

# TENANT EMERGENCY GUIDELINES

104 South Michigan Avenue  
Chicago, IL 60603

Building Contact Phone: 312 223-1764/1795



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CORPORATION



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## INTRODUCTION

This emergency tenant handout for 104 South Michigan Avenue has been designed to assist tenants during an emergency situation. Tenants are required to familiarize themselves with both the building and their employer's emergency plan.

**The steps in this handout are basic guidelines only.** Each emergency is different and will require 'in the field decisions' that cannot be predicted in this handout. Tenants are required to attend training classes provided through the building by SFPC & Associates, Inc. annually.

Nothing in this handout is to be construed as all-inclusive. Any changes to this plan shall have the approval of the author and/or copyright holder.

## INTRODUCTION

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## EVACUATION, RELOCATION, SHELTER-IN-PLACE

During an emergency, there are three courses of action to choose from: evacuate, relocate, or shelter-in-place. Unless you are immediately faced with the emergency and/or are discovering it, you will most likely have the proper course of action communicated to you via the building's one-way communication system. Note: Do not obstruct egress paths with persons needing assistance; place these individuals out of harm's way but not in the flow of egress; remain calm.

**EVACUATION:** Leave the building and gather at your employer's external 'rally' point.

**RELOCATION:** Gather in another area of the building, typically a floor or more below, away from the hazard.

**SHELTER-IN-PLACE:** Stay where you are or within your immediate vicinity, away from the hazard.

If the instructions over the one-way communication system are inaccurate or direct you to a dangerous area, get safe and notify the building and first responders.

EVACUATION, RELOCATION, SHELTER-IN-PLACE

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## ELEVATOR EMERGENCY

Elevator emergencies typically are not life threatening. If you become trapped in an elevator:

- Remain calm.
- Use the emergency HELP and/or alarm button.
  - Someone will talk to you via the elevator's two-way communication.
  - If the emergency button does not work and you have a cell phone, use it to call the 911. If you are not in immediate danger, please call building personnel at 312 223-1764/1795 first.
- Do not exit or pry open the cab doors or access the roof hatch.
  - This can cause damage making rescue more difficult.
- If the cab doors are open and you are between floors, do not exit the elevator.
- Do not climb out or jump to the floor above or below.
- Do not worry about air; the elevator is not air tight, and you will not run out of oxygen.
- Sit on the floor; this helps you keep your balance when the cab moves again.
- Use your cell phone to call for help but to conserve the battery, do not use it to pass the time.

## ELEVATOR EMERGENCY

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## Water Damage

Water damage can happen for several reasons in your building. It can result from flooding, sewer backup, sprinkler heads, and more. All floors are susceptible to water damage, not only the lower levels. When experiencing water damage take these actions:

- Ensure your safety first.
- Contact the building at 312 223-1764/1795, and implement your employer's emergency plan for water damage.
- Your employer should have specific procedures for all emergencies as part of their emergency response plan. Familiarize yourself with them.
- If the water is coming from the sprinkler system, do not turn the system off. First responders and/or building personnel will make this determination.
- Consider shutting down critical systems.
- If the damage results from flooding, consider that many emergency systems are on the ground floor or lower levels; they may have sustained damage.
- Consider the quality of the floor water. Is it sewage?
- Listen for instructions from the building and follow them. Instructions will typically come from the one-way communication system.

WATER DAMAGE

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## SEVERE WEATHER

Typically, you will practice shelter-in-place during severe weather situations and will have notice. For severe weather emergencies:

- Move away from windows and other objects that can cause debris.
- Close all perimeter doors.
- Move to the center of the building or structurally sound areas such as stairwells [but do not evacuate or relocate unless directed], washrooms, or elevator lobbies on your floor.
- Listen for instructions over the one-way communication system.
- Smartphones and radios can provide critical information.
- Consider shutting down your critical systems.
- Refer to your employer's emergency plan. Your employer should have specific procedures for all emergencies as part of their emergency response plan. Familiarize yourself with them.

SEVERE WEATHER

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## EARTHQUAKE

High-rise buildings in the United States are built much differently and are safer than in other countries. You will rarely know ahead of time of an earthquake, and the safest place is inside the building, where you are. For earthquakes:

- Stay where you are.
  - Drop, cover and hold on; most injuries occur when someone moves 5 feet or more.
  - If you are in danger of falling debris, shelter in an area that can provide cover.
- Consider the possibility of aftershocks and small fires.
- Alarms and sprinklers may go off, even if there is no fire.
- If you must go outside, move away from buildings and other structures.
- After you are safe, contact the building at 312 223-1764/1795 with any additional information.

## POWER FAILURE

Power failure happens for several reasons. If the failure results from another emergency, implement and practice those guidelines. During a power failure:

- Stay calm; emergency systems will still operate. Contact the building at 312 223-1764/1795.
- Do not evacuate or attempt to use the elevators unless directed to.
- Consider manually turning off electronic equipment that may power back on when power is restored.
- Conserve cell phone power; do not use your phone to pass the time.
- Refer to your employer's emergency plan. Your employer should have specific procedures for all emergencies as part of their emergency response plan. Familiarize yourself with them.

## EARTHQUAKE/POWER FAILURE

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## MEDICAL EMERGENCY

Medical emergencies can result from several emergency situations such as stroke or violence. Determine what caused the emergency when treating one. Your employer should have a team of individuals trained in first aid, CPR and the use of an AED. Know who these people are and how to contact them. During a medical emergency:

- Attempt to determine the cause.
- If needed, call 911.
  - Provide 911 with all the information requested. Staying on the phone with the dispatcher will not delay response time; dispatchers can often assist you.
- Implement your employer's emergency plan.
- Send someone to get the nearest defibrillator (AED) and first aid kit.
- Wear personal protective equipment.
- If the victim is not breathing, and you know how, perform CPR.
- Look for signs of injury but do not move the victim unless they are in further danger.
- Have someone wait for first responders and direct them to the victim.
- If time permits, contact the building at 312 223-1764/1795.

MEDICAL EMERGENCY



## UNDETERMINED EMERGENCY

Many times you may encounter an emergency that you know can cause you harm but you may not know what type of emergency it is. For an undetermined emergency:

- Decide on a course of action that will keep you safe.
- If information is being relayed over the one-way communication system, listen to those instructions.
- Attempt to gather information; use resources such as other occupants, cell phones and apps, and radio.
- Consider the condition of the building, its emergency systems, areas that cannot be isolated, structural instability, etc.
- Emergency response may be delayed if the emergency affects more than just your building.
- Consider doors that may be locked, toxic smoke and vapors, flammables and hazardous materials.
- If you determine the emergency, implement those procedures.
- Let building personnel and first responders know all the information after you are safe. The building's contact numbers are 312 223-1764/1795.

## CHEMICAL EMERGENCY

Chemical emergencies are often caused by a spill. If one happens:

- Call 911 and contact the building at 312 223-1764/1795.
- Wear personal protective equipment and ensure the chemicals do not touch the skin.
- Locate the SDS [Safety Data Sheet] for the chemical.
- Ensure no other chemicals come in contact with the spilled chemicals.
- Be aware of toxic gases that may be coming from the spill and quarantine the area until it can be cleaned properly.

UNDETERMINED EMERGENCY/CHEMICAL EMERGENCY

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## SUSPICIOUS PACKAGE

If you notice a suspicious package or mail:

- Try to identify it by looking for identifiable markings such as extra postage, return address, extra weight or stains on the package.
- Do not touch it and do not use a cell phone near it.
- Report the package to building personnel at 312 223-1764/1795.

## SUSPICIOUS PERSON

If you notice a suspicious person in your office space or the building:

- Try to identify the person and what they are doing. Suspicious activity includes wandering around and taking notes, attempting to enter locked doors, watching and following others, and taking pictures.
- Contact the building at 312 223-1764/1795.
- If you feel comfortable, approach the person and ask them what they are doing.

## CIVIL DISTURBANCE

Most civil disturbances take place outside the building and are contained outside the building. If this happens, the building may notify you over the one-way communication system. If the disturbance is taking place within the building or has progressed to the inside of the building:

- Call 911 and notify building personnel at 312 223-1764/1795.
- Do not aggravate or confront the group. It is best to avoid eye contact and stay out of sight if possible.
- Attempt to create a barrier between yourself and the group and stay away from windows and other open areas.
- Keep your cell phone with you.

SUSPICIOUS PACKAGES/SUSPICIOUS PERSON

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## BOMB THREAT

If you receive a bomb threat:

- Remain calm.
- Use the list below to gather as much information as possible.
- Notify building management at 312 223-1764/1795.
- Do not discuss the threat with anyone while on the call; notify management after the call.

Bomb Threat Checklist:

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ AM/PM **Caller ID Information:** \_\_\_\_\_

**Exact words of caller:**

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**Caller Information** (circle all that are applicable)

**Sex:** Male/Female **Voice:** Loud Soft Raspy Deep High-Pitched Other \_\_\_\_\_

**Speech:** Fast Slow Distinct Slurred Stutter Distorted Other \_\_\_\_\_

**Accent:** Local Foreign Other: \_\_\_\_\_

**Manner:** Calm Angry Laughing Intoxicated Coherent Nervous Irrational Emotional  
Other \_\_\_\_\_

**Language:** Excellent Fair Foul Good Poor Other \_\_\_\_\_

**Background:** Machines Music Trains Traffic Planes Other \_\_\_\_\_

**If you can, ask the following:**

When will it go off? \_\_\_\_\_ Where is it located? \_\_\_\_\_

What does it look like? \_\_\_\_\_ Why are you doing this? \_\_\_\_\_

Who are you? \_\_\_\_\_ Where are you? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

BOMB THREAT

# EXPLOSION EMERGENCY

## Before an explosion:

- Have an emergency kit with items like non-perishable food, water, flashlights, and a battery or hand-crank radio.
- Have a personal plan.
- Ensure you have reviewed your employer's plan and are knowledgeable in the building's emergency procedures.

## During an explosion:

- Find shelter.
- Consider leaving the building if your building is the only one affected.
- Do not use the elevators.
- Check for fire and other hazards.
- Contact the building at 312 223-1764/1795 with any information you have.
- If you leave, stay away from potential dangers such as falling glass and gather at your company's rally point.

## If you are trapped:

- Use your cell phone to call for help and tap on pipes that may be able to carry sound.
- Shout as a last resort; shouting can cause a person to inhale a dangerous amount of dust and other particulates.
- Avoid unnecessary movement.
- Cover your nose and mouth. Dense cotton or fabric can act as a good filter.

## After an explosion:

- Perform a head count and let first responders know if someone is missing.
  - Head counts are the responsibility of the employer.
- Let first responders know any information they request.
- If pertinent information is not being asked for, speak up.

## FIRE

High-rise building fires, like many other emergencies, do not require a full building evacuation. If the fire is not on your floor or you have not been instructed to leave your area and you are in no immediate danger, stay where you are.

### If you discover a fire:

- Get safe.
- Call 911 and contact the building at 312 223-1764/1795.
- Report the nature of the fire, location, approximate size, and any other information you may have.
- Do not use the elevators.
- If you feel safe doing so, and have been trained to do so, use a fire extinguisher.

### If you smell smoke but see no fire:

- Inform building management.
- Inform others on your floor and monitor the situation around you. DO NOT LEAVE; usually you are safest where you are and leaving could put you in a more hazardous situation on a floor that has a fire.

## USING A FIRE EXTINGUISHER

When using a fire extinguisher, make sure you are safe and have an egress path first.

- Keep your back to the exit; do not let the fire block your path. If this happens, getting on the other side of the fire is the priority.
- Make sure you are using the proper extinguisher. Most extinguishers are rated for A, B, and C class fires. Most fires will be class A (common combustibles such as wood, paper, and other textiles).
- Use the P.A.S.S. method to remember how to use an extinguisher:
  - Pull the pin. Do not squeeze the handle yet. Note: The 'seal' on the extinguisher will break when pulling the pin.
  - Aim at the base of the fire with the hose of the extinguisher about 8 feet away.
  - Squeeze the handle.
  - Sweep the nozzle in a motion that directs the contents of the extinguisher across the base of the fire.

## WORKPLACE VIOLENCE/ACTIVE SHOOTER

Workplace violence has many types. It can be caused by bullying, a domestic issue, employment termination, and more.

If you suspect a problem with a co-worker or other person, refer to your company's internal procedure and work with your employer/building personnel.

### **During a workplace violence situation:**

If any of the following could put you in further danger, do not attempt.

- Call 911
- Contact the building at 312 223-1764/1795.
- Remain calm.
- Keep away from the attacker.
- Limit the attacker's access to the building.

### **If you are directly affected or in danger:**

- Keep your phone on silent.
- Run away from the threat.
  - Try not to run in a straight line
- If you can get away from the danger, summon help and warn others.
- Do not look the intruder in the eye.
- As a last option, it may be necessary to fight back.

### **If you are captured:**

- Keep your phone on silent.
- Avoid drastic action. (The initial 45 minutes are the most critical.)
- Follow instructions and be alert.
- Only speak when spoken to. Speak short and to the point.
- Avoid appearing hostile. Do not provoke the captor.
- Be observant. You may be released or be able to escape.
- Be prepared to answer the police/first responders on the phone.