

EMERGENCY & SAFETY PROCEDURES

NBC Tower 455 North Cityfront Plaza Drive
Chicago, Illinois 60611

Emergency Phone Numbers

Fire/Police/Medical 911
Chicago Non-Emergency 311
Office of the Building (312) 222-9611
Building Security (312) 832-2781

KEEP THIS PAMPHLET AT YOUR DESK AT ALL TIMES

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.
3. 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:

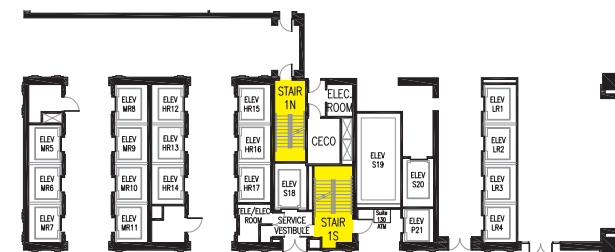
1. Remain CALM and attempt to keep caller on the line as long as possible.
2. Note the time of call and telephone number on the Caller ID.
3. If possible, signal a co-worker to call **911**.
4. Use the Bomb Threat Checklist on the next page as a guide. It is a good idea to keep the checklist near your 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 Office of the Building at **(312) 222-9611** 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 Office of the Building at **(312) 222-9611** 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.

KNOW YOUR EXIT

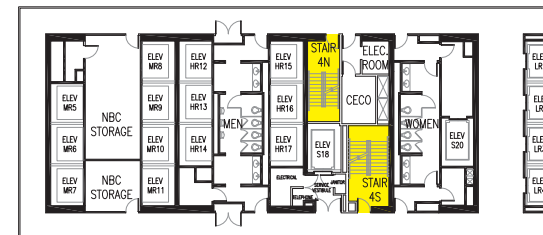
LOBBY (FLOOR 1)



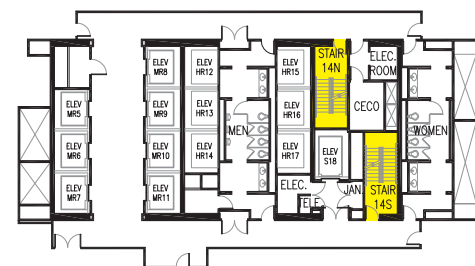
BASE (FLOOR 2-3)



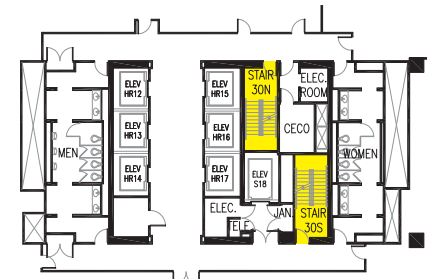
LOW RISE (FLOOR 4-6)



MID RISE (FLOOR 7-20)



HIGH RISE (FLOOR 23-36)



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 Office of the Building at **(312) 222-9611** 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.
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 Office of the Building at **(312) 222-9611** 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 Office of the Building at **(312) 222-9611** 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 Office of the Building at **(312) 222-9611**.
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 Office of the Building at **(312) 222-9611**.
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 – **NBC Tower 455 North Cityfront Plaza Drive**.
 - Floor of Concern
 - Your Name & Phone Number
 - Location of fire on the floor, if possible
2. Call the Office of the Building at **(312) 222-9611** 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