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At Continental Towers, the safety and security of all tenants is vital to the mission of the Building Management Team. The purpose of this Fire and Life Safety Manual is to assist tenants in making appropriate decisions and taking necessary actions to prevent injury and property loss resulting from an emergency event. The ability to respond quickly, as an individual and as a team, is critical to any emergency response.

Knowing the appropriate response prior to an emergency event can save time, and time can save lives. Do not compromise your own personal safety. Stay calm and determine the best way to survive an emergency event.

Disclaimer: The following information is intended to assist our tenants in the event of an emergency. This manual does not account for all specific emergency situations, but rather gives basic instructions for emergency evacuation and shelter in the event it is required. Building occupants should at all times follow their company policies and procedures.

In order to maintain a safe environment, Continental Towers prohibits the following items from use or storage in the building unless, in some cases, specifically authorized by the management in a written format:
1. Firearms
2. Combustible, flammable, or corrosive materials
3. Electric or propane heating or cooling devices not maintained by the building
4. Popcorn machines
5. Smokers or grills

For updated information or additional copies of this manual, visit the forms section of the Continental Towers website at http://www.continental-towers.com/.

Safety Features
Automatic External Defibrillator (AED)
One AED is located in the stairwell on the First Floor Level of each Tower, another is located on the first floor of the Commercium in the elevator lobby, and one is located in the Continental Athletic Club. The management staff, security officers, engineering staff and health club instructors have been trained in the use of this device. The Automatic External Defibrillator gives step-by-step instructions on its digital keyboard as to the exact procedures in using this machine in the case of a heart attack. Each unit is in an alarmed case mounted to the walls.
Fire Emergency Features
Continental Towers provides a safe environment for its tenants and their visitors. The buildings are equipped with state-of-the-art fire alarm detection and suppression equipment, which meets or exceeds all jurisdictional authority codes and requirements. Our emergency communications equipment, called a Voice Evacuation System, provides not only an alarm tone and strobe lights, but also communication throughout the buildings. The buildings are protected from fire by an automatic sprinkler system as well as smoke and heat detectors. A sophisticated fire detection system integrates these devices. The entire system is inspected regularly by a third party contractor and is monitored continuously by our on-site personnel and the Rolling Meadows Fire Department. The fire and life safety systems are designed to increase safety, minimize life threatening emergencies, and reduce damages in the event an incident occurs. The following is a brief overview of those systems.

Fire Alarm Control Panel
A fire alarm control panel is located on the first floor in each of the Towers and the Commercium. These panels are the central location from which the fire alarm system for each Tower is monitored. Maintenance, inspection and testing of the system is performed by a third party service contract. The Fire Alarm Control Panels are monitored via wireless systems to the Rolling Meadows Fire Department and to the Security Control Room.

The primary function of the panel is to monitor the smoke, heat, water flow detectors and manual pull devices throughout the buildings. In the event any of these devices is activated, a signal is sent to the control panel. That in turn activates the audible and visual alarms in the appropriate areas, and simultaneously transmits the signal to the Rolling Meadows 911 dispatch center. Security officers monitoring our Control Room then alert all building personnel on duty to respond to the incident.

Automatic Overhead Sprinklers
Each building is equipped with an automatic sprinkler system which is activated by heat. The sprinkler heads are concealed in the ceiling by a small round metal cover. When called for, the caps will detach and water will spray from the sprinkler heads causing a flow sensor to activate and initiate a fire alarm. Only sprinklers activated by heat will let water flow!

Fire Extinguishers
There are fire extinguishers located throughout the buildings, which can be used to quickly extinguish small fires before they have a chance to grow. Before attempting to extinguish any fire, call 911 and never let the fire come between you and your exit route. If you cannot extinguish a fire with one extinguisher, then clear the area.

Red fire extinguishers are classified as ABC Chemical Fire Extinguishers, which can be used to extinguish most types of fires.
Fire Extinguishers Continued
Silver Fire Extinguishers are for Class A fires only (paper, wood, and solids) since they contain pressurized water. DO NOT use these on burning liquids as it may spread the fire, and DO NOT use them on electrical fires as the water can conduct the electricity and injure the person holding the extinguisher.

Fire extinguishers should be aimed at the base of the fire and used with a sweeping motion to cover an area surrounding the flames. Remember the following acronym for operating a fire extinguisher: **P-A-S-S**

**P** - Pull the pin out of the handle
**A** - Aim the nozzle at the base of the fire
**S** - Squeeze the handle to begin the dispensing of the extinguishing agent
**S** - Sweep back and forth across the base of the flames

Electrical fires can usually be extinguished by turning off power to the device. If you can safely unplug the device or close a circuit breaker, you will remove the immediate cause of the fire. Caution: the electrical fire may have caused a secondary fire of other combustibles, so be prepared to extinguish this also.

**Smoke Detectors**
Smoke detectors are located in the ceiling throughout the buildings. The detectors are wired directly to the alarm panel and produce a fire alarm when activated. These devices are extremely sensitive and can activate by detecting burning particles even before smoke is visible. **Never leave food items being heated unattended.**

**Heat Detectors**
Heat Detectors are located in various areas throughout the building. These devices are also wired to the control panel and will produce an alarm when activated.
Audible Alarms
If the fire alarm control panel receives an activation from any of the detection devices, an audible alarm will be activated. This will be broadcasted throughout the affected areas of the building. Whenever you hear an alarm, act immediately. Along with a warning tone, listen for any verbal directions the system may give. In special circumstances, live instructions may be direct you to take additional action.

Visual Alarms
Wall mounted and ceiling horns/strobes are located throughout the buildings to visually signal the presence of an alarm condition.

Manual Pull Stations
Pull stations are located on the wall near the stairwell entrances. These devices are wired to the alarm control panel and will produce a fire alarm. You should activate these devices if you become aware of a fire in the area.

Exit Signs
Exit signs are designed to direct you to office exit doors, stairwells, and building exits. Look for these signs before an emergency and familiarize yourself with multiple exit routes. Pay special attention to any directional arrows the sign may have.
Emergency Communication Features
Each fire control panel has building-wide communication capability. Utilizing speakers located throughout the buildings, the fire department and/or building personnel can address the entire building regarding the emergency situation or provide specific directions.

Emergency Phones
There are emergency phones located on each landing of the stairwells. These phones are connected to the fire control panels. Once the fire control room (located on the first floor of each building) is staffed by emergency personnel, picking up the handset allows communication with fire department personnel or building staff during an emergency. The door can be pulled open without a key. Please, only open the doors and use the phone to report an emergency condition or request special assistance!

Emergency Call Boxes
Emergency Call Boxes are located in parking areas of the property. The parking deck has two per level as well as the underground garage. These units can be identified by the blue domed lights attached to the top of the signaling device. When activated, personnel in our 24/7 Security Control Room will answer your request for assistance.

The open area parking has six boxes located throughout the parking lot and can also be identified by the blue lights which are mounted above the devices on light poles. These devices however only dial 911 for police and fire emergencies. These units are provided to enhance our safety and security. Any activation should be in accordance with state law (720 ILCS 5/26-1) Sec. 26-1; making it a criminal offense to report or summon emergency personnel when conditions are not present to warrant their response.

Activation: When the one touch button is pushed, the constant blue light will go into a strobe mode on that device only and stay in that condition until the call is terminated by our security personnel or the 911 dispatcher. This strobe light will make it easier for responding personnel to locate you in event of an emergency. Should you accidentally activate a device, please stay and respond to any questions asked to prevent an emergency response. The approximate location of the open area parking call boxes is shown in Appendix D.

Radio & Telephone Communications
Throughout an emergency, the management staff, engineers, and security officers stay in contact using radios and phones. Should you see any of our personnel and need assistance, please contact them so they can relay emergency information or requests.

Security Control Room Monitoring
The Security Control Room is located in the lower level of Tower 2 and staffed 24 hours a day, 7 days per week. Personnel on duty monitor the complex with closed circuit cameras placed in strategic locations. All cameras are connected to digital recorders, allowing around the clock recording of events. They also monitor alarms from the fire control panels and elevators and alert building staff to any emergency.
Emergency/Fire Evacuation Plan

In a high-rise office building, a complete evacuation is not always practical. Our fire control panel is programmed to immediately evacuate the floor with the emergency, two floors above it, and one below. Additional floor evacuations will be added automatically or manually through the alarm system if the situation requires.

Continental Towers has taken all reasonable measures to ensure our tenants are safe and secure. We strongly recommend you develop additional plans to prepare for unexpected emergencies. As always, check your company policy for compliance.

The fire department will generally make the decision to evacuate additional floors based on their initial and continuous assessment of the situation. Should that be required, announcements will be made to the floors via the public address system. Evacuees will be directed to go to the nearest stairwell and proceed to their designated Meeting Place in the parking lot (see Appendix A for those locations). For other types of emergencies, you may be directed at that time to alternate Meeting Places.

Building personnel work in concert with the fire department in accessing the buildings and coordinating the evacuation.

The Floor Warden of each tenant is responsible for ensuring the orderly and complete evacuation of their office and reporting that status to building personnel in the lobby and/or Command Center. Never assume an evacuation is a drill. Even during a planned drill we expect everyone to respond the same way they would during an actual emergency. Only then will you be able to actually test the feasibility of your plan. This also allows our evaluation of the drill to address potential difficulties you may encounter.

Unless directed otherwise, the “Meeting Place” is a pre-selected area in the parking lot where tenants and their guests assemble during emergency evacuations. This allows for a centralized location where employees can be accounted for and communicated with by their respective Floor Wardens. In extended situations, Floor Wardens are to report to the area titled “Command Center” (see Appendix A). Here they will receive updated information on the status of the situation.

- **Fire** - Meeting place will be along the outer perimeter of the parking lot in the area designated for your Tower and floor.
- **Severe Weather** - Meeting place will be in the Lower Level and Sub Basement of the Towers and Commercium Building.
- **Bomb Threat** - Meeting place will almost always be along the outer perimeter of the parking in the area designated for your Tower and floor.
- **Bio-Hazard** - Meeting place will be determined by the threat and location of the hazard and the density of any airborne contaminants and will be announced over the building public address system.

Emergency/Fire Response Team

The Emergency Response Team (ERT) is a major component of the Fire and Life Safety Plan at Continental Towers. The teams are comprised of appointees from each tenant. (See Appendix B for an example of Team Member locations.)

Floor Wardens (FW)
- Appoints personnel and alternates to the ERT and fills vacancies as they occur.
Emergency/Fire Response Team Continued

- Maintains an updated roster of those members and communicates that information back to the building management.
- Alerts ERT members of potential emergencies.
- Evacuates the occupants of their space and reports to building personnel in the lobby and/or Command Center.
- Communicates with Command Center during extended evacuations.

Two Floor Searchers (FS)
- Floor Searchers are responsible for locating and evacuating all personnel from the floor.
- Checks all rooms, including the restrooms, and closes doors without locking them. (The fire department recommends that rooms that have been searched can be marked with a piece of masking tape or a blank post-it note placed on the door knee high or lower.)
- Advises employees and guests remaining to evacuate.
- Informs the Floor Warden when the floor has been completely evacuated.

Two Stairwell Monitors (SM)
- The Stairwell Monitors are responsible for the orderly evacuation of personnel through each of the stairwell exits.
- Inspects the stairwells for possible heat and smoke conditions before evacuation.
- Instructs personnel to form a single file line into the stairwell, along the right side of the stairs.
- Supervises the evacuation flow and encourages calmness and orderliness in evacuating personnel.
- Ensures that evacuees are not carrying open liquids and unnecessary items into the stairwell.

Aide to the Disabled (if required)
- Aides to the disabled are responsible for assisting disabled occupants in the evacuation process.
- Maintains an up-to-date list of physically challenged employees on the floor including those with temporary disabilities such as casts, pregnancies, etc.
- May enlist additional aides if necessary for multiple people needing assistance.

Alternates for all these team positions are always necessary in case a primary team member is absent. Smaller tenants may choose to coordinate with other tenants on their floor to share Stairwell monitoring duties.

ERT members can easily be identified in an emergency by the red caps they have been provided and should wear in an emergency. The Management Response Team can be identified by purple hats.
Emergency/Fire Response Team Continued

Note: Tenants who have more than one shift should appoint ERT members for each shift. When the building is closed to the public, a podium is moved into each tower’s lobby. We ask that employees working after hours sign in and out on the roster. This will assist emergency personnel in evacuations by identifying locations that are occupied after normal business hours.

In order for this plan to be administered effectively, we strongly recommend that each tenant and their respective employees familiarize themselves with this plan so they can respond quickly and efficiently during an emergency. Our management team and Director of Security are available to meet with your employees to discuss and review any of the information contained in this manual. You may want to incorporate these procedures as part of your new employee orientation.

Recommended items for ERT members to keep in a readily available emergency kit:

- Employee roster *
- Emergency phone numbers *
- Whistle
- Flashlight
- Sticky notes or masking tape to mark searched areas

* A copy of these items should also be kept in Floor Wardens’ vehicles as a back up. Items may not be accessible inside the building should a sudden emergency arise.

Emergency / Fire Exit Routes

- Be able to identify your planned and alternate escape routes in case of heavy smoke which may obscure your vision and/or force you to crawl along the ground for cleaner air.
- Although you may be in an unfamiliar area and must follow someone else to the stairwell, do not follow blindly – be aware of exit signs along the ceiling.
- When encountering closed doors, first test the door for heat by placing the back of your hand up high on the door. If the door is hot, there is a good chance there are flames just beyond the door. (A natural reaction of the human hand is to grasp by reflex. By testing with the back of the hand, you avoid unintentionally grasping onto a hot door handle or rail which conducts heat.)
- Be aware that the quickest route is not necessarily through the reception area where you normally enter or exit the office. Familiarize yourself with back and side doors to your office suite.
- The stairwells are designed to isolate the occupants from the danger of smoke and heat through the design and construction of the walls, doors, and ventilation system. Keeping these doors closed prevents smoke and debris from penetrating into the stairwells.
Emergency / Fire Exit Routes Continued

- The two stairwells in each Tower are separate and distinct. Because they traverse the building on every floor, they have been “marked” with color coding. Each landing has the floor level printed in large block lettering surrounded by a yellow or blue rectangle. Whenever calling for assistance or describing the location, refer to the color codes to avoid confusion.

- In the unlikely event of a total power and emergency generator failure, these signs and luminous markings will glow for 90 minutes to facilitate moving in the darkness.

- All employees must be familiar with the quickest evacuation route from their location to the stairwells.

- Any disabled person should be escorted to the stairwells. Caution should be used so their presence does not block the path of other people entering the stairwell or descending the stairs. Each fire control room has lists of disabled personnel (as provided by the tenants in advance) with assistance needs and their locations. The fire department will be informed of their needs upon their arrival. Last minute notification can always be done during an evacuation by using the stairwell emergency phones, notifying building management in the lobby (identified by purple baseball hats), or informing fire department personnel.

- Proceed down the stairs along the right side of the stairwell. Be aware of emergency personnel that may be going up with equipment.

- The elevators will automatically recall to the first floor at the onset of an emergency and WILL NOT be available for evacuation.

- The fire department will have complete control of the elevators for use in fire fighting and rescue operations.

- After exiting the building, continue on to the designated meeting place for your company. Loitering in the lobby or just outside the building is dangerous and can slow down responding emergency personnel. It will only impede the amount of time before people can re-enter the building. Do not bring unnecessary items such as coffee, open containers of water, food, and packages with you into the stairwells. These items can create a hazard if spilled or dropped and your hands should be free in order to use the railings and deal with any emergencies encountered along the way.

Continental Towers will initiate unannounced evacuation drills in coordination with the City of Rolling Meadows.
Severe Weather Procedures

Severe weather can strike at any time, although it is normally associated with spring and summer in the Midwest. While an evacuation of the building is unlikely, it would not be uncommon in severe weather to instruct occupants to stay away from the perimeters of the floors and glass windows, as excessively strong winds resulting from a severe thunderstorm or tornado could break glass.

Generally, a community-wide audible warning will announce the potential of dangerous weather. We recommend the purchase of a weather alert radio, which is AC and battery powered. This radio remains silent until the national Weather Service issues a storm warning. The radio then emits a tone and automatically announces the warning. Severe weather announcements allow managers and floor wardens to prepare for possible business interruptions. The Security Control Room in Tower 2 lower Level is equipped with a weather alert radio system.

In the event a weather-related evacuation of your tenant space is required, the ERT will be mobilized and a relocation of occupants to the lowest levels of the buildings will be initiated. The safest place in severe weather will be in the stairwells or the lowest levels of the buildings, away from any glass.

Weather Definitions:  
A WATCH indicates weather conditions are favorable for severe weather or tornadoes to develop.

A WARNING indicates that severe weather or tornados have been confirmed sighted in a specific geographic location. The location of the sighting and direction of travel will be given along with the warning.

A WATCH in your immediate area calls for you to be more alert to the changing weather conditions, and to watch for developing situations.

If a TORNADO WARNING is issued for your immediate area, Floor Wardens and the ERT should move people to the lowest levels, interior corridors and away from windows. Have people sit on the floor, backs to the wall, and have them shield their faces. If relocation has been ordered for severe weather DO NOT exit the buildings unless specifically ordered to by emergency personnel.

Shelter in Place

The term, Shelter-in-Place, means to seek immediate shelter and remain there during an emergency rather than evacuate the buildings. Shelter-in-place events are usually weather related emergencies. When it is necessary, you will be safest by moving to a building space that protects you from the danger. In the event of an emergency, an announcement will be made via the building public address system.

Tenants:
- Move safely and quickly as directed into the stairwells and down to lowest level possible. You may be directed to other open locations in the lower levels of the building.
- DO NOT use elevators.
- Await further instruction from Management Staff or emergency personnel.
Shelter in Place Continued

- An “All Clear” announcement will be made when the hazardous conditions have passed.

While we make every effort to monitor weather via NOA radio and radar, spontaneous events can occur without warning. Should this happen:

- Stay away from windows, glass, and unsecured objects that may fall.
- Seek shelter in interior rooms and corridors.
- DO NOT lock doors behind you as others may need to access your location.
- If warranted, consider crouching near the floor and seeking additional shelter under a sturdy desk or table, or cover your head with your hands.
- When safe, move into the stairwells and into the lower levels of the building.

Please note: The Heating and Ventilation system may be shut down or changed to recirculate air to prevent drawing in outside air.

Lock In and Lock Out

Lock In & Lock Out procedures are designed to protect building occupants from the impact of a criminal incident or other dangerous condition until first responders arrive and contain the situation. If a major criminal incident or hazardous situation is occurring on or in the immediate vicinity of the property, a Lock In or Lock Out may be implemented.

Lock In: A “Lock In” means all occupants of the building should initiate security measures to secure their suite. When an announcement is made via the building public address system to initiate a “Lock In”, the following procedures should be initiated.

Tenants:

- Proceed to an area that can be secured or locked.
- All doors into the area should be locked.
- If it is not possible to lock the doors, place furniture and equipment in front of the doors in order to barricade them. Some doors open out into the corridor. In this situation, use whatever means possible to try to restrict entry to the room, including placing furniture and equipment in front of the door, or using a belt or other item to tie the door handle to something stable.
- Move to the point in the room that is most distant from a door entering the room from the outside or from a corridor/hallway. Do not huddle, but spread out.
- Close blinds and drapes for concealment
- Turn off lights. Put cell phones on vibrate, and silence other devices.
- If communication is needed, use text messaging only.
- Remain quiet and secure until the ALL CLEAR is given by Security or the Police.
Lock In and Lock Out Continued

Management:
- Building Staff will secure all entrances to the buildings.
- When possible, all elevators will be recalled into the fire mode to allow emergency responders unimpeded movement throughout the floors.
- Only emergency responders will be allowed to enter the buildings.
- Building and Security Staff will provide any assistance needed by emergency responders.

Lock Out: A “Lock Out” means that entrance doors are secured and people will not enter the building unless authorized. Generally, business will continue indoors during a Lock Out, but extra caution should be used until conditions return to normal. Occupants are free to move about the property, but caution should be used if leaving the secure structure exposes them to danger.
- All perimeter doors will be secured
- Announcements will be made via the building public address system
- Management and security staff will only allow authorized persons into the building
- Buildings will remain on Lock Out until an “all clear” is given by first responders

Bomb Threat Procedures
It is helpful if the person that is initially made aware of the threat is able to remember and record for later analysis specific information regarding the threat. Obtain as much information from the caller as possible (see Appendix B). We suggest leaving a copy of the checklist near your reception area, and if applicable, at call centers or main phone desks. Call 911 to advise the Rolling Meadows Police Department, then call the Office of the Building at 847-640-1800.

To assist in the identification of any suspicious items, and to conduct an efficient search, tenants should be aware of what is unusual or foreign to the normal environment in their office suites.

The most effective method of searching an office environment for suspicious items requires the cooperation and assistance of the occupants of the area. Since no outsider will be able to quickly identify “unusual” or “foreign” items, those who know the area best do the most complete search. The search should be completed as quickly and thoroughly as possible and should involve as many people as the size of the search area requires.

The following techniques should be utilized:
- At least 2 people should be assigned to search each space
- Divide the room in half so each searcher can stand with his or her back to the other and start searching their half, starting at the lowest level.
- Stop, Look, and Listen
**Bomb Threat Procedures Continued**

- As soon as you enter a space to be searched, listen for the “baseline” noise (i.e. ventilation, machinery, background noises).
- Do any of these audible queues sound different or missing?
  - Visually divide the room into 4 zones according to height
    - Zone 1 – Floor to waist (most searchable items will be in this zone)
    - Zone 2 – Waist to top of head
    - Zone 3 – Top of head to false ceiling
    - Zone 4 – Above false ceiling

Be systematic and thorough, but do not touch anything suspicious. Start searching along the walls and work toward the center of the room. You are looking for anything that looks out of place in that area. Be aware of unidentified boxes and bags or furniture that has been moved from its normal location. A suspicious item could be anything such as an envelope, a package, or food container. Do not limit your search to items you have seen depicting bombs in movies, such as pipes or bundled sticks of dynamite. If you find a suspicious object, report its location and description to emergency responders or management team.

- Do not touch, open, lift, or in any way handle any suspicious object.
- Use only face-to-face speech or wired telephones to communicate. DO NOT use 2-way radios, cell phones, or other radio transmission devices.
- Clear the danger zone, informing others to clear away as you retreat, so the professionals can assess the situation

In the event no suspicious or unusual item is discovered, a second assessment of the situation should be made. If necessary, an evacuation of the area may be required. In the event of an evacuation, the Emergency Response Team for the floor is to be mobilized to ensure a swift, orderly and safe evacuation. The location of the Meeting Place where all personnel are likely to evacuate is identified in Appendix A.

**Suspicious Mail/Anthrax Procedures**

Should you receive a suspicious letter or package, the FBI gives the following guidelines:

- Handle with care
- Don’t shake or bump the package
- Isolate the package and leave it where it is. **Do Not Move The Package**
- Look for the following possible indicators:
  - No return address or restrictive markings
  - Possibly mailed from a foreign country
  - Excessive postage
  - Misspelled words
  - Addressed to the title only or incorrect title
Suspicious Mail/Anthrax Procedures Continued

- Badly typed or written
- Protruding wires
- Lopsided or uneven
- Rigid or bulky
- Strange odor
- Wrong title with name
- Oily stains, discolorations or crystallization on wrapper
- Excessive tape or string

- Don’t open, smell, or taste
- Wash hands immediately with soap and water

Treat the package as suspect. Call 911 to report the incident and then notify the Building Management at 847-640-1800.

Workplace Violence Procedures

The FBI defines workplace violence as actions or words that endanger or harm another employee or result in other employees having a reasonable belief they are in danger.

Such action include:

- Verbal or physical harassment
- Verbal or physical threats
- Assaults or other violence
- Any other behavior that causes others to feel insecure (e.g. bullying, sexual harassment)

Workplace violence like Fire Safety and Bomb Threats is everyone’s responsibility. The following section provides some of the responsibilities that could be held by various people within an organization. This section is not intended to replace any policy or procedure set by any Tenant, Vendor, Visitor or Contractor. It is intended as an informational resource only.

Responsibilities:

Employees:

- Be familiar with your company policy regarding workplace violence.
- Be responsible for securing your own workplace.
- Be responsible for questioning and/or reporting strangers to supervisors.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.
- Do not confront individuals who are a threat
- Take all threats seriously
Workplace Violence Procedures Continued

Managers/Supervisors:

- Inform employees of company workplace violence policies and procedures
- Ensure employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire and building security.
- Ensure employees with special needs are aware of emergency evacuation procedures and have assistance (as necessary) regarding emergency evacuation situations
- Respond to potential threats and escalating situations by utilizing proper resources such as the following: local law enforcement, emergency medical services, and building security
- Take all threats seriously

When the threat of workplace violence occurs, remember your first action, as in any emergency situation, should be to Call 911 and then contact building security/office of the building.

Medical Emergency Procedures

Call 911 immediately.

- Report to the 911 operator the nature of your emergency. Give clear instructions as to your location, including the tower, floor, and name of your company. Stay on the line whenever possible until the operator advises you to hang up. Using hard wired phones helps the 911 system verify your location.
- After the initial report, call the Office of the Building at 847-640-1800 to report the emergency. This can assist emergency responders gaining access to the building and being directed to your location. If the 911 operator asks for you to stay on the line, please appoint a coworker to make building notification.
- Assign an employee to wait at the freight elevator on your floor to direct emergency responders to the location of the person(s) having difficulty.

Local Hospitals

- Alexian Brothers Medical Center
  800 Biesterfield Road
  Elk Grove Village, IL 60007
  847-437-5500

- Northwest Community Hospital
  800 West Central Road
  Arlington Heights, IL 60005
  847-618-1000

- St. Alexius Medical Center
  1555 Barrington Road
  Hoffman Estates, IL 60169
  847-843-2000
Earthquake Procedures

Earthquakes strike without warning. When the first wave hits, act quickly. Observe your surrounding for possible hazards like falling objects, breaking glass, and movement of furniture and file cabinets.

- Drop to the ground
- Take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there isn’t a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures, furniture and filing cabinets.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware the electricity may go out or the sprinkler systems and fire alarms may activate.
- Do not use the elevators.
Appendix A - Evacuation Plan
Appendix B – Emergency Evacuation Team Member Locations (Sample)
Appendix C – Bomb Threat Checklist

BOMB THREAT CHECKLIST

Time of Call: ____________  Time Call Ended: ____________  Date: ____________
Phone: _________________  Person Receiving Call: ___________________________

EXACT WORDS OF CALLER: ______________________________________________________

QUESTIONS TO ASK:
1. When is the 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 name? _________________________________________________________

CALLERS VOICE (Circle all that apply):
CALM  CRYING  NASAL  ACCENT
NORMAL  SLOW  STRESSED  SOFT
DISGUISED  STUTTER  LOUD  RASPY
RAPID  SQUEAKY  DEEP  BREATHING DEEPLY
LISP  LAUGHTER  ANGRY  CRACKING VOICE
BROKEN  EXCITED  SLURRED

WAS VOICE FAMILIAR?  If yes, whom did it sound like? ___________________________

SEX OF CALLER:  Male  Female  RACE: ____________  AGE: ________

THREAT LANGUAGE (Circle all that apply):
FOUL  IRRATIONAL  WELL SPOKEN
TAPED  INCOHERENT  MESSAGE READ

BACKGROUND SOUNDS (Circle all that apply):
LOCAL  VOICES  HOUSE NOISES  FACTORY MACHINERY
MOTOR  MUSIC  PA SYSTEM
STATIC  STREET NOISE  LONG DISTANCE
CLEAR  ANIMAL NOISES  OFFICE MACHINES
OTHER (Explain): __________________________________________________________________

DON’T HANG UP ON CALLER!  CALL 911 IMMEDIATELY!
Appendix D – Emergency Call Box Locations