts an extended period of time, sit on the floor and either look up or ahead so that you feel less confined.
5. **Follow up on the occurrence details** with the Property Management Office or Security.

Elevator equipment and performance are constantly monitored during regular business hours. Should you at any time experience any irregularity or difficulty with elevator service, please note the elevator car number and report it immediately to lobby personnel or the Property Management Office.

### If Electrical Service Is Interrupted >

If normal electrical service to the building is interrupted, elevator lights will blink and elevators will stop temporarily. They will then automatically return to the lobby level one-by-one and open doors for you.

## Evacuation

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To ensure the safe and efficient evacuation of all occupants in the event of an emergency, we strongly recommend that each tenant develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives and property. If you require additional assistance in developing an emergency response plan for your suite, please contact the Director of Security, who will gladly assist you.

### Evacuation Guidelines ▶

If it becomes necessary to relocate due to a fire or other emergency:

1. **Follow instructions** from Property Management personnel or the Fire Department which you will hear over the loud speakers.
2. **Walk**, do not run to the nearest exit stair. Close doors as you leave the work area – do not lock them
3. **Take your cell phone** but leave your lap-top., briefcase, etc.
4. **Check exit door stairwell** for smoke or heat before entering. If smoke/heat is present, use an alternate stairwell. Do not use the elevators.
5. **Use handrails in stairwells.** Stay to the right. Assist staff members with disabilities.
6. If you have been instructed to remain in the building, but to evacuate your floor, proceed to evacuate to the location or floor as instructed. . Once the floor is evacuated, call The Fire Command Station via the Fire warden telephone, which is located on every 5<sup>th</sup> floor for further instructions.
7. **If you have been instructed to evacuate the building**, evacuation directions will be given over the public address system, do not use elevators, take the fire stairs to the lobby level and proceed to the nearest exit. Building personnel will be available to provide direction from the building to your designated relocation area. When exiting the building, watch for falling glass and debris.
8. Remain Calm and await further instructions.
9. Instructions will be issued over the public address system. This system operates via the emergency generators in case of a power failure.

10. Upon evacuation to the designated re-entry floor given to you by the Fire and life safety director or the Evanston Fire Department you will regroup and account for all personnel.

### **Stairwell Evacuation Procedures ▶**

Stairwells are for emergency use and are not intended to accommodate daily travel between floors. As a security measure, stairwells are equipped with door hardware which can be opened from the hallway but not from the stairwell side. Please do not hold or block stairwell doors open. Doing so upsets the balance of the air control and defeats a major security and fire protection system. During a fire alarm or other emergency, stairwell doors on every floor will be unlocked automatically to provide a safe relocation route.

## **Natural Disasters**

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### **Severe Weather and Earthquakes ▶**

During severe weather and earthquakes the power may go off, fire alarms may sound, and the fire sprinkler system could discharge.

#### **If Inside:**

1. **Move away from windows, and go to the interior of the building. Move away from** glass partitions, tall file cabinets, and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
2. **Get under heavy furniture**, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings **DO NOT** provide extra safety.
3. **If there is no desk or table** to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.

#### **If outside:**

1. Move away from buildings to avoid falling objects.

#### **If you are in a crowd:**

1. Stay calm and urge others to stay calm.
2. Immediately seek shelter under tables, chairs, or other heavy furniture or crouch against a wall to minimize the risk of flying objects. Do not take time to move to exits.



## **Immediately Following an Earthquake >**

1. **STAY CALM.**
2. **DO NOT attempt to evacuate** office areas, as exits may be dangerous.
3. **DO NOT use elevators.**
4. **Carefully move toward interior** offices to limit exposure to further damage caused by aftershocks and/or broken glass.
5. **Do not flush toilets.**
6. **Put phones back** on cradles to help restore service.

## **Since help may be delayed, please do the following >**

1. Locate any people that are injured, trapped, or missing. Do not attempt to move injured persons unless a life-threatening situation exists.
2. Assess and begin to treat the injured. Survey the area for any life-threatening situations.
3. If fire exists, quickly evacuate floor and assist injured persons in relocation to a central location two floors below or out of the building.

If possible, notify the Property Management Office of your floor status and of any life-threatening situations.

## **Preparing for an Earthquake** ▶

The most important thing that any occupant can do is to make preparations. Forethought prevents panic and confusion. Please consider the following as you make your preparations:

- Identify hazards in places where you spend most of your time, such as heavy objects on high shelves, top-heavy furniture, computer terminals and unsecured furniture. Move or secure these items.
- Consider safe areas in each room where you may relocate if an earthquake occurs, such as under tables and desks or against inside walls.
- Know the location of stairwell exits should you be requested to evacuate. Elevators should not be used during an earthquake.
- Make sure all corridors and exit paths are kept clear of boxes, extra furniture or debris.
- Develop a personal disaster plan. Since you may not be able to immediately get home or use the telephone, it is important that other family members know what to do. Designate one or two out-of-state relatives for all local family members to report to in the event of an emergency.
- Put together an office emergency kit. Some suggested items are a portable radio, flashlight, spare batteries for both, walking shoes (with soles thick enough to resist broken glass), socks, towelettes, water, food items such as energy bars, latex gloves, heavy work gloves, dust masks, safety glasses, bandages, extra medication, and extra prescription glasses or contacts. All items should be placed in a small plastic bag and labeled.
- Each tenant is encouraged to store their own emergency supplies on site, including water, food, blankets, portable battery operated radio etc.

## **Power Failure**

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### **In the Event of a Power Outage** ▶

If normal power fails, an emergency generator will automatically provide electricity to stairwells, stairwell exits and elevators, as well as powering life safety and communication systems. After elevators have returned to the lobby in preprogrammed sequence, one elevator in each bank will remain in operation, powered by the emergency generator.

If a power failure appears to be extended, tenants will be informed by the public address system. Instructions will be issued by the Fire Safety Director.

## **Making Security Reports**

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In order to provide an efficient system in reporting security problems (i.e., intruders, solicitors, theft, need for an ambulance, disorderly persons, etc.) the following sequence should be used for reporting a problem.

**Call Security 847-864-6022** Mon-Fri 7AM-7PM, Sat. 7AM-3PM, Sun. & Holidays the building is closed. A security officer will fill out as detailed a report as possible. Be prepared to provide the following information:

- Your Name
- Your Company and suite number
- Report the problem, be brief but accurate
- If the call is in regard to a suspicious person or solicitor, give security a description of the person and the person's location.
- If the call is in regards to a suspicious odor, please state the exact location and type of smell.

## **Responding to a Civil Disturbance**

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We rely on local authorities to advise us of protective actions that shall be taken during a local disturbance in or around the premises. Contact the Property Management Office and local police.

## **Dealing With Suspicious/Unauthorized People**

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Transwestern maintains a non-solicitation policy in the building. Although it is very difficult for solicitors to enter the building without an appointment with a specific tenant, they on occasion will stop at other companies in the same elevator bank. We would like to reemphasize this policy because it is known that some solicitors conduct their solicitation merely as a pretext to survey tenants' premises for possible theft.

Be aware of the presence of strangers on your floor or in your office suite. Immediately report this type of observation to the Property Management Office or to Building Security. Security Personnel are instructed to direct the guests of our tenants to their offices when

they ask for that tenant by name, are entered into the system, and/or are given verbal approval by tenant contact.

The "no solicitation" policy is intended to protect tenants from exposure to theft and to prevent unwanted business interruptions. Please report solicitors to the Property Management Office.

## **Safety is Everyone's Concern**

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Primary Responsibility for safety of building occupants and compliance with fire codes rest with each tenant. Material in this manual is supplied as general information to help you meet your requirements. It is not management's intent to direct the tenant to adopt or use all or part of the given information, nor does management or ownership assume any liability in connection with all or part of the information which may be used or adopted by the tenant.

Should evacuation become necessary, the authority and responsibility rests with local officials of government. Neither management nor ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.