

Chicago NBC Tower Tenant Handbook



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Office of the Building

The Office of the Building is in operation to assist you between the hours of 8:00AM to 5:00PM, Monday through Friday. Please feel free to contact the office at 312-222-9611 or visit us in Suite 2000 for any questions or concerns. Our fax number is 312-222-9487 and our mailing address is 455 North Cityfront Plaza Drive, Suite 2000, Chicago, Illinois, 60611. After hours our main line is transferred to the Security Lobby Desk to answer and direct your call accordingly.

Building Staff

Management Team (JLL)

Bill Klump
Nicole Cardoso

General Manager
Assistant General Manager

bill.klump@jll.com
nicole.cardoso@jll.com

Engineering Team

Allen Alic
Michael Faucher

Chief Engineer
Assistant Chief Engineer

allen.alic@jll.com
michael.faucher@jll.com

Security Team

Ivan Ronces
Octavious Timms

Security Director
Assistant Security Director

ivan.ronces@aus.com
Octavious.timms@aus.com

Cleaning Staff

Salvador Estrada
Betty Domagala

Day Cleaning Supervisor
Night Cleaning Supervisor

salvador.estrada@abm.com
beata.domagala@abm.com

Building Operations

Building Holidays

NBC Tower observes the following holidays. The building is staffed with security and an engineer 24/7. However, certain services like HVAC and janitorial are not provided on weekends and the holidays listed below.

New Year's Day
Independence Day
Thanksgiving Day
Christmas Day

Memorial Day
Labor Day
Day after Thanksgiving Day

In addition to the holidays listed above, the Office of the Building may have limited hours on other commonly celebrated holidays. Tenants will be informed of these limited hours in advance.

Security

NBC Tower is open to the public between the hours of 7:00AM and 6:00PM, Monday through Friday, and closed to the public on weekends. Lobby attendants are on duty 24 hours a day, seven days a week. They are trained in emergency response and can contact building personnel at any time.

The building maintains electronic surveillance that records access and egress to the building. Access through the loading dock and freight is controlled through registration at the loading dock.

Emergency Contacts

DIAL 911 IN AN EMERGENCY FOR FIRE, POLICE OR MEDICAL

****If you call 911 for a medical emergency, please be sure to alert the front security desk at 312-832-2781 with the location in order to hold an elevator and expedite the response team to your floor.**

In a real fire/disaster alarm situation, unless you have something important to report, please do not call the Office of the Building. The Office of the Building needs to attend to the situation, whether is a false alarm or a true emergency and telephone lines must be kept clear.

Police Department

Emergency: 911

Non-Emergency: 311 or 312-744-5000

Fire Department

Emergency: 911

Non-Emergency: 311 or 312-644-1234

Building Security

Public Access

NBC Tower is open to the public between the hours of 7:00AM and 6:00PM, Monday through Friday. It is closed to the public on weekends. Lobby attendants are on duty 24 hours a day, seven days a week.

Tenant Access

All employees of the building need to have a photo on file with security. New employees of the building should report to the Office of the Building to have his/her photo taken and given an access card. Employees have access 24/7.

Visitor Access

Tenants expecting visitors throughout the work day will need to enter them in the visitor management system; C-Cure 9000. Upon arrival, the visitor will need to check in with Security, show a photo ID, and provide the name of the tenant they are visiting. The visitor will then be given access to the floor or be issued a visitor access card. If security is not notified of the visitor, the tenant will be contacted for approval.

After-Hours Access

The building is accessible to tenants at any time through the use of access cards or by notifying the lobby desk in advance of the arrival of after-hours guests. An access card is required to gain access to the building through the sliding glass door at the west entrance. Tenants then must scan their access card at the front security desk. Guests will be asked to sign in as well. The same procedure is followed when exiting the building.

The building staff monitors the lobby, freight elevator and loading dock, as well as controlling access to all floors of the building outside of normal business hours. They will not unlock individual office suites without consent from a contact person(s) from the office.

Property Removal

To assist in the protection of tenant's personal property, a Property Removal Pass must be presented to Security in order to remove items from the premises. The pass must be authorized by assigned tenant contacts and must accompany furniture, equipment, cartons/boxes, etc. being removed from the premises. This pass must be presented to security at the time of removal and will assure them that the items being removed are being done so with the full knowledge and permission of the Tenant. The pass should list all property being removed.

The following items do not require a property removal pass: computer bags, handbags, purses, briefcases, backpacks, gym bags, luggage, shopping bags and lunch bags.

Deliveries

Passenger Elevators

Passenger elevators were designed solely for transporting building tenants and their guests to and from their offices. For this reason, all deliveries, other than small, hand carried objects, are restricted to the loading dock and freight elevator. In rare instances when passenger elevators are to be used for freight handling, the tenant's contractor is required to protect the walls and finish of the car with padded mats.

Loading Dock

The loading dock is located on Lower North Water Street. Regular dock hours are 6:30AM to 4:30PM, Monday through Friday, and by appointment on weekends. Large deliveries and move-ins/move-outs must be scheduled after hours with the Office of the Building (outside of the regular dock hours). A certificate of insurance is required for any vendor accessing the dock. Delivery personnel must sign in at the dock and show a photo ID to gain access to the building.

There are 4 useable dock bays with the following dimensions:

- Overhead door opening: 10'8" wide x 14' high
- Dock ledge to closed door (depth): 34'
- Dock door to street: 20'
- Dock height: 29'

**Tenants will be billed back to staff an extra guard in the dock for any vehicle unable to fit in the dock for after-hours deliveries.

Freight Elevator

Freight elevators are available for tenant use in transporting furniture and deliveries. All deliveries lasting more than 30 minutes must be scheduled after hours. To schedule after hours or extended use of the freight elevator contact the Office of the Building. After-hours deliveries and large moves must be scheduled ahead of time. Firms involved in moving furniture and equipment must be union workers and must file a Certificate of Insurance with the Office of the Building before freight elevator service can be scheduled. See General Building Policies or contact the Office of the Building for insurance requirements. In addition, construction personnel are required to use the freight elevator for all inter-floor movement as a means of controlling dust and debris.

The freight elevator has a maximum load capacity of 4,500lbs with the following dimensions:

- Door opening: 4' wide x 8'6" high
- Car depth: 9' (9' 6" diagonal)
- Car height: 9' 10" with 11' 10" in rear hatch area

Building Services

Tenant Service Requests

Building Engines Prism is a web-based service request system that allows tenants to easily initiate and track all service and maintenance requests. We ask that you appoint one or two tenant service representatives, who are authorized to incur expenses for your company. These persons will have access to make requests for repairs and services through Building Engines. Once a request has been entered the resulting charges will be considered "approved".

The following items are considered services not covered under the lease, but commonly serviced within tenant suites for an additional charge:

- Light bulb replacement
- Re-keying doors and locks (after initial installation) and additional keys
- Hanging pictures, bulletin boards, etc.
- Unclogging/repair kitchen sinks
- Emergency clean-up of spills/accidents
- Removal of excessive trash
- Dishwashing services
- Appliance cleaning
- Dumpster requests
- Furniture moving inside your suite
- Overtime HVAC
- Painting

Janitorial Service

General office cleaning and periodic window washing are provided on a nightly, routine basis Monday through Friday, excluding holidays, as stipulated in your lease. These services include vacuuming, dusting, mopping and all other general cleaning duties. Should you have cleaning or trash removal needs beyond the ordinary level of service please contact the Office of the Building.

Although most services are scheduled for evening and night hours, a small cleaning crew is available during the day to maintain public areas and restrooms. This staff operates under a contract to perform specific tasks only.

The Office of the Building and Cleaning Supervisor regularly inspect the premises to ensure a high quality of maintenance. However, should a problem arise, please contact the Office of the Building at 312-222-9611.

Recycling

NBC Tower provides paper, battery, lightbulb and electronic recycling. For additional recycling bins or a recycling pick-up please contact the Office of the Building at 312-222-9611.

Heating, Ventilation and Air Conditioning

Heating, ventilation and air conditioning are provided during normal business hours. For after-hours HVAC service, please advise the Office of the Building in advance. The charge for after-hours service, at the present time, is \$148.06 per hour per floor for a minimum of 4 hours. This price is subject to change with varying energy and labor rates, as provided in your lease.

Service Areas

Telephone, electric and service sink closets are located in the core area of each floor to minimize interference with your use of office areas. They are considered an integral part of the building's mechanical system and are not to be used for storage or any purpose other than their designated use.

Communications or other personnel requiring access for repair or installation work must apply to the Office of the Building, which maintains a list of authorized contractors. Major installations, especially those involving a telephone contractor who has not previously performed work in the building, should be coordinated with the Office of the Building in advance. In all cases, a Certificate of Insurance is required of the contractor engaged in such work.

Mail Service

The building address is:

Your Name
Your Company Name
455 North Cityfront Plaza Drive
Suite or Floor #
Chicago, IL 60611

Chicago NBC Tower is serviced by the Post Office at 227 E. Ontario. The building mailboxes are located North East of the high-rise elevator bank. The building has three scheduled pick-up times Monday through Friday at 12:00PM, 3:30PM and 5:00PM and 10:00AM on Saturday. Tenants are responsible for bringing their outgoing mail to the mailboxes each day.

A postal carrier generally delivers mail to each individual suite throughout the building in the early afternoon hour.

Messengers

During normal working hours, messengers have ready access to the building. In the evenings and on weekends and holidays, messengers will be asked to wait at the lobby security desk while security calls the company sending or receiving the package. You can speed up the messenger service by calling the lobby in advance when expecting a messenger after hours.

FedEx & UPS Drop Site

Federal Express and UPS packages are picked up from the lobby security desk at 8:00PM Monday through Friday. Fed Ex will only pick up air packages, but UPS will accept both air and ground packages. Please note secure drop boxes are not onsite. Building staff is not responsible for packages.

Please note building staff and security are not permitted to sign for packages or other deliveries for tenants. If you are expecting a delivery in your absence, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

IMG Technologies

PNBC Tower has a robust variety of Telecommunications Providers on site within locked Riser Closets that are maintained by IMG Technologies, Inc. Please [click here](#) for more details

Parking

Legacy Parking offers premier parking for NBC Tower tenants and their guests. They offer competitive rates for both daily and monthly parkers. Complimentary windshield cleaning solution, battery starting, tire inflating, and vacuum service is available. There are two Chargepoint EV charge stations in the garage. Located off Illinois Street at the intersection of North St. Clair and North Water Streets, one block from the Magnificent Mile. In addition to the building garage, they offer convenient off-street parking at their surface lot 201 E. Illinois located on the corner of Illinois Street and Columbus Drive, just north of NBC Tower. Oversized vehicles are permitted with prior approval by calling 312-464-0033.

Amenities

Visit the NBC Tower website at <https://nbc-tower.com/amenities.php> for information regarding building and area amenities such as the on-site fitness center, conference center, conference center, golf simulator, parking, Cityfront Café and Espressamente illy.

General Building Policies

JLL is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards is greatly appreciated. The following common-sense rules protect everyone and are intended as a broad outline only. *See your lease for a more specific enumeration of tenant obligations.*

Please do not block the halls, courts, elevators or other public spaces or use them for any purpose other than traveling to and from your offices. This rule includes storage of freight, merchandise, displays or showcases in any common area used by people outside your own firm. **Only union commercial movers shall be used for the purpose of moving freight, furniture or office equipment to and from the Premises and Building.** An exception can be made for infrequent receptions or other gatherings which may involve use of public spaces with prior approval by Building Management.

Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls or windows, or interior surfaces visible from outside, without prior permission.

Please do not use plumbing fixtures other than for their intended purpose. Depositing sweepings, rubbish, rags, acids or other substances (particularly coffee grounds) in sinks, toilets or other plumbing fixtures can result in mechanical damage and repair charges to the tenant.

Except as expressly permitted in the Lease, Tenant shall not make any alterations or improvements to the Premises without the prior written consent of Landlord. Landlord must approve all improvements and the methods of installing and constructing such improvements in writing prior to commencement of installation and/or construction.

Please do not disturb others. This rule prohibits any noise audible from the hallway or adjoining office suites whether created by musical instruments, radios, television sets, group activities or any other source.

Please do not use your space for other than normal office activities. Specifically, offices are not to be used for manufacturing, storage or sale of merchandise or property of any kind, at auction or otherwise. Tenant may not engage or pay employees on the premises who do not work on site. Building Management reserves the right to prohibit advertising which, in Management's opinion, tends to impair the reputation of the building for office use.

Firearms, weapons, flammable, explosive or other hazardous liquids and materials shall not be brought on the Premises or into the building without the prior written consent of Landlord. Please do not store flammable fluids or any combustible, explosive or chemical substance in your office except those which are incidental to usual office occupancy.

Use the locks provided. If additional locks or other mechanical security systems are required on doors or windows, Building Management will be happy to coordinate their installation. Building Management is to be provided with keys or combinations to all such systems except those protecting high security areas. Upon vacating the premises, tenants must return keys to storerooms, office and restrooms or pay replacement costs.

Please do not keep pets on premises. Exceptions are made for service animals required by handicapped persons.

Requests by Tenant for building services, maintenance or repair shall be made in writing to the Office of the Building. Interior signs on doors and any directory tablet shall be of size, color, and style acceptable to Building Management.

Canvassing, soliciting and peddling of products or services are prohibited in the building.

Electric Vehicle users must follow manufacturer's guidelines when charging your vehicle in the NBC Tower Garage. EV owners are responsible for any damages or injuries caused by their EV charging or usage.

Smoking Policy

Smoking, including e-cigarettes, is banned anywhere inside of the building. This includes emergency stairwells and restrooms. In addition, all devices are not to be used within 25 feet of any building entrance.

Construction

Tenant Alterations

Office suites are ordinarily built to suit the needs of individual tenants prior to move-in. Should your needs change, requiring alteration of your space, please observe the following rules:

- If the remodeling is decorative only (e.g., painting, recarpeting or rearrangement of temporary office partitions) and does not involve significant alterations, please notify the Office of the Building. We will suspend or accelerate maintenance and cleaning and help in any other way we can.
- More extensive remodeling, including alterations of mechanical systems or permanent walls, must comply with provisions of your lease and are subject to advance approval by the Building Manager. Permission is specifically required for coring or cutting into walls or floors for plumbing, electrical or any other purpose.
- The Office of the Building will provide a list of contractors approved to work in the building. As stated earlier, whenever the freight facilities are to be used extensively, the use should be scheduled in advance.

Contractor's Qualifications

Construction firms and personnel providing remodeling services must be approved by the Building Manager and must be union and provide proof of adequate insurance coverage, including certificates establishing bonding, compliance with worker's compensations and insurance for public liability and property damage in amounts equal to those required to be provided by you under your lease agreement. These certificates must name both the Landlord and Manager as additional insureds.

Certificate of Insurance

All vendors/contractors accessing the dock, freight elevator, or completing work within the premises must have a certificate of insurance filed with the Office of the Building prior to the start of work or commencement of the delivery. The requirements are as follows:

NBC TOWER REQUIREMENTS FOR CERTIFICATES OF INSURANCE

A current certificate of insurance is required of *all* Contractors, Subcontractors, and Vendors before the commencement of services, as follows:

I. The Service Contractor shall provide the following minimum insurance coverage:

A. Commercial General Liability

Commercial General Liability insurance on a form at least as broad as Insurance Services Office (“ISO”) commercial general liability coverage “occurrence” form CG 00 01 04 13 or another “occurrence” form providing equivalent coverage, including but not limited to contractual liability coverage, independent contractor’s liability, coverage for bodily injury (including death), property damage (including loss of use thereof), ongoing and completed operations, products liability, and personal and advertising injury, in the following amounts:

\$1,000,000 Per Occurrence Limit
\$2,000,000 General Aggregate Limit

This coverage shall be primary to Owner and Agent’s coverage, and Owner and Agent’s coverage shall be noncontributory.

B. Excess or Umbrella Liability

Consultant shall provide Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers’ Liability, and Commercial Automobile Liability insurance with minimum limits equal to \$10,000,000 each occurrence and \$10,000,000 annual aggregate.

C. Worker’s Compensation - Statutory Limits

D. Employers’ Liability

With minimum liability limits of \$1,000,000 bodily injury by accident each accident, \$1,000,000 bodily injury by disease policy limit, and \$1,000,000 bodily injury each employee.

E. Commercial Automobile Liability

Combined Single Limit - \$1,000,000 per accident.

Such insurance shall cover injury (or death) and property damage arising out of the ownership, maintenance or use of any private passenger or commercial vehicles and of any other equipment required to be licensed for road use.

F. Property Insurance

All-risk, replacement cost property insurance to protect against loss of owned or rented equipment and tools brought onto and/or used on any Property by the Consultant.

G. Crime Insurance / Fidelity Bond

Consultant is responsible for loss to Owner and third party property/assets and shall maintain Fidelity Bond or comprehensive crime insurance coverage for the dishonest acts of its employees in a minimum amount of \$1,000,000. Consultant shall name Owner as Loss Payee with respect to the comprehensive crime insurance coverage.

H. Errors and Omissions Liability

Consultant shall provide Liability limits of at least \$5,000,000 per claim and \$5,000,000 in the aggregate. The retroactive insurance date of such insurance shall be no later than the commencement date of the Agreement. Such insurance shall be provided for two years beyond the completion of the work.

2. The Commercial General Liability and Commercial Automobile Liability policies shall include the following as additional insured, including their officers, directors and employees. Additional Insured endorsement forms CG 20 10 04 13 and CG 20 37 04 13 or their equivalent shall be utilized for the Commercial General

Liability policy. Please note that the spelling of these parties must be exactly correct or the Services will not be allowed to commence.

1. Chicago NBC Tower L.P.
2. Jones Lang LaSalle Americas (Illinois), L.P.
3. Metropolis Investment Holdings, Inc.
4. Cityfront Center West Association

3. Consultant waives any and all rights of subrogation with respect to its commercial Property and Worker's Compensation insurance policies against the parties identified above in Paragraph 2.

4. All policies will be written by companies licensed to do business in the State of Illinois and which have a rating by Best's Key Rating Guide not less than A-/VIII.

5. Consultant shall furnish Certificate(s) of Insurance evidencing the above coverage, except Property insurance. Certificate(s) of Insurance must be provided before Consultant commences Services or Services will not be allowed to commence.

6. Certificate(s) of Insurance relating to policies required under this Agreement shall contain the provision:

"Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions."

7. The following should be named as the Certificate Holder:

Chicago NBC Tower, L.P.
c/o Jones Lang LaSalle (Illinois), L.P.
455 N Cityfront Plaza Drive, Suite 2000
Chicago, IL 60611
Attn: General Manager

Transportation

Driving Directions

Eisenhower (290) - East to Congress Parkway – continue East to Columbus Drive. Turn left (North) taking Columbus north to Grand (2 blocks north of river). Make a left (West) on Grand – go 1 block to St. Clair and make a left. You will see the building to the left with outside parking in the North E. Illinois Lot or straight to the Lower North Water Street Lot. To park in the garage, take a left on Lower North Water Street and the NBC Tower Self Park will be on your left.

Kennedy or Edens (90 – 94) – Exit Ohio – take Ohio East to St. Clair (1 block east of Michigan) and turn right (South). You will see the building to the left with outside parking in the North E. Illinois Lot or straight to the Lower North Water Street Lot. To park in the garage, take a left on Lower North Water Street and the NBC Tower Self Park will be on your left.

Lake Shore Drive – Exit Grand Avenue - take Grand Avenue west about 2 blocks to McClurg Court and turn left (south) to North Water. Make a right on North Water and follow to inside garage which will be on the right side of the street after the fenced lot. The south lot will be on your left side or continue around the building to the E. Illinois lot on your right off of St. Clair.

Metra

Commuter trains bring people into various downtown terminals and in-city stations each day from the suburbs and northwestern Indiana. Service generally operates all day, including holidays. The four

largest and most heavily used stations are Union Station, Ogilvie Transportation, Randolph Street Station, and Rock Island. For more information regarding train schedules visit www.metrarail.com.

“EL” or Bus

The building is serviced by numerous buses and nearby EL stops. Over 20 CTA bus routes are within 1 block of NBC Tower along Michigan Avenue and Wacker Drive. In addition, the Grand Red Line and Clark & Lake Blue Line stops are within walking distance as well. For more information regarding routes visit www.transitchicago.com.

Water Taxi

The water taxi is a convenient and entertaining way to get between the building and several service stops. The service typically runs April through Labor Day each year and departs approximately every 15 minutes. The closest dock is located just across Michigan Avenue, south of Trump Tower. For more information, visit www.chicagowatertaxi.com.

Bike Racks

There are several bike racks located around the building. There are two racks located on the plaza just south of the West Entrance on Cityfront Plaza Drive, two racks in the NBC Tower parking garage entrance off lower North Water Street. (The use of the garage bike racks is by permit only. Please go to the office of the building to obtain a bike permit). One rack on the lower level just outside of the Northwest Stairwell. Tenants are not allowed to bring bikes in through the main entrances of the building.

Emergency Safety Procedures

This section contains quick reference emergency information, what to do, who will assist you and what help will come from the building and professional emergency units.

Emergencies and disasters are unpredictable and strike without warning. Failure to heed emergency preparations in advance could result in death and injury to personnel, loss or damage to facilities, property and equipment.

A brochure of this information can be found at www.nbctower.com under Tenant Resources.

Medical Emergency

If someone becomes ill or is injured and requires medical attention:

1. Call **911** to request an ambulance. Provide them with the following information:
 - Building Address – **455 North Cityfront Plaza Drive**
 - Floor of building and location of emergency on floor
 - Any details about the accident or illness
 - Injured person's name
2. Call the Building Security at **(312) 832-2781** so building staff can prepare for the arrival of medical personnel and direct them to the location of the emergency. This will expedite medical assistance.
3. 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).
4. Unless properly certified, do not attempt to render any first aid before trained medical assistance arrives.
5. Do not attempt to move an injured person.

6. Comfort the victim and reassure them that medical assistance is on the way.
7. Be aware of hazards associated with bloodborne pathogens. Wear proper personal protective equipment to avoid direct contact with bodily fluids.
8. After the victim's immediate needs have been taken care of, remain on site to assist responders and provide pertinent information about the incident.
9. Notify victim's supervisor.
10. Any personnel who might have been exposed to an infectious material should seek medical attention as soon as possible.

Crime Prevention

In Your Office:

1. Lock up your valuables even if you are just going down the hall. It takes a thief less than 10 seconds to enter a room and steal your property.
2. Lock up laptop computers before leaving for the night.
3. When entering a secure area, do not allow anyone to follow you in that is not known to you.
4. Make individuals unknown to you present their I.D. to confirm access authorization.
5. Do not leave messages on your door indicating you are away and when you will be back.
6. Do not put your home address on your keys and do not leave your keys in a "special" hiding place in your office.
7. Call the Building Security at **(312) 832-2781** to report any suspicious persons or activities.

Power Outage

NBC Tower 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 the freight elevator. If a Power Outage Occurs:

1. In the event of a power outage remain CALM. The building emergency power system will automatically activate.
2. If possible call the Building Security at **(312) 832-2781** to advise them of your location and the nature of the problem.
3. Assist others in your immediate area who may be unfamiliar with the building/workplace.
4. Turn off equipment such as computers and monitors to avoid damage once power is restored.
5. 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' suites.
6. 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 remain at that spot until power is restored.
7. If instructed to evacuate the building, refer to the evacuation section of this guide.

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.

1. An announcement will be made over the Emergency Communication System in the event severe weather conditions make it necessary for employees to move to designated shelter areas.
2. Stay clear from windows as the danger in a tornado situation will be from flying glass and other airborne objects.
3. Exit all perimeter offices and close doors to interior areas.
4. Proceed to the interior core of the building. Stairwells and rest rooms offer the best protection against flying debris.
5. Verify that all employees are accounted for.
6. Assist persons with disabilities to the shelter area.

7. Remain in the shelter area until an "All Clear" has been issued via the Emergency Communication System.
8. Do not use the elevators or attempt to leave the building and avoid the lobby area during the tornado warning.

Workplace Violence

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

1. If any kind of weapon is involved call Chicago Police at 911.
2. Call the Building Security at **(312) 832-2781**.
3. Remain CALM and do not aggravate the situation.
4. Keep as far from the hostile individual(s) as possible.
5. Limit the hostile individuals' access to interior building areas.
6. Save any evidence of threats (e.g. voice mail messages, notes, etc.)
7. If needed, arrange for a security escort for any threatened individuals when they leave the building.

Types of Threats

1. Electronic Threats: Telephone calls, voice mail messages, text messages, e-mail, etc.
2. Stalking: Following a person on or off site, returning to an area when requested to leave, etc.
3. Harassment: Unwelcome acts, gestures, verbal communication, or physical contact not resulting in physical harm.
4. Overheard Threats: Threats overheard which are directed against an employee or sabotage to property.

Suspicious Packages

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

1. No return address
2. Extra postage
3. Foreign point of origin (unexpected by recipient)
4. Misspelled words or generic title addresses
5. Lopsided or uneven
6. 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:

1. Do not touch the package.
2. Stay clear of the material/item and advise others in the area to do the same. Isolate the suspicious item.
3. Call the Building Security at **(312) 832-2781**.
4. Call 911 if you believe the suspicious material may be a harmful agent.
5. Make your Floor Warden and Supervisor immediately aware of the item.
6. Follow Floor Warden and Security instructions.
7. When in a safe area, remove any contaminated clothing and wash hands.
8. Inform Security of any suspicious individuals in the area where suspicious material/item was found.

Fire/Visible Smoke

Life safety is Building Management's number one priority. If you discover fire or smoke:

1. Call 911 and give them the following information:
 - Building Address – **455 North Cityfront Plaza Drive**
 - Floor of Concern

- Your Name & Phone Number
 - Location of fire on the floor, if possible
2. Call the Building Security at **(312) 832-2781** and notify your Floor Warden.
 3. If properly trained, attempt to extinguish a small, controllable fire.
 4. Do not attempt to fight a fire that is out of control.
 5. If instructed by your Floor Warden or Voice Communication System, begin evacuation as directed and do not use elevators.
 6. Do not talk and listen carefully for instructions.
 7. See detailed Evacuation Procedures on the next page.

If trapped in an office or room with a door:

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

Response to audible fire alarms:

1. If the audible alarm sounds and/or emergency strobe lights begin to blink, assemble near the closest stairwell and await further instructions.
2. Listen carefully for instructions over the emergency communication system.
3. If someone needs additional assistance, notify your Floor Warden, emergency team member or Building Security at **(312) 832-2781** to the location and condition of the person.

Elevator Entrapments

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

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

1. Name
2. Tenant Name
3. Floor you entered & Floor destination
4. Number of passengers
5. Anyone that needs to be contacted

Evacuations

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.

1. The building contains two primary evacuation stairwells that run from the **37th floor** to the **Main lobby**.
2. The building bustle contains two stairwells that exit the North East and North West corners of the bustle.
 - North Stairwell runs from the 37th floor and exits in the lobby.
 - South Stairwell runs from the 37th floor and exits in the lobby.
 - North East Stairwell runs from the 4th floor and exits the building.

- North West Stairwell runs from the 2nd floor and exits the building and the lower level.
2. The parking garage levels contain all four stairwells.

Rule of Eight Relocation

The “Rule of Eight” is used for an initial evacuation when the emergency is located on one floor. The “Rule of Eight” states that

1. The floor where the emergency is located relocates 8 floors down.
2. Two floors above the emergency relocate 8 floors down.
3. Five floors below the emergency floor relocate 8 floors down.

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

1. Remain CALM. Walk, do not run.
2. Do not use elevators! Use stairwells to exit.
3. If you are in an elevator when the alarm sounds, do not push the “emergency stop” button.
4. Do not talk and listen carefully for specific evacuation instructions.
5. If possible, assist persons with disabilities who appear to need direction or assistance.
6. Do not take personal items with you and close doors behind you.
7. 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.
8. If smoke is present, stay low. The best air quality is near the floor.
9. Never evacuate up.
10. 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.
11. Return to the building only when instructed by Police or Fire Department officials.

General Evacuation Conduct:

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

Bomb Threats

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. Always err on the side of safety.

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 on the Caller ID.
3. If possible, signal a co-worker to call **911**.
4. Use the Bomb Threat Checklist on the next page as a guide. It is a good idea to keep the checklist near your phone.
5. Listen carefully to caller and note any background sounds you may hear.
6. After caller hangs up, call **911** immediately (if not done already).
7. Call the Building Security at **(312) 832-2781** and your Floor Warden.

8. Your Floor Warden and the Emergency Response Team will visually search the immediate area for any strange or unusual objects, update authorities and evacuate the area.
9. Never disturb a suspicious object or package or use cell phones, radios or any other electronic devices in or around the area.
10. Keep this information as confidential as possible, and follow instructions of the authorities.
11. 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:

1. Remain CALM.
2. If you think the parcel may be an explosive device, calmly and quietly alert individuals in the area to leave quietly.
3. Call 911 if you think the item may be a harmful agent.
4. Call the Building Security at (312) 832-2781 and your Floor Warden.
5. Do not move or disturb item.
6. Do not attempt to open the item.
7. Keep anyone from handling it or going near it.
8. Do not use portable radios or cell phones in the vicinity of the item as they may cause detonation.
9. Write down everything you remember about the letter or parcel.
10. Save all packing materials.