



PNC Centre at One North Franklin
Emergency & Security Procedures

PNC CENTRE ONE NORTH FRANKLIN

EMERGENCY & SECURITY PROCEDURES

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General Building Information

PNC Centre at One North Franklin was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. Routine inspections are scheduled regularly and the building is monitored 24 hours a day, seven days a week. The building’s safety systems meet or exceed all relevant fire and building codes.

Emergency Telephone Numbers

Staff Contact Information »

Office of the Building/Management Office – Suite 370	312-629-1700
General Manager – Allie Borrego	312-629-1700
Assistant General Manager – Megan DeLay	312-629-1700
Property Associate – Kelsea Webb.....	312-629-1700
Chief Engineer – John Romano	312-629-0318
Director of Security/Fire Safety Director – Nefertari Gray	312-251-7780
Lobby Desk.....	312-629-1700

Police Department »

Emergency.....	911
OEMC, Police Dispatch Desk	312-746-9450
Precinct: 1718 S. State St.	312-745-4290

Fire Department »

Emergency.....	911
Central Dispatch	312-744-4723

Medical »

Ambulance.....	911
Hospital: Northwestern Memorial Hospital, 251 E. Huron.....	312-908-5222

Life Safety Equipment

Alarm Detection Devices »

Various alarm and detection devices are located throughout the building. They include smoke detectors, heat detectors, and water flow detectors – all monitored 24 hours a day. Activated smoke detectors and water flow detectors will result in the following:

- The detection device sends a signal to the lobby fire alarm control panel. Security personnel notify all on-site building personnel. The Chicago Fire Department is notified by our fire alarm monitoring company, as well as by the security officer in the lobby.
- The Fire Safety Director will report to the lobby, preparing for the arrival of the responding emergency equipment.
- Stairwell doors will automatically unlock when the building is in alarm mode.
- The HVAC system will automatically purge smoke from the fire floor to prevent smoke circulation. Fans will turn on to blow high volume air into stairwells and elevator shafts to provide a safe path of travel for exit. (Please pull stairwell doors closed behind you to keep stairwell properly pressurized, when possible.)
- Elevators will be recalled to the lobby by the Fire Department.

Emergency Public Address System »

Emergency instructions are given over the emergency Public Address System throughout the building. Instructions may be given to the entire building or to individual floors. Initially, a standardized announcement will instruct tenants on the affected floors to relocate to a lower floor if there is a presence of smoke or fire. An all-floor message will be relayed over the Public Address System once the investigation is complete and the alarm is cleared.

Fire Extinguishers »

Extinguishers are placed throughout the building according to Fire Code. Additional fire extinguishers are located in tenant suites and stairwells. Familiarize yourself with the specific location on your floor.

Speaker/Strobes »

Speakers and strobes are located on every floor. They are located on each floor throughout the public areas as well as some tenant spaces. They are used for fire alarm conditions and emergency notifications.

Smoke Detectors »

Smoke detectors are located throughout the building according to code. They are located in elevator lobbies, elevator machine rooms, building closets, air system ducting on each floor and tenant suites. Do not tamper with or disarm any smoke detector.

Two-way Communication/Fire Phones »

Fire Phones are located on every fifth-floor stairwell of the building. To operate a fire phone, open the door and simply pick up the phone and you will be connected directly to the lobby desk.

Fire Safety

Automatic systems include overhead sprinklers which provide immediate response to any significant fire. An automatic alarm is set off whenever water flows through the overhead sprinklers. Smoke detectors are located in strategic locations and, in accordance to all applicable city ordinances, will activate alarms notifying the Fire Command Station in the lobby at the first sign of a fire. The system also automatically sends a signal to an off-site monitoring company which dials directly to the Chicago Fire Department.

Automatic devices in alarm will activate air handling equipment to purge smoke away from the fire floor to prevent the spread of smoke. At the same time, elevators are returned to the lobby and stairwell re-entry doors will unlock automatically to facilitate relocation. Passive fire restraints include solid-core doors to prevent the spread of fire and floors with a two-hour safety rating.

The Fire Command Station has direct one-way communication with mechanical equipment rooms, each floor of the building, as well as the stairwells via the Public Address System. This network of speakers can be used to give verbal instructions or information should the need arise. Key Property Management personnel carry two-way radios when away from their posts, and the building operations staff is trained to assist in any emergency.

Due to the fire resistant qualities of modern high-rises, total evacuation of the building is **very rare**. Relocation is usually necessary only from the affected fire floor, the floor directly above and the floor directly below; and fire and life safety devices will usually only activate on these floors. Additional

floors may be evacuated when ordered by the Fire Safety Director, Fire Department personnel, or Police.

If You Discover a Fire »

1. **Call the Fire Department. Dial 911.** Tell the address and the floor location of the fire, its severity and type. This information will be relayed to firefighters en route.
2. **Call the Office of the Building. (312) 629-1700.** Outside regular business hours, your phone call will be rerouted automatically to the lobby security officer. Our Fire Brigade will take initial action and help firefighters when they arrive.
3. **Alert your Floor Warden.** Tenant Floor Wardens have been trained in emergency response. Follow his or her instructions.

If You Hear the Fire Alarm »

1. **Remain calm.** Listen for instructions over the Public Address System.
2. **Close doors but do not lock them.** Take only essential belongings with you.
3. **Follow instructions from Floor Wardens.** You may be asked to inspect the area or to help others.
4. **Proceed down the stairs** as directed to the nearest re-entry floor. Listen to what floor you are being told to relocate to. Keep to the right while descending the stairs to avoid firefighters who may be ascending on your left.
5. **DO NOT use the elevators.** Elevators will automatically return to the lobby to await firefighters.
6. **Feel doors before opening them.** Do not open any doors that feel hot.
7. **If you are a person with special needs, await help** from your assigned Special Needs Assistant, or wait near the stairwell doors.

If You Encounter Smoke »

1. Place a wet cloth over nose and mouth to filter smoke.
2. Take short breaths; breathe lightly through your nose.
3. Stay low and crawl on hands and knees.
4. Do not break windows.

Fire Safety Director »

In an emergency, the Fire Safety Director has the primary responsibility for assisting firefighters and coordinating the response of the building staff and systems. He or she operates from a Fire Command Station located in the main lobby from which all mechanical, alarm and communication systems can be activated.

The Fire Safety Director organizes and trains a Fire Brigade composed of building staff and is responsible for their equipment and state of readiness. He or she is also responsible for overseeing designation and training of a Floor Warden for each floor and sufficient Assistant Floor Wardens for each tenant to meet Fire Department regulations. The Fire Safety Director maintains organization charts listing members of current tenant emergency teams.

The Fire Department takes the establishment, training and availability of Floors Wardens and Assistant Floor Wardens very seriously. If the Fire Safety Director finds that an individual is neglecting the responsibilities outlined in the tenant's emergency plan, he or she is required to inform Management, which will in turn inform the tenant. If the tenant fails to correct the situation, the Fire Department will be notified.

Fire Brigade »

A Fire Brigade, consisting of building personnel, will usually be the first response team to arrive at the scene. If the fire is small and conditions do not pose an immediate personal threat, the Fire Brigade will confine or extinguish the fire using equipment carried with them. Keep in mind the Chicago Fire Department will arrive within minutes of the alarm activation.

Upon locating the fire, both members of the Fire Brigade will move to the floor below the fire to communicate conditions to the Fire Command Station. Then, they will remain near the stairs to direct firefighters and inform them of conditions.

Tenant Responsibilities »

Under Illinois Fire Code, certain high-rise office buildings are required to enforce the tenants to participate in emergency response plans and make responsible and dependable employees available for designation as the Emergency Evacuation Team. An organization chart listing names, locations, emails and telephone numbers of the people so designated is to be supplied to the Fire Safety Director and kept current.

We highly recommend that the tenants of PNC Centre formulate and maintain individual Evacuation Teams for your safety in an emergency situation.

Tenants are encouraged to participate in periodic fire drills as required under Chicago Municipal Code 13-78-090. All employees should be instructed that fire drills are not to be taken lightly and to cooperate with the instructions of Floor Wardens assigned to their areas.

Employees should be instructed to report all unusual odors indicating a possible fire to their Floor Warden or Assistant Floor Warden. All fires, no matter how small or quickly extinguished, must be reported.

Primary responsibilities for safety of employees rest with each tenant. It may be necessary to tailor the plan outlined below to suit your space and number of employees.

Fire Drills »

All occupants of the building are encouraged to participate in fire drills. However, occupants other than building service employees are not required to leave the floor or use exits during the drill. A written record of fire drills will be submitted to the City of Chicago and kept in the Fire Safety Plan for the building. The Floor Warden in charge will be required to sign these records at the end of each scheduled drill.

Fire drills will be announced via the Public Address System. The announcement will consist of a statement by the Fire Safety Director followed by the appropriate tone signals. Each tenant contact will be informed of the drill in advance.

Upon hearing the signal, all Floor Wardens will alert their area occupants that a fire drill is in progress and advise them to proceed to their exit stairwells.

Male and female Searchers will proceed immediately to various restrooms and other isolated areas to ensure that everyone had heard, understands, and responds to the signal. When all areas are clear, Searchers will report to their Floor Warden. Special Needs Assistants will assist special needs employees to the exit stairways and also report to their Floor Warden.

The Fire Safety Director will observe the exercise and point out deficiencies. The drill will end after the Fire Safety Director completes his/her safety orientation.

Emergency Evacuation Teams

The number one priority of the Emergency Evacuation Team members is to ensure and assist in the safe and orderly evacuation of all employees and guests in an emergency situation. Team members are also required to attend and participate in all classes, training sessions and drills.

The positions that make up the Emergency Evacuation Team (EET) for each floor are as follows:

Floor Warden	Assistant Floor Warden	Searchers
Stairwell Monitors	Elevator Monitor	Special Needs Assistant(s)

Each floor **must** have a ***Floor Warden*** and a sufficient number of ***Searchers***. The duties of the members of the Emergency Evacuation Team are as follows:

Floor Warden »

Responsibilities prior to an emergency:

- Familiarization with their individual floor, including floor layout, location of emergency exits, stairwells and fire extinguishers
- Maintain and update current rosters and lists for:
 - EET members and alternates
 - All employees on their respective floors
 - All special needs individuals
- Provide current EET roster to building Management
- Remain in contact with building Management to review emergency procedures

In the event of an emergency the Floor Warden will:

- **Call 911** if appropriate
- Respond to elevator lobby
- Coordinate EET activities, including reassignment of team members to cover assignments of absent team members
- Remain alert for instructions given over the building's Public Address System
- that may alter procedures
- Ensure that all areas of the floor are evacuated before EET evacuates
- Report the status of the floor to the Fire Command Station including relevant information such as special needs individuals' locations, missing or injured individuals

Assistant Floor Warden »

The Assistant Floor Warden will assume the responsibilities of the Floor Warden in his/her absence. Therefore, the Assistant Floor Warden must have and maintain a complete knowledge of the Floor Warden's responsibilities.

In the event of an emergency the Assistant Floor Warden will:

- Report to the floor's command post at the elevator lobby
- Assist in evacuation as directed by the Floor Warden, or assume the position of Floor Warden in his/her absence

Searcher »

Each tenant shall have at least one Searcher per floor. Searchers have the responsibility to ensure that all doors are closed, other than the main entry door, before they leave. It is also the responsibility of the Searchers to have a complete understanding of the building emergency policies and procedures. Searchers will ensure that all employees and visitors have evacuated from their area. Searchers will also assist in the evacuation or relocation of persons with special needs when Special Needs Assistants are not available.

In the event of an emergency the Searcher will:

- Search designated area quickly and thoroughly
- Start at point furthest from the exit and proceed toward the exit
- Once rooms are searched, close but do not lock doors
- Insist that all persons evacuate immediately
- **Report** to your Floor Warden

Stairwell Monitor »

Stairwell monitors will supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel. They are to remain at their assigned exits until all Searchers have cleared all personnel from the floor.

In the event of an emergency the Stairwell Monitor will:

- Take position at the assigned exit to assist in an orderly evacuation

- Immediately inspect the stairwell for possible heat and smoke conditions before allowing evacuees to enter that stairwell

- Provide the following instructions to evacuees:
 - Move quickly, quietly, and hands free – do not run
 - Use the full width of the stair and use handrails at all times
 - Allow room for others, but do not unnecessarily hold up travel while merging with individuals from other floors

- Allow no smoking, eating or drinking
- Advise evacuees to remove high-heeled shoes if necessary
- Assist those who are slower moving or disabled
- Dispel faulty information or rumors if possible

Elevator Monitor »

Elevator monitors will position themselves at the elevator bank to ensure that elevators are not used at any time for any reason during an emergency. Employees and guests arriving on the floor during an emergency are to be directed to the nearest exit stairwell.

In the event of an emergency the Elevator Monitor will:

- Report immediately to their assigned elevator bank
- Deny employees and guests entry to elevators
- Evacuate all occupants from elevators
- Direct employees and guests to the nearest exit stairwell
- Report all important information to the Floor Warden

Special Needs Assistant »

It is the responsibility of the Special Needs Assistant to aid in the movement of assigned special needs employees to the closest area of safe refuge. The individual with special needs may be able to be evacuated with others with only minor assistance, or in severe cases he or she may have to wait for professional emergency workers to complete their evacuation.

In the event of an emergency the Special Needs Assistant will:

- Respond immediately to the location of the assigned special needs employee
- Assist in moving the individual to the nearest stairwell or safe area
- As the stairwell clears, move the individual into the stairwell
- Ask for more help if necessary, or wait in a safe area until help arrives
- Report important information such as the location of an employee who cannot be totally evacuated to the Floor Warden or Security

In an extreme emergency do not endanger your own safety, as this will only compound the problem for responding emergency workers.

Illness or Medical Emergency

If Someone Needs Immediate Medical Attention »

1. **Do not move the person.** If necessary, administer first aid.
2. **Call Paramedics. Dial 911.** Tell them your floor and suite number and direct the medical team to the One North Franklin main lobby entrance.
3. **Call the Office of the Building. Dial (312) 629-1700.** We will hold an elevator ready for the paramedic team. If a private physician has been called, let us know and we will escort the doctor to your office.
4. **Post one person at the elevator** to lead the medical team to the person in distress.

After Hours Emergency »

Outside normal business hours, follow the steps outlined above. Your call will be rerouted to the lobby desk which is staffed 24 hours a day.

Bomb Threat

Telephone Bomb Threat »

1. **Attract the attention of a co-worker** discretely and quietly while listening to the caller. Have the co-worker call 911 and request that the call be traced
2. **Get as much information as possible** from the caller about the location and type of bomb, its detonation time and the reason for its placement. Ask about the bomb's appearance and who is placing it.

3. **Ask the caller to repeat parts** of the message and make notes of any clues that might help police: Is the caller male or female? Adult? Juvenile? Is the voice educated or coarse? Accented or otherwise distinguishable? Does the person seem angry, rational, or deliberate? Make note of background noises.
4. **Call the Police Bomb Squad. Dial 911.** Describe in detail the information you received on the phone.
5. **Call the Office of the Building.** He or she will notify in-house security, the chief engineer and other building staff.

The decision whether to inform other building occupants of the threat or to order an evacuation will be based on recommendations of local authorities and the judgment of senior company officials and the Property Manager. Be prepared to assist authorities in search for the device **BUT DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.**

Letter Bomb »

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5-3/4" by 4" by 2/16" thick and weigh between 2 and 3 ounces.

Signs to Look For »

1. **Size.** Is this letter unusually thick?
2. **Weight.** Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letter weigh as much.
3. **Balance.** Is it heavier on one end?
4. **Feel.** Is there any springiness in the sides of the letter? Does it flex, indicating it is filled with folded paper, or is it stiff?
5. **Appearance.** Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
6. **Odor.** Is there a smell of almonds or marzipan?
7. If you consider a parcel or letter suspect, **DO NOT OPEN IT.** Immediately inform the Police Bomb Squad and notify the Office of the Building.

Bomb Threat Reporting Checklist

Exact time of call: _____ Date of 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 address? _____
10. What is your name? _____

DESCRIPTION OF CALLER'S VOICE

 Male Female Young Middle-Aged Old

Type of Voice Accent: _____

If Voice is familiar, who does it sound like? _____

Background sounds: _____

Other Voice Characteristics (check appropriate descriptions)

 Calm Stutter Giggling Stressed Disguised Slow Deep Accent Nasal
 Crying Loud Angry Lisp Squeaky Slurred Broken Rapid Excited
 Normal Sincere

Threat Language

 Well Spoken/Educated Irrational Foul Drunk Sober Taped

OTHER REMARKS:

Person Receiving Call: _____ Phone Number: _____

Date of Threat: _____ Time Call Ended: _____

Date Call Reported: _____ Time Call Reported: _____

REPORT THE CALL IMMEDIATELY TO: 911**And secondly to the Office of the Building: (312) 629-1700.**

Elevator Malfunction

Passenger and freight elevators are inspected and professionally maintained by a specialized maintenance firm. In the event that an elevator stops with passengers in it, remember to remain calm. Elevators are constructed with multiple steel suspension cables, any one of which is sufficient to support the elevator.

In Case of an Elevator Malfunction »

1. **Locate the emergency button** to summon help. Fully depress the emergency call button. This will automatically dial the security console, then communicate via the emergency intercom.
2. **Identify the elevator number** located inside the panel and above the call buttons. To enable the elevators or mechanic to respond to the problem quickly, callers will be asked for the number and approximate floor location.
3. **Stay in the car** if the elevator stops between floors and the doors open. Do not try to climb out or jump to the floor below. Do not try to pry open the doors – it may cause other damage to the equipment and prolong the emergency.
4. **Stay calm and wait for help to arrive.** If the emergency lasts an extended period of time, sit on the floor and either look up or ahead so that you feel less confined.
5. **Follow up on the occurrence details** with the Office of the Building or Security.

Elevator equipment and performance are constantly monitored during regular business hours. Should you at any time experience any irregularity or difficulty with elevator service, please note the elevator car number and report it immediately to lobby personnel or the Office of the Building.

If Electrical Service Is Interrupted »

If normal electrical service to the building is interrupted, elevator lights will blink and elevators will stop temporarily. They will then automatically return to the lobby level one-by-one and the doors will open.

Evacuation Guidelines and Procedures

To ensure the safe and efficient evacuation of all occupants in the event of an emergency, we strongly recommend that each tenant develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives and property. If you require additional assistance in developing an emergency evacuation plan for your suite, please contact the Director of Security and/or Fire Safety Director, who will gladly assist you.

Evacuation Guidelines »

If it becomes necessary to relocate due to a fire or other emergency:

1. **Follow instructions** from Property Management personnel or the Fire Department, which you will hear over the loud speakers.
2. **Walk**; do not run to the nearest exit stair. Close doors as you leave the work area – do not lock them.
3. **Take your cell phone** but leave your laptop, briefcase, etc.
4. **Check exit door stairwell** for smoke or heat before entering. If smoke/heat is present, use an alternate stairwell. Do not use the elevators.
5. **Use handrails and full width of stairs.** Assist staff members with special needs.
6. If you have been instructed to remain in the building, but to evacuate your floor, you should **proceed down two or more floors below the incident floor** until you reach a designated re-entry floor. Call the Fire Command Station via the Floor Warden telephone for further instructions.
7. **If you have been instructed to evacuate the building**, take the fire stairs to the lobby level and proceed to the nearest exit. Building personnel will be available to provide direction from the building, and you should proceed to your designated relocation area. When exiting the building, watch for falling glass and debris.

Stairwell Procedures »

Stairwells are for emergency use only and are not intended to accommodate daily travel between floors. Stairwells are equipped with emergency lighting to illuminate the exit path. As a security measure, stairwells are equipped with door hardware which can be opened from the hallway but not from the stairwell side. Please do not hold or block open stairwell doors, as doing so upsets the balance of the air control, and interferes with the security and fire protection system. During a

fire alarm or other emergency, stairwell doors from the stairwell side on every floor will be unlocked automatically to provide a safe relocation route.

Emergency Evacuations

Emergency Evacuation Team members are responsible for assisting in the safe and orderly evacuation of all employees and guests in an emergency situation. Emergency evacuations can be broken down to three general categories: partial evacuation, total building evacuation and shelter in place.

Partial Evacuation – Relocation »

The building's emergency Public Address System directs occupants down to a safe area below an emergency situation, usually a few floors below. Occupants should quickly proceed to the designated stairwell and descend to the directed floor. Standby and await further instructions.

Total Building Evacuation »

The building's emergency Public Address System directs occupants to leave the building. Occupants should quickly proceed to the designated stairwell and descend to the ground level. Exit the building and proceed to a pre-determined assembly point at least two (2) blocks from the building. Each tenant needs to assign an assembly point for their employees.

Shelter in Place – Interior Isolation »

Shelter in Place is the opposite of evacuation. The building's emergency Public Address System will direct tenants to remain on their floor and use the structure of the building to provide protection from the following emergency situations:

- Weather
- Security
- Exterior Problems

Weather

Upon hearing the alarm and announcement to shelter in place, tenants should move away from windows, close doors, proceed to the shelter location indicated in the announcement (i.e., stairwells and restrooms).

Security

Upon hearing the alarm and announcement to shelter in place for a security breach, tenants should move to a locked interior office, out of visibility. They should lock the outside office doors, turn off lights, silence cell phones and keep quiet.

Exterior Problems

The building's emergency Public Address System directs occupants to stay in the building due to a threat outside of the building.

NOTE: Any movement requiring stairwells should be conducted quickly, quietly and hands free.

Housekeeping

Tenants and all building employees play an important role in the pre-emergency planning process. Becoming familiar with emergency policies and procedures is a part of it. Another important part includes general housekeeping practices. The term housekeeping is not limited to the cleanliness of an area, but also includes making sure that trash, storage, furniture, etc. is not located so as to obstruct exit stairs, corridors, exit doors, or other circulation paths. Tenants are required to keep all items a minimum of 44 inches away from a fire exit and in corridors to provide a clear path to a fire exit. Other items that may present a hazard include: frayed electrical cords, overloaded electrical outlets, space heaters, improper storage of flammable liquids, disorderly storage areas, coffee makers left on overnight, discharged or inadequately charged fire extinguishers, etc. No items should be stacked any closer than 18 inches from a sprinkler at the ceiling. If you see something of this nature it should be reported to the proper individuals for correction.

The building staff works diligently to maintain the building in excellent operating condition. Items such as exit signs that are burnt out, doors that are difficult to open, door closers that do not function, fire extinguishers that are missing, flooring in disrepair that may cause a tripping hazard, etc. require immediate attention. If you are aware of anything of this nature, or if you see something that you feel may be hazardous in nature, or something that may impede an evacuation, report it to Security or the Office of the Building.

Natural Disasters

Severe Weather and Sheltering in Place »

In general, there are two (2) types of unusual weather conditions which may occur and for which sheltering in place may be required:

- Severe Thunderstorm Activity
- Tornado

Severe Thunderstorm Activity

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public Warning

Public warning will come over the radio, TV or five minutes of steady blasts of sirens by the Municipal Defense warning system. Should a severe storm or tornado occur, the following guidelines should be observed:

1. Move away from the exterior of the building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go to the center corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATOR.**
5. **DO NOT** go to the first floor lobby or outside of the building.

If You Are Trapped In An Outside Office:

1. Remain calm. Seek protection under a desk.
2. Keep your radio or television turned to a local station for information.
3. Do not use the telephone to get information or advice. Once the weather has subsided, report any damage or storm related leaks to the Office of the Building, (312) 629-1700.

Earthquakes »

During severe weather and earthquakes the power may go off, fire alarms may activate, and the fire sprinkler system could discharge.

If inside:

1. **Get under heavy furniture**, such as a desk or table. If it moves about, hold on and move with it. Door frames in commercial office buildings **DO NOT** provide extra safety.

2. **Move away from windows** and glass partitions, tall file cabinets, and other things that could fall on you. Protect yourself from falling pictures, light fixtures, etc.
3. **If there is no desk or table** to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands.

If outside:

1. Move away from buildings to avoid falling objects.

If you are in a crowd:

1. Stay calm and urge others to stay calm.
2. Immediately seek shelter under tables, chairs, or other heavy furniture or crouch against a wall to minimize the risk of flying objects. Do not take time to move to exits.

Immediately Following an Earthquake »

1. **STAY CALM.**
2. **DO NOT attempt to evacuate** office areas, as exits may be dangerous.
3. **DO NOT use elevators.**
4. **Carefully move toward interior** offices to limit exposure to further damage caused by aftershocks and/or broken glass.
5. **Do not flush toilets.**
6. **Put phones back** on cradles to help restore service.

Since Help May be Delayed, Please Do the Following »

1. Locate any people that are injured, trapped, or missing. Do not attempt to move injured persons unless a life-threatening situation exists.
2. Assess and begin to treat the injured. Survey the area for any life-threatening situations.
3. If fire exists, quickly evacuate floor and assist injured persons in relocation to a central location two floors below or out of the building.

If possible, notify the Office of the Building of your floor status and of any life-threatening situations.

Preparing for an Earthquake »

The most important thing that any occupant can do is to make preparations. Forethought prevents panic and confusion. Please consider the following as you make your preparations:

- Identify hazards in places where you spend most of your time, such as heavy objects on high shelves, top-heavy furniture, computer terminals and unsecured furniture. Move or secure these items.
- Consider safe areas in each room where you may relocate if an earthquake occurs, such as under tables and desks or against inside walls.
- Know the location of stairwell exits should you be requested to evacuate. Elevators should not be used during an earthquake.
- Make sure all corridors and exit paths are kept clear of boxes, extra furniture or debris.
- Develop a personal disaster plan. Since you may not be able to immediately get home or use the telephone, it is important that other family members know what to do. Designate one or two out-of-state relatives for all local family members to report to in the event of an emergency.
- Put together an office emergency kit. Some suggested items are a portable radio, flashlight, spare batteries for both, walking shoes (with soles thick enough to resist broken glass), socks, towelettes, water, food items such as energy bars, latex gloves, heavy work gloves, dust masks, safety glasses, bandages, extra medication, and extra prescription glasses or contacts. All items should be placed in a small plastic bag and labeled.
- Each tenant is encouraged to store their own emergency supplies on site, including water, food, blankets, portable battery operated radio, etc.

Power Failure

In the Event of a Power Outage »

If normal power fails, an emergency generator will automatically provide electricity to stairwells, stairwell exits and elevators, as well as life safety and communication systems. After elevators have returned to the lobby in preprogrammed sequence, one elevator in each bank will remain in operation, powered by the emergency generator. Elevators should **not** be used in an emergency. They are available for the fire department to expedite rescue efforts.

If a power failure appears to be extended, tenants will be informed by the Public Address System. Instructions will be issued by building personnel.

Making Security Reports

In order to provide an efficient system in reporting security problems (i.e. intruders, solicitors, theft, need for an ambulance, disorderly persons, etc.) the following sequence should be used for reporting a problem.

On a 24 hour basis, 7 days a week, call the Office of the Building, **(312) 629-1700**. A security officer will be sent to fill out a detailed report. Be prepared to provide the following information:

- Your name
- Your company and suite number
- Report the problem, be brief but accurate.
- If the call is in regard to a suspicious person or solicitor, give security a description of the person and the person's location.
- If the call is in regards to a suspicious odor, please state the exact location and type of smell.

Responding to a Civil Disturbance

We rely on local authorities to advise us of protective actions that shall be taken during a local disturbance in or around the premises. Contact the Office of the Building and local police.

Dealing With Suspicious/Unauthorized People

The building is provided with an extensive security program. This includes security cameras, security phones throughout, and a constant presence of Security personnel. Safety and security of tenants is the building's top priority. Tenants also play a role in securing safety throughout the building. Tenants can help by being alert of surroundings and by reporting anything suspicious or out of the ordinary to Security or the Office of the Building at 312-629-1700.

Security personnel are instructed to direct the guests of our tenants to their offices when they ask for that tenant by name, are listed on the security access memo, and/or are given verbal approval by tenant contact.

Suspicious/Unauthorized People »

Be aware of the presence of strangers or suspicious persons on your floor or in your office suite. This may include persons wandering about your space that may not belong there; persons who stare or continually watch or follow others; persons without proper identification tags. If you do not want to approach the individual, call your supervisor or Security. Suspicious persons may also include those outside the workplace such as stalkers or individuals harassing others.

Tenants should also be alert of tailgating, or piggybacking – when an individual closely follows another person who is authorized to gain entry into a restricted area or past a certain checkpoint.

Suspicious persons should be reported to your supervisor or Security immediately. Reporting suspicious persons and behaviors is an important action tenants can take to help keep the building safe. When you report this type of observation to Security be prepared to describe the person and their location. With the information provided, Security will investigate and escort the individual out of the building.

Unwanted Solicitors »

PNC Centre maintains a policy that unwanted solicitors are not allowed in the building. We would like to re-emphasize this policy because it is known that some solicitors conduct their solicitation merely as a pretext to survey tenants' premises for possible theft. The "no solicitation" policy is intended to protect tenants from exposure to theft and to prevent unwanted business interruptions. Please report solicitors to Security or the Office of the Building.

Safety is Everyone's Concern

Primary responsibility for the safety of building occupants and compliance with fire codes rest with each tenant. Material in this manual is supplied as general information to help you meet your requirements. It is not Management's intent to direct the tenant to adopt or use all or part of the given information, nor does Management or Ownership assume any liability in connection with all or part of the information which may be used or adopted by the tenant.

If evacuation becomes necessary, the authority and responsibility rests with local government officials. Neither Management, nor Ownership, can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.