

# LIFE SAFETY PROGRAM



101 North Wacker Drive | Chicago, IL | 60606





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At 101 North Wacker, the **safety** and **security** of our tenants and visitors is of the utmost importance to Ownership and Building Management.

With this in mind, the **Life Safety Program** has been developed as a tool for building occupants. Contained in this document are plans, resources, and guidelines meant to aid our tenants in a variety of situations, from emergencies to business interruptions. Also included in the program is contact information for key members of the Building Management Team. Please be sure to store this information for future use or in the event that further training or instruction is needed. Additionally, all company employees should receive this program.

Because a crisis can happen without warning, pre-planning measures are **paramount** in preventing a disruption from escalating into a tragedy. It is our goal to ensure all tenants of the building are prepared to act if an incident occurs, keeping themselves and those around them safe.

If you have any questions or concerns, please contact the Office of the Building, located on the 3<sup>rd</sup> floor.

Sincerely,



For any emergency situation, whether it is a medical emergency, a smoke / fire incident, or a threat of violence, always call **911 first**, and **Building Security second**. When calling 911, make sure to provide the operator with the following information:

1. **Building Address** – 101 North Wacker Drive
2. **Location within the Building** – Floor, Room Number, Company, Direction (Northwest corner, etc.)
3. **Type of Emergency** – Why are you calling, are there victims, what are their conditions
4. **Name and Phone Number** – What is your name, and what number can you be called at

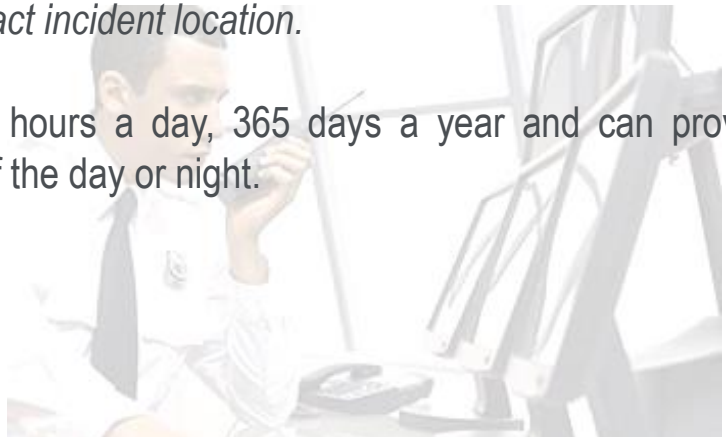
By providing this information, you can ensure the proper help will arrive and First Responders will be able to reach you in the fastest possible time.

### Contacting Security

Anytime 911 is contacted, make a secondary call to Security at **312-525-8110**. Once Security has been notified of an emergency, they will begin responding to the incident, including notifying the appropriate personnel and preparing to receive First Responders.

*After calling Security, be sure to place an employee in the Passenger Elevator Lobby. This person will be able to direct Security and / or First Responders to the exact incident location.*

Security is onsite 24 hours a day, 365 days a year and can provide assistance any time of the day or night.



## Communication Systems

The ability of Building Management and / or First Responders to communicate with customers during an emergency is of extreme importance. To this end, 101 North Wacker will utilize multiple communication methods during a situation to ensure tenants and occupants are informed and able to respond appropriately.

- **The Public Address (P.A.) System** will be used for situations requiring immediate notification and response, such as a fire or workplace violence event. P.A. Announcements, which can be either building-wide or floor-by-floor, are usually made by Security or First Responders and will provide direction to building occupants. These announcements occur in conjunction with the Horns and Strobes placed throughout the property.
- **RedFlag** is 101 North Wacker's tenant emergency notification system. RedFlag messages come in the form of email, text, and phone call alerts. These notifications are sent to pre-determined tenant contacts. RedFlag is tested on the first Tuesday of each month at 10am in conjunction with the City of Chicago Emergency Warning System test.



- **Email Alerts** are similar to RedFlag in that Building Management will send building-branded email messages to tenant contacts, alerting them of building conditions. However, these messages are sent through email only and will not be accompanied by a phone call or text message. Further, email alerts are generally reserved for non-emergency situations, whereas RedFlag notifications are usually more urgent in nature.

## If You See Something, Say Something

One critical component in keeping our property safe and secure is the commitment of our tenants to report any suspicious activity they observe. To this effect, 101 North Wacker is a partner of the 'If You See Something, Say Something' campaign. If, at any time, a tenant or visitor observes any suspicious activity, they are encouraged to notify Building Security and, if appropriate, to call 911. Building Security can be notified either by calling the Reception Desk at **312-525-8110** or by speaking to an Officer in person. Additionally, our Director of Security can be reached at **312-525-8168**.



Suspicious activity is limited to behaviors of concern and can include surveillance of the property, such as taking pictures or watching operational procedures, the presence of unattended bags or packages, attempts to elicit information about the building, including its tenants and its operations, and attempts to enter the building without the proper authorization.

More information on the 'If You See Something, Say Something' campaign can be found at <http://www.dhs.gov/if-you-see-something-say-something-campaign>.

## Life Safety Training

As part of our commitment to the safety and security of building tenants, the 101 North Wacker Security Team conducts periodic **life safety training sessions** throughout the year. These presentations, intended for Life Safety Team Members, are usually in a classroom-style format and discuss emergency response procedures for major emergency incidents, such as a smoke / fire or workplace violence event.

In compliance with the City of Chicago High Rise Buildings – Emergency Procedures Code, building-wide **drills** are performed each year. These drills focus on response measures building occupants should take in an emergency situation. For example, the Evacuation drill, which is usually in response to a smoke / fire event, ensures tenants know evacuation routes, stairwell locations, rally points, and other important evacuation measures.

The Security Team is also available to conduct tenant-specific training sessions. These training sessions, held in either the tenant's space or in the Connect 101 Conference Center, focus on aspects unique to the tenant while also discussing general building expectations. To schedule a training session, contact the Office of the Building at 312-525-8100.



## CALM Initiative

In an effort to help occupants remember important life safety response measures, the Chicago Fire Department (CFD) developed the C.A.L.M. initiative. C.A.L.M. is an acronym that can be used when responding to a high-rise emergency, such as a smoke / fire incident.

During any emergency situation, tenants are reminded to stay calm and to remember C.A.L.M., following the below steps in order:

- C:** **Call** 911 and provide specific information (see page 2)
- A:** **Alert** Building Management / Security (312-525-8110)
- L:** **Listen** to directives provided by Management / CFD
- M:** **Move** to a safe location (this is usually provided through the PA Announcement)

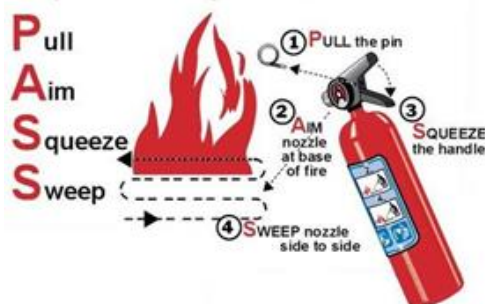


## Fire Extinguishers

Fire extinguishers have been strategically placed throughout the building, based on layout and City of Chicago Code. In addition, extinguishers can always be found in the stairwells. Fire extinguishers should only be used by trained personnel, and only when it is safe to do so. For those who have been trained on Fire Extinguisher use, remember to use the **PASS Method**:

### **PASS Method:**

To operate an extinguisher:



Class ABC is effective on these types of fires:



trash, wood, paper



flammable liquids



electrical equipment

## Life Safety Systems

101 North Wacker is equipped with a variety of systems and devices, together making up the **Fire Life Safety System**. This system is current with the City of Chicago Building Code and is tested regularly according to that code.

Components of the life safety system include, but are not limited to:

### **Life Safety Panel & Public Address System**

The life safety panel is the central nervous system of the fire alarm system. It receives alarms by location and can distinguish by type of alarm (water flow, smoke, heat). The panel also houses the PA System, which is made up of the speakers, horns, and strobes.



### **Horns, Strobes, and Speakers**

The horns and strobes provide audible and visual alerts, indicating the building is under emergency conditions. The speakers allow Building Management and / or First Responders to communicate via the PA System.



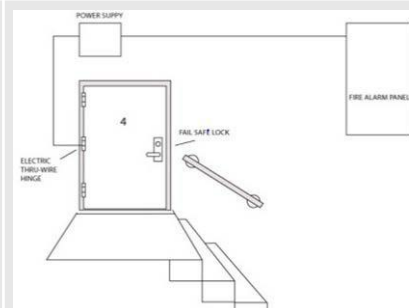
### **Smoke and Heat Detectors**

Smoke and heat detectors recognize extreme temperatures and / or fire particulates in the atmosphere and communicate those conditions back to the Life Safety Panel, triggering an alarm.



### **Fail Safe Stairwell Locks**

In conditions when there is a fire or water flow alarm, the life safety system will automatically unlock all of the stairwell doors. With the doors unlocked, occupants have free access out of the stairwells onto any floor so they can exit the stairwell if needed / directed to do so.



## Life safety system components, continued:

**Sprinkler System**

Sprinkler heads are located throughout the building and are directly linked to the fire pump / fire sprinkler system. Sprinkler heads are individually activated by fire / heat only.

**Overhead Exit & Stairs Signage**

Overhead EXIT and STAIRS signs are located throughout the building. These signs should be visible from any point in the building. In an emergency, follow these signs to the closest exit / stairwell.

**Evacuation Plan**

Evacuation Plans are located in every passenger elevator lobby. These plans provide direction to emergency exits and stairwells located on the floor.

**Stairwell Signage**

Stairwell signs are located both on the interior and the exterior of the stairwells, indicating the stairwell location by floor and direction (e.g. East, West)

**Area of Rescue / Stairwell Phones**

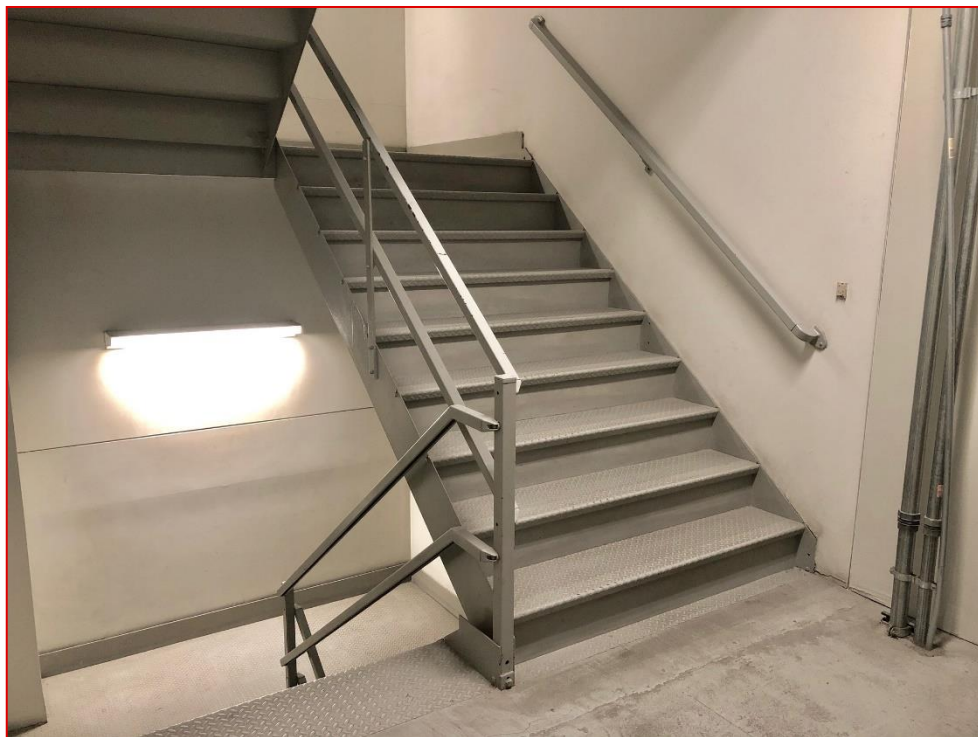
Each stairwell landing is designated an Area of Rescue, meaning it is a safe area to await first responders, especially for those who may not be able to traverse the stairs. Emergency phones that are directly tied to the Life Safety Panel are located every five floors. Always use one of these phones to contact Security if a person is stopped in an Area of Rescue.



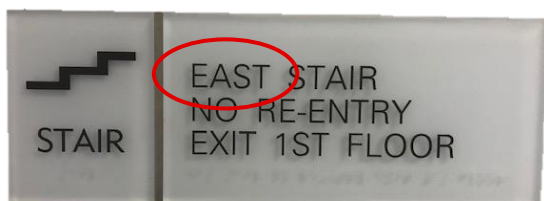
It is recommended that each tenant walk his / her floor(s) to become familiar with the layout and to identify ALL exit and stairwell locations.

## Stairwells

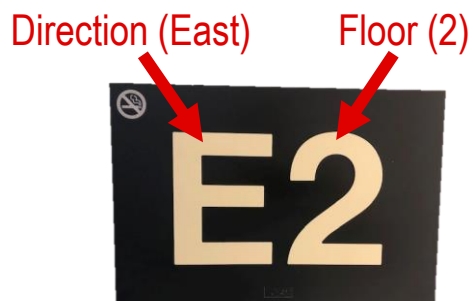
101 North Wacker has a total of two stairwells. Both stairwells are fire-rated protected enclosures that run the entire length of the building.



Each stairwell is identified by direction (East / West), and signage is posted on the interior and exterior of each stairwell floor to indicate the stairwell direction and floor location. Stairwells are clearly marked with illuminated signs, posted in the corridors.



**Exterior Stairwell Signage**



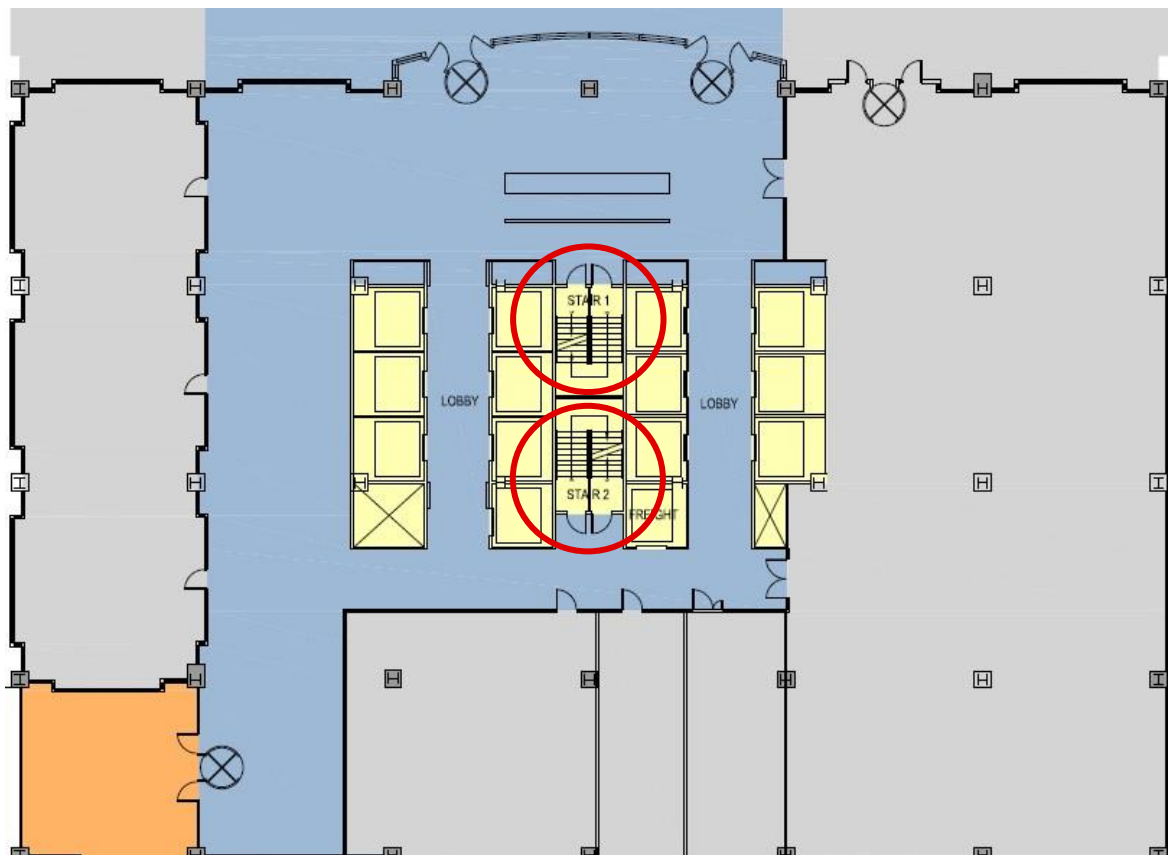
**Interior Stairwell Signage**



## Stairwells, continued

When utilizing the stairwells, follow the below guidelines:

1. Remain calm and do not run or skip steps
2. Do not take items with you, such as personal objects, coffee, water bottles, bags, etc.
3. Traverse on the right side of the stairwell and use the handrail for support
4. Listen to PA Announcements and follow directives
5. Keep noise levels to a minimum
6. Use stairwell phones to contact Security for any issues
7. Follow signage down to the first floor exits
8. Report to your company's pre-determined offsite assembly area and await further instructions
9. DO NOT re-enter the building unless directed to do so (or until the ALL CLEAR is given)



*Floor plan configuration and stairwell locations*

Per City of Chicago code, each building will have an evacuation plan, which includes the formation of floor Life Safety Teams. Each Life Safety Team will include the following positions, and it will be the responsibility of each Area Warden to keep the Life Safety Teams fully staffed. The positions are as follows:

- Area Warden
- Floor Warden(s) and Assistant Floor Warden(s)
- Searcher(s)
- Stairwell Monitor(s)
- Elevator Monitor(s)
- Aide(s) to Persons Needing Assistance

In the event of an incident that requires the relocation of occupants of a floor or the evacuation of the building, the Life Safety Team members will be responsible for the orderly evacuation of each occupant. It is imperative that each member know his / her assigned duties and be familiar with the floor layout, to include all emergency exits and stairwells. Specific Life Safety Team member duties are outlined on the following pages:

### Area Warden

<p>The Area Warden is responsible for emergency coordination and reporting of any potential or actual emergency condition to Building Management. The Area Warden is also responsible for organizing his/her emergency team members and making sure emergency procedures are carried out correctly.</p>	<ul style="list-style-type: none"> <li>• Appoints personnel to the Life Safety Teams and fills vacant positions.</li> <li>• Maintains an updated roster of all Life Safety Team members.</li> <li>• Alerts key personnel of potential emergencies.</li> <li>• Supervises the activity and training of all key team members. Ensures that all team members know their assigned duties and locations in case of an emergency.</li> <li>• Is responsible for informing and training team members and all floor personnel in emergency procedures.</li> <li>• Pre-plans the handling of physically disabled personnel during evacuation.</li> <li>• Is responsible for the evacuation of floor personnel. Is responsible for notifying Life Safety Team members to evacuate.</li> <li>• The Floor Warden / Assistant Floor Warden will assist the Area Warden in all areas of responsibility and assume the leadership role in his/her absence.</li> </ul>
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### Floor Warden / Assistant Floor Warden

<p>Operating under the supervision of the Area Warden, the Floor Warden (or Assistant) is responsible for the control of the Life Safety Team members and the people on the floor. In addition, he / she is responsible for the safe evacuation of personnel in his/her work area during an emergency.</p>	<ul style="list-style-type: none"> <li>• Supervises assembly of personnel in his/her work area.</li> <li>• Is responsible for orderly evacuation of all personnel in his/her area via designated exits.</li> <li>• Remains with the group throughout the evacuation period and leads them to predetermined safe areas.</li> <li>• Assists in training of all personnel in his/her work area.</li> </ul>
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### Searcher

**Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, restrooms, etc.**

- Checks all rooms including rest rooms, conference rooms, reception areas, and remote areas, closing but not locking all doors behind them.
- Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
- Evacuates non-employees found on the floor.
- Reports to Floor Warden when his/her area is clear.

### Stairwell Monitor

**Under the direction of the Floor Warden, Stairwell Monitors are responsible for an assigned exit, such as a stairwell and assist in the orderly evacuation of personnel.**

- Takes a position at his/her assigned exit and assists in the orderly evacuation of personnel.
- Inspects stairwells for possible heat or smoke conditions before evacuation.
- Instructs personnel to form single file lines into the stairwell and directs personnel to exit along the right side of the stairwell.
- Supervises and monitors evacuation flow while remaining calm and encouraging a calm and orderly evacuation.
- Stays at the exit until Searchers have cleared all personnel from the floor.

### Elevator Monitor

**Under the supervision of the Floor Warden, Elevator Monitors are responsible for making sure no one uses the elevators.**

- Must be familiar with the building evacuation plan and the location of all stairways.
- Positions self at elevator bank and directs employees to the nearest stairway and away from the elevators.
- Stays at his/her post until instructed to evacuate by the Floor Warden.

### Aide to Persons Needing Assistance

**Under the supervision of the Floor Warden, the Aide to Persons Needing Assistance is responsible for making sure all physically challenged personnel are evacuated.**

- Maintains an up-to-date list of physically challenged employees on the floor.
- Assists personnel to stairwell (Area of Safe Refuge) and calls Security on stairwell phone alerting them to person in stairwell.



Life Safety Team members play a key role in the evacuation process, but they are not designated first responders. In a life threatening situation, team members must evacuate as every occupant must and they should report any issues, such as persons needing additional assistance, to Security or to their Floor Warden.

Life Safety Team members are required to wear a reflective safety vest when performing their duties (so others can recognize them) and must be vocal when evacuating persons from a floor. In an emergency, seconds count and Life Safety Team members play an important role in keeping floor occupants safe.

Lastly, Life Safety Teams are to be established and then maintained by the tenant contact, usually the Area Warden. Anytime there is a member change in the Life Safety Team or a person is identified as needing evacuation assistance, this information needs to be communicated to Building Management.

[https://www.cityofchicago.org/city/en/depts/cfd/provdrs/prevent/svcs/suggested\\_high\\_riserofficebuildingevacuationplan.html](https://www.cityofchicago.org/city/en/depts/cfd/provdrs/prevent/svcs/suggested_high_riserofficebuildingevacuationplan.html)

There are a number of things that tenants should keep in mind during an emergency situation. These items will assist building occupants in responding quickly and appropriately to the type of emergency occurring.

- First, tenants should **stop** and **listen** to the PA Announcement. The announcement will provide important information, such as the type of emergency, specific actions tenants should take, and special considerations to keep in mind during the response.
- Elevators are automatically recalled to the Lobby Level in the event the Fire Life Safety system is activated. Tenants should follow instructions provided in the PA Announcement, including specific ways to evacuate or relocate (if necessary).
- Emergency phones are located in each stairwell and can be used if help is needed. Phones are on the following landings:
  - West Stairwell – Floors 4, 9, 14, 19, and Lower Level
  - East Stairwell – Floors 3, 8, 13, 18, and 23

In addition to the above, tenants should be familiar with their specific plans, including evacuation routes, shelter-in-place locations, rendezvous points, and the exact location of all exits. Training should be provided to all new employees, and the Life Safety Team should be fully staffed so employees can direct response measures should an emergency arise.

Response considerations for specific emergency situations are on the following pages.

## Smoke / Fire

If you discover smoke or fire, take the below steps immediately:

1. Call 911 and provide all relevant information (building address, company name, floor, location of fire on floor, your name).
2. Notify Building Security.
3. Notify anyone in the immediate area and instruct them to evacuate the area using the stairwells. Notify your team so response measures can begin.
4. Close doors, if possible and safe to do so, to confine the fire.  
**NEVER LET A FIRE GET BETWEEN YOU AND THE ONLY ROUTE OF EVACUATION.**
5. Building Management and / or First Responders will activate the emergency communication system. Specific instructions will be provided via the PA System. However, do not wait for instructions if you are in immediate danger. Take appropriate steps to keep yourselves and others safe.
6. If smoke is present, stay low. The cleanest air is near the floor.
7. If you find yourself trapped by smoke or fire, call 911 and Building Security and provide your exact location.



## Evacuation

Depending on the situation, evacuations can take multiple forms. In most cases, evacuations will be ordered by the Chicago Fire Department or Building Management, but Life Safety Team Members can order a floor / area evacuation if they feel one is warranted.

In the event of an evacuation, follow the below steps:

1. Listen to the PA Announcement for specific instructions. An evacuation may be partial building or full building. In the event of a partial building evacuation, specific floors will be directed to either exit the building or to relocate to another floor.
2. Remain calm. Walk, do not run.
3. Do not take personal items with you.
4. Use stairwells unless otherwise instructed. Check stairwells for smoke or flames before using (for smoke / fire emergencies). Keep hands free while traversing stairwells to avoid creating a tripping hazard should something be dropped. Use handrails while using stairs.
5. Notify Building Security of any individuals needing assistance in the stairwells, including the exact location of the individual.
6. Report to your company's pre-determined assembly location. Do not re-enter the building until instructed to do so.



## Shelter-in-Place

Shelter-in-Place responses are most commonly used in response to Workplace Violence incidents (though occupants can be directed to shelter in the event of severe weather or an emergency on the exterior of the building). Workplace violence includes verbal assaults, stalking, threats, and physical assaults. In severe situations, this may result in an Active Shooter situation.

In the event of a Workplace Violence incident, follow the below steps:

1. If the event is occurring on your floor, move away from the subject and get to safety. This may involve evacuating or sheltering in a secure, lockable, hidden space, depending on your location and the subject's location on the floor.
2. When safe to do so, call 911 and notify Building Security.
3. Alert others in the area of the incident (if safe to do so).
4. If a Shelter-in-Place directive is given via the PA System, quickly and quietly move to your pre-identified shelter location. Shelter locations should be out of sight, lockable, without glass / windows, and with access to a phone.
5. Remain sheltered until the All Clear is given.
6. When necessary, follow the Homeland Security Protocol: RUN-HIDE-FIGHT.

[http://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

### HOW TO RESPOND

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

#### 1. EVACUATE

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

#### 2. HIDE OUT

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

#### 3. TAKE ACTION

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

**CALL 911 WHEN IT IS SAFE TO DO SO**

### HOW TO RESPOND

WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

### INFORMATION

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

## Medical Emergencies

In a medical emergency, time is of the essence and it is important that 911 and Building Security are called immediately.

In the event of a medical emergency, follow the below steps:

1. Call 911 and provide all relevant information (building address, company name, floor, location of medical emergency on floor, your name, exact type of medical incident).
2. Notify Building Security, providing the same information.
3. Send a co-worker to the elevator lobby to direct Building Security and First Responders to the exact incident location.
4. Stay with the victim and do not move them unless they are in immediate danger.

Upon notification, Building Security will meet First Responders and provide an escort to the incident location.



Although bomb threats are rare, they require immediate action from the person receiving the call. Upon receiving a bomb threat, attempt to keep the caller on the line as long as possible, and obtain as much information as possible. Use the Bomb Threat Checklist (located on the following page) to record information about the threat.

1. Remain calm.
2. Try to obtain as much information as possible. Use the Bomb Threat Checklist.
3. Direct a co-worker to call 911 and to alert Building Security.
4. If the caller disconnects, DO NOT hang up the phone. Leave the line open.
5. Inspect your own area for any suspicious items. If suspicious items are found, DO NOT touch them and alert Building Security immediately.
6. Follow instructions from First Responders and Building Management.



## Bomb Threat Checklist

### BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

#### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

#### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

#### If a bomb threat is received by email:

- Call \_\_\_\_\_
- Do not delete the message.

#### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

#### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

### WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

### BOMB THREAT CHECKLIST

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Time Caller Hung Up: \_\_\_\_\_ Phone Number Where Call Received: \_\_\_\_\_

#### Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

#### Exact Words of Threat:

#### Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

#### Other Information:



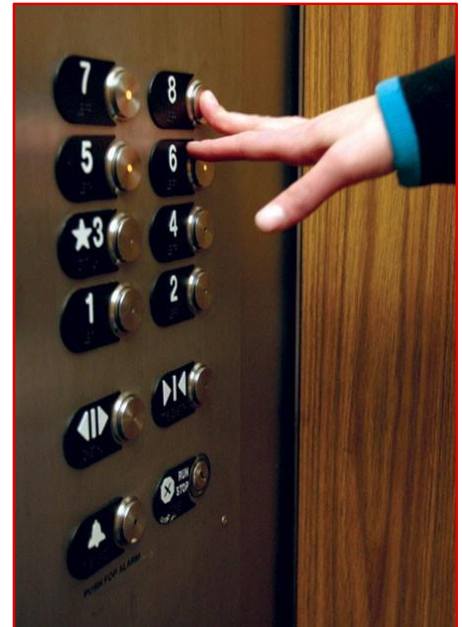
Homeland  
Security



## Elevator Entrapment

Elevators are extremely safe and modernized, with multiple safety mechanisms to prevent serious emergencies from occurring. Unfortunately, though, they do encounter service interruptions from time to time. If you encounter an elevator entrapment, follow the below steps:

1. Remain calm and press the emergency call button on the panel.
2. The call button is a direct dial to Security. Elevators are monitored 24/7.
3. Provide Security your name, company information, the cab number, the floor displayed on the panel, and what direction you were traveling.
4. Security will provide this information to an elevator technician *immediately*.
5. If you feel claustrophobic or ill, sit down on the floor. In the event you need medical attention, alert Security immediately. 911 will be contacted.
6. At NO TIME should you attempt to exit the cab or open the doors.
7. Always report elevator service issues to Security or Building Management, even if the issue does not result in an entrapment.



## **Severe Weather**

In severe weather situations, there are usually pre-event warnings and alerts to prepare occupants. Building Management and Security monitor these alerts and track weather conditions in order to keep tenants safe. In the event of a severe weather situation, such as a tornado, the City of Chicago will activate its Emergency Warning System. If this alert is activated, follow these steps:

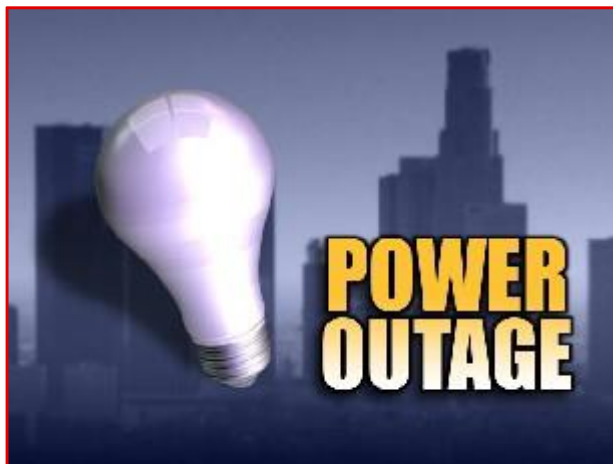
1. Follow instructions given via the PA System or the floor's Fire Warden.
2. Move away from windows and glass and proceed to your pre-determined shelter location.
3. Severe weather shelter locations should be near the core of the building, such as the stairwells. Additionally, they should avoid windows / glass and should allow quick access to relocate down floors as necessary (if the situation worsens).
4. Do NOT use elevators.
5. Do NOT evacuate unless instructed to do so.

## Utility Issue / Outage

In the event of a utility interruption, such as a power outage, remain calm and wait for instructions from Building Management or your company's management team. 101 N Wacker is equipped with emergency power for all life safety components and some lighting.

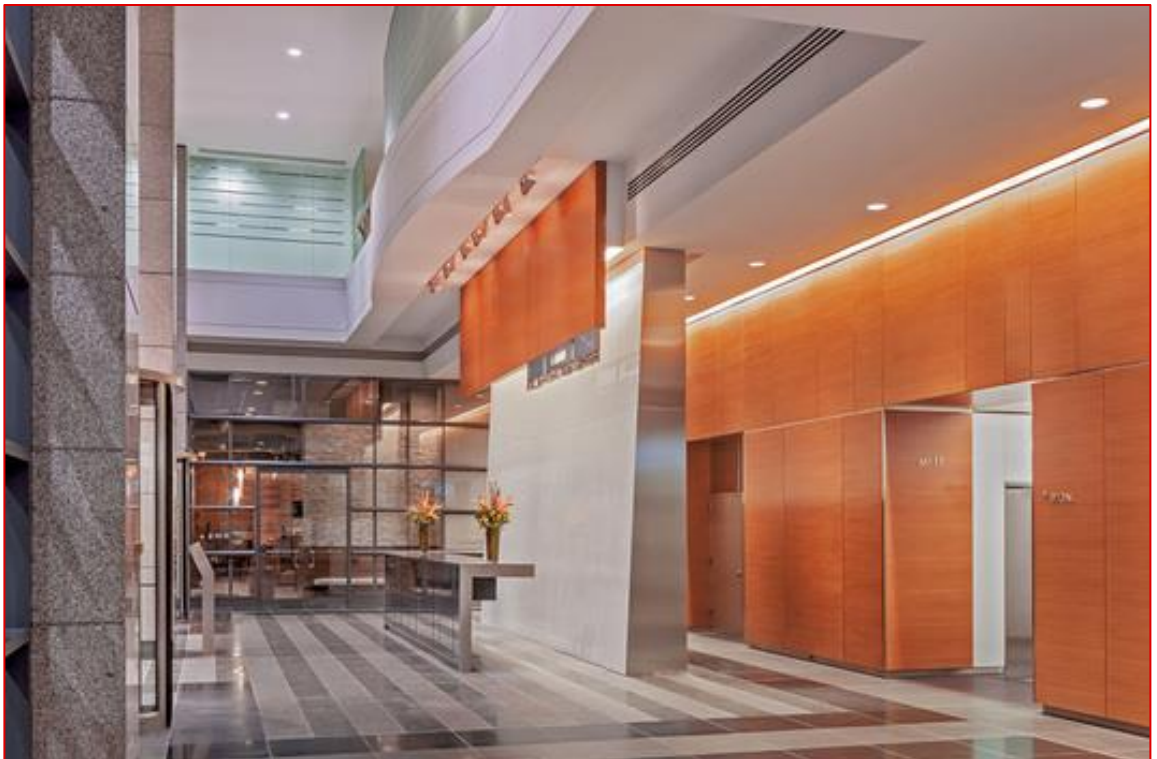
In the event of an outage, follow the below steps:

1. Notify Building Security, informing them of your location and the nature of the problem / outage.
2. Assist others in your immediate area as needed, proceeding with caution to a well-lit area.
3. Remain seated or in a stationary location as much as possible. It is best to limit movement throughout the floor.
4. If you are in an elevator during an outage, the elevator will lower to the main lobby. If you experience any issues, press the emergency call button.
5. Listen for further updates and instructions via the PA System.



- Chicago Fire / Police / Paramedics – 911
- 24-Hour Reception Desk – 312.525.8110
  - POTS Line – 312.641.3278
  - After-Hours Security Mobile – 773.497.0101
- Office of the Building – 312.525.8100
  - [101NWacker@am.jll.com](mailto:101NWacker@am.jll.com)
- Director of Security – 312.525.8168
  - [101NWackerSecurity@am.jll.com](mailto:101NWackerSecurity@am.jll.com)

*Please store these numbers in your phone and / or keep them at your desk for easy access.*





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