

Highland Pointe

**333-377 E. Butterfield Road
Lombard, IL 60148**



TENANT EMERGENCY PREPAREDNESS HANDBOOK

MILLBROOK
PROPERTIES

02.2019

TENANT EMERGENCY PREPAREDNESS HANDBOOK

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A. INTRODUCTION and PURPOSE

What is an “emergency?” It is any event that jeopardizes the tenants, the contents, and/or the physical structure of the building. **The emergency address of Highland Pointe is: 333 or 377 East Butterfield Road.**

The primary role of all building tenants in an emergency is to know what to do when an emergency occurs and to react appropriately. The purpose of the *Tenant Emergency Preparedness Handbook* (the “Handbook”) is to provide the tenants with critical information and procedures that include not only the basics of responding to an emergency but also the following:

- Details on effective and accurate team communications
- Specific procedures for evacuations as a result of a fire, smoke, or power failure
- Procedures for isolated events such as a medical or an elevator emergency

Highland Pointe is equipped with a number of life safety and building automation systems that are capable of rapidly detecting certain types of emergencies such as the presence of fire and smoke, a power failure, or an elevator failure. Early detection can make a difference between a small incident and a major catastrophe. While early detection is key, quick, confident responses by the tenants of an impending or immediate emergency is essential – this comes from preparation and training. This allows a verification process to occur and eliminates unnecessary calls to city authorities.

It is very important that each tenant and respective members of the tenant emergency team thoroughly understand his/her role and the roles of the other team members. The Office of the Building should be notified of the names of these coordinators, as they will be contacted regarding building safety procedures.

The Office of the Building schedules evacuation drills annually, which are carried out by the Fire Department. If, however, additional instruction is needed, the Office of the Building is available to assist you with organizing specific practice emergency evacuations sessions for your designated employees. If you have any questions, please feel free to contact the Office of the Building at (630) 598-5255.

Copies of The Tenant Emergency Preparedness Handbook and other safety materials can be obtained by contacting Marka Donovan in the Office of the Building. Marka’s email is: mdonovan@millbrookrec.com.

Emergency Contacts are as follows:

Emergency Situation	Contact
Fire/Smoke	Fire Department 911 and Office of the Building (630) 598-5255
Bombs and Bomb Threats	Police Bomb Squad 911 and Office of the Building (630) 598-5255
Power Failure	Office of the Building (630) 598-5255
Medical Emergencies	Ambulance 911 and Office of the Building (630) 598-5255
Elevator Malfunctions	Office of the Building (630) 598-5255
Crime/Security Threats	Police Department and Office of the Building (630) 598-5255
Severe Weather Emergencies	Office of the Building (630) 598-5255

B. TENANT EMERGENCY TEAMS

The basis for this section is to provide a basic understanding as to who will participate in building emergencies and what their respective roles and responsibilities are.

The individuals that will be participating in an emergency or potential emergency include:

- Building Management
- Building and Security Teams
- Tenants

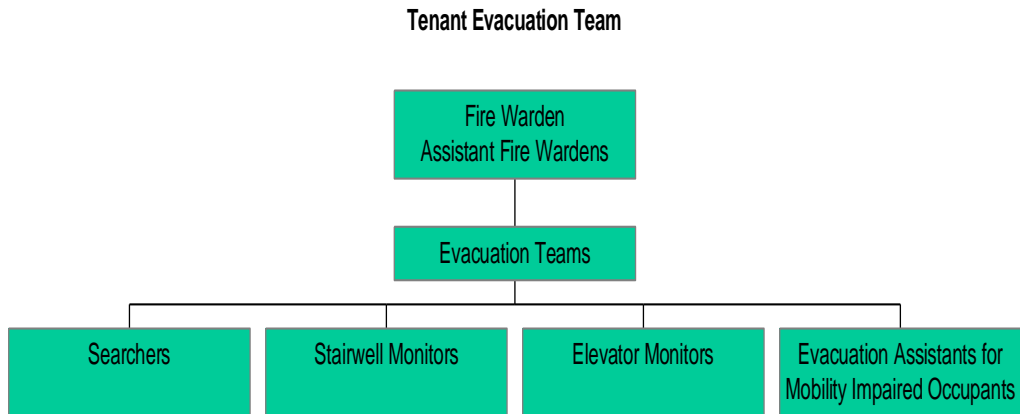
Federal, State, and city authorities also compliment this team, when needed. Refer to Appendix 1.0 for the organizational chart of the property team including management, administration, engineering, and trades/services.

The Lombard Fire Department/response team has the ultimate and full responsibility of ensuring the safety of the building and its occupants in cases of emergencies. However, the General Manager of Highland Pointe shares in this responsibility. For emergencies that have the potential to affect the entire building the decision-making rank is as follows:

- City responding agency (Fire, Police, Bomb Squad, etc.)
 - General Manager (in cooperation with Owners)
 - Chief Engineer
 - Duty Security Guards

During normal business hours (8:00 a.m. to 5:00 p.m.) the tenant must provide various individuals (and alternates) to fill safety roles as described below and on the next page. Please note that it is important to have adequate personnel on hand to assist in the event there is an evacuation. The Office of the Building staff will also fill these roles. For clear identification purposes, all Tenant evacuation team members below must wear their vests in case of an emergency.

The following chart illustrates the reporting structure of the tenant emergency teams, as described further in this section.



Fire Wardens and Assistant Fire Wardens are responsible for coordination and reporting of any potential or actual emergency conditions to the Office of the Building. Additionally the **(Assistant) Fire Wardens** shall:

- Appoint, organize, and direct members of the emergency evacuation team and fill vacant positions.
- Maintain an updated roster of all Searchers, Stairwell Monitors, Elevator Monitors, Evacuation Assistants and alternates and provide this roster to the Office of the Building.
- Pre-plans the handling of physically disabled personnel during evacuation by pairing them with an Evacuation Assistant and develops tenant-specific evacuation plan, if required.
- Identifies any non-English speaking tenants or visitors and assist them in following the evacuation plan.
- Know the locations of all stairwell exits leading from occupied areas.
- Ensures that all emergency team personnel know their assigned duties and locations in case of an emergency through supervised training.
- Alerts key personnel of potential emergencies.
- Remains with the team throughout the evacuation period.
- Gives the "All Clear" call once all team members have performed his/her duties and evacuates with the team.

Emergency Evacuation Teams shall act on the direction of the Fire Warden(s) or Assistant Fire Wardens and shall consist of a *Searcher*, *Stairwell Monitor*, *Evacuation Assistant*, and *Elevator Monitor* as designated volunteers by the Fire Warden (or Assistant). The team members will **know the locations of all stairwell exits** leading from occupied areas and lead emergency evacuations and drills from occupied areas as directed by a Fire Warden.

Searchers, at the direction of the Fire Warden or Assistant Fire Warden, shall:

- Find and evacuate all personnel from his/her designated area.
- Searchers shall direct all personnel to the stairwell.

- While the Fire Warden is evacuating the space, check all rooms including coffee rooms, restrooms, storage rooms, coat closets, conference rooms, reception areas, and remote areas on the floor.
- The Searchers must close but not lock all doors after being checked.
- Advise any remaining personnel on the floor of the emergency and insist on their evacuation.
- Evacuate non-employees found on the floor.
- Report to Fire Warden when his/her area is clear.

Stairwell Monitors, at the direction of the Fire Warden or Assistant Fire Warden, shall:

- Take a position at his/her assigned stairwell exit post and stay there until the searchers have cleared all personnel from the floor and the Fire Warden has given the "All Clear".
- Inspect stairwell entry for the presence of heat or smoke before allowing anyone to pass. If the primary stairwell is impacted or obstructed by fire or smoke, then redirect evacuees to the secondary stairwell.
- Direct personnel to form a single-file line into the stairwell exit and instruct them to exit only along the right side of the stairwell to allow for fire personnel to pass.
- Supervise and monitor the evacuation flow while remaining calm and orderly, including prohibiting evacuees from carrying food and drink products into the hallways and stairwells.

Evacuation Assistants, as designated by the Fire Warden or Assistant Fire Warden, or as agreed to by both the individual requiring assistance and the volunteer shall:

- Maintains an up-to-date list of physically challenged employees on the floor and reports this information to the Fire Warden.
- Stay with the individual who requires assistance.
- Evacuate this person to the nearest and safest exit stairwell and coordinate a safe egress with the fire department and the Office of the Building.
- Report to Fire Warden after evacuating.

Elevator Monitors, as designated by the tenant Fire Warden or Assistant Fire Warden shall:

- Make sure no one uses the elevators in case of an emergency.
- Direct employees to the nearest stairwell exit.
- Be familiar with the building evacuation plan and location of all stairwell exits.
- Stay at the designated post until instructed to evacuate by the Fire Warden or Assistant Fire Warden.

C. COMMAND CENTER

A critical part of responding to a potential emergency is the identification of a central location for real-time information management and dissemination – a building-wide and/or region-wide information network that serves the on-site building managers, the employees and occupants of the building, and the building ownership.

In general, a command center serves the purpose of a focal point for incoming and outgoing communications. **There is a command center in each building, located at the respective building security desk located in the 1st floor lobby.**

A command center is the nucleus for information management and decision-making, and serves the purpose of tracking the activities and progress of the response teams. From this point, the Fire Department will issue directions to the Building staff/team, who can then immediately communicate with the tenants using the following systems:

- Life safety panel (for purposes of evacuation)
- Verbal communication from the building engineers, security teams, and management (during the evacuation process)
- Follow Verbal communication (upon checking in after evacuation of Tenant suite, in the designated area of refuge)

The lobby desk/primary command center receives automated signals first hand from the building's systems that indicate the nature and possible location of the alarm. This allows the Office of the Building team and on-site emergency personnel to assess the emergency and coordinate a proper response to the alarm.

To report a concern or an emergency, the tenants are encouraged to promptly call the Office of the Building at (630) 598-5255.

D. LIFE SAFETY SYSTEMS OVERVIEW

Highland Pointe has several very important life safety features, most notably being a **fire panel**, with one located in each building. These panels have multiple capabilities and levels of notification. The panels can notify building staff and/or building occupants, depending on the nature of the alarm.

There are two **emergency generators** on site (one for each building) that are dedicated to continued operation of the life-safety systems in the event of a power outage.

Exterior fire hydrants are located on both the north and south sides of each building.

Free standing/hanging fire extinguishers are located throughout the building including in the stairwells.

A full building sprinkler system is active in both buildings. A sprinkler system is deemed to be the most effective means of containing and extinguishing a fire. Closing doors to a room that has flames is the best means of assisting a sprinkler system to operate at its maximum capacity.

Each building is designed to automatically react to an alarm going off. This reaction involves altering the fan operations in the buildings, thus using the buildings' HVAC systems to help contain a fire and remove smoke from the building. This is why it is crucial to **NOT** prop stairwell doors open.

Each tenant needs to be familiar with the location of the following:

- Nearest emergency stairwells.
- Direct path to both stairwells on the floor.
- Fire extinguishers.
- Emergency pull stations.
- Strobes and speakers.
- Area of regrouping

E. EVACUATION PROCEDURES

1.0 EVACUATIONS – GENERAL PROCEDURE

In cases of building emergencies, the Fire or Police Departments take complete control of the building and environment upon their arrival. According to the Fire Department, on the average they will arrive at the building within 3 to 5 minutes of receiving an emergency call.

In case of a fire, bomb, or power outage, the Village and/or the General Manager at this property have the authority to decide if an evacuation (partial or full) is needed. The nature of the emergency will deem the type of evacuation needed. It is imperative to listen to the directions being provided via the building's public address system. If the only audible alarm is a "whoop" sound, please proceed to the nearest stairwell, exit the building and regroup at your predetermined area, located in one of the lower level garages.

2.0 ASSISTING THE MOBILITY IMPAIRED

Each floor's Fire Warden must collect the names and locations of all visitors and regular building occupants who have voluntarily requested special assistance in case of an emergency. Examples of these persons would include those with:

- Mental impairments, who may become confused or disoriented.
- Vision impairments, who may require assistance in locating exits.
- Hearing impairments who may not hear the alarms or announcement clearly.
- Cardiac or respiratory conditions who may require extended time to evacuate.
- Varying degrees of mobility impairments such as a broken leg/arm or wheel chair bound.
- No or very limited understanding of the English language.
- Children.

The (Assistant) Fire Wardens should update this list as necessary and not less than every 3 months. As additional Evacuation Assistants are needed, the (Assistant) Fire Warden shall identify volunteers for each individual requiring assistance, and communication these changes to the Office of the Building.


Appendix 4.0 is a list that needs to be filed with the Office of the Building. This list is kept on file and is a valuable tool for the Fire Department; this list is given to the Fire Department when they arrive on site so they can be immediately aware of any special-needs persons (temporarily or permanently) that need to be located during the evacuation.

3.0 WHAT TO DO FOR SOMEONE WHO REFUSES TO EVACUATE

During an emergency where evacuation is required, if an occupant refuses to evacuate, any tenant that encounters this person or is informed of this situation shall immediately report the name and exact location of this individual to the floor's Fire Warden or Assistant Fire Warden and the Office of the Building at time of evacuation. Await instructions from the Office of the Building or village authorities.

4.0 WHAT TO DO AFTER YOU EVACUATE THE BUILDING

After the "ALL CLEAR" signal is given by either the Fire Warden or Assistant Fire Warden, everyone should exit the building and proceed to the pre-determined area of regrouping. Once everyone has relocated to the designated regrouping area, roll call should be taken and the Fire Warden should report to the building representative (there is one on each of the lower levels of the reserved garage). The building representative will track all Tenants for the Fire Department. Attached as Appendix 6.0 are maps and area designations for each Tenant.



F. FIRE and SMOKE EMERGENCIES

1.0 TYPES OF FIRES

The classification of the fire relates to the fire's fuel and what is burning, as follows:

CLASS A - Fires that involve ordinary combustibles such as paper, wood, cloth, rubber, textiles, and many plastics.

CLASS B - Fires that involve flammable liquids such as grease, oil, paint, lacquers, some plastics, and gasoline.

CLASS C - Fires that involve energized electrical equipment such as appliances, televisions, radios, computer equipment, wiring, circuit breakers, or fuse boxes.

Multi-purpose "ABC" dry chemical extinguishers can be purchased by individual tenants to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

Arrangements with the Office of the Building should be made to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

2.0 PORTABLE FIRE EXTINGUISHER OPERATION

Portable fire extinguishers can save lives and property by putting out a small fire or suppressing it until the Fire Department arrives; however, portable extinguishers have limitations. They are not designed to fight large or fast-spreading fires. Most portable extinguishers have a short range (6-10 feet) and completely discharge in a very short time (8-10 seconds). As a general rule, fire fighting should be left to the Fire Department, who should be called in the event of any building fire.

Before a tenant considers fighting any fire, know the following:

- Make sure that the Fire Department (911) and the Office of the Building have been notified.
- Never fight the fire unless you are sure that you have the proper size and type of extinguisher and you have been properly trained in its use. The extinguisher must be rated for the type of fire you are fighting.
- Fight the fire from a safe distance and with a buddy. Use the buddy system.
- Never let the fire get between you and the exit.
- Even if the fire is extinguished, the area must be inspected by the Fire Department.
- The extinguisher must be fully charged; otherwise, it may be ineffective.
- If in doubt, close off and leave the area immediately.

There are four basic steps to operating a portable fire extinguisher. An easy way to remember the procedure is to think of the work "PASS."

PULL: Holding the extinguisher with the nozzle pointing away from you, pull the pin, which is located below the trigger. Some extinguishers require releasing a latch or pressing a puncture lever.

AIM: Aim low. Standing 6-8 feet away from the fire, point the nozzle at the base of the fire. Always hold the extinguisher vertically. Never hold it horizontally or at an angle.

SQUEEZE: Squeeze the trigger/handle slowly and evenly. This releases the extinguishing agent.

SWEEP: As the agent is being expelled, sweep the nozzle from side to side. As the fire begins to go out, move closer to the fire and continue the sweeping motion until the fire is extinguished. If the fire does not diminish or it grows, get out of the area. Close any doors in order to contain the fire to the immediate area.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

ABC fire extinguishers are located throughout the general building areas in wall cabinets on every floor at the end of public corridors and in the landing of the north stairwell. Simply pull open the panel for access.

3.0 TENANT EVACUATION PROCEDURES

Typically, only four floors will be evacuated in the event of an emergency fire/smoke in this building. These four floors consist of the emergency/fire floor, two floors above this floor, and one floor below the fire/emergency floor. The remainder of the building should wait for further instruction, and will be subsequently notified.

In general:

1. If you see or smell smoke or fire, call 911 then notify the Office of the Building (630) 598-5255.
2. If you see smoke and/or fire, pull any fire alarm box.
3. The Office of the Building will notify the Fire Department, if needed, with this information:
 - a. Type of Emergency (fire, smoke, or both)
 - b. Emergency Address: 333/377 E Butterfield Road
 - c. Floor Number
 - d. Specific location of fire/smoke on the floor
4. Notify your designated Floor Warden/Assistant Floor Warden.

5. Prepare to respond to instructions from the Building Emergency Team.
6. If the Fire Department and/or the Office of the Building call for exiting your floor or evacuating the building, DO NOT USE THE ELEVATORS. Use the emergency stairwells.
7. Close, but do not lock, all doors behind you and all doors to the room containing the smoke or fire.
8. Follow instructions from your Building Emergency Team and/or Floor Warden/Assistant Floor Warden.
9. Remain in the staging area as determined by your Floor Warden/Assistant Floor Warden. Do not attempt to re-enter the building or your office until advised by the Fire Department.

More specifically, the following evacuation procedures should be observed:

1. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and, if possible, seal the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!!** Find another exit to the corridor.
2. If both your door and doorknob are not hot, and you leave your office:
 - a. Check for smoke in the corridor.
 - b. When smoke is present, stay low by crawling since clean air is closest to the floor.
 - c. Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN!** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
 - d. **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 - 1) Knowledge of procedures that must be followed.
 - 2) Confidence in the responsible personnel's ability and guidance.
 - 3) Calmness and self-confidence of responsible personnel.
 - e. **DO NOT USE THE ELEVATORS!**
 - f. Check stairwells for smoke.
 - g. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**

- h. Once you're in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
 - i. Evacuate to the exact area designated by the Fire Department, Office of the Building, or the tenant (Assistant) Fire Wardens.
- 3. The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
- 4. Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to the floor designated in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
- 5. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the right side of the staircase to allow the Fire Department to pass on the left side of the stairwell.
- 6. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
- 7. The Evacuation Assistants must help handicapped persons into the stairwell. The Evacuation Assistant should notify the Office of the Building as to the location of handicapped employees so that security personnel may respond to assist their evacuation.
- 8. The (Assistant) Fire Warden should take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed immediately to the city authority that is on site or Office of the Building.

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed.

- 1. Move as far away from the fire or smoke as possible. Close all doors and transoms as you go. Every closed door between you and the fire provides a barrier against smoke.
- 2. If a phone is accessible, call the Fire Department (911) and then the Office of the Building (630) 598-5255 with your precise location.
- 3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
- 4. **DO NOT BREAK WINDOWS.** Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

4.0 FIRE PREVENTION TIPS

1. Make sure appliances such as coffee makers are turned off at night.
2. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Office of the Building at (630) 598-5255.
3. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
4. Leave plenty of space for air to circulate around electric office equipment and other equipment that normally gives off heat.
5. At the close of business, make sure the power is shut off on all office equipment.
6. Elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in any lobby areas.



G. BOMBS and BOMB THREATS

Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Similarly, bomb threats are delivered in a variety of ways. Do not ignore the threat. REMAIN CALM - this could result in ascertaining more useful information.

1.0 BOMBS

Some suspicious items include:

- a. Letters that are unusually bulky or heavy.
- b. Parcels or envelopes with chemical or oil stains.
- c. Parcels or envelopes without a return address.
- d. Parcels or envelopes with foreign postmarks.
- e. Parcels or envelopes that simply do not look or feel ordinary.

If a bomb or bomb threat has been delivered, the Office of the Building's policy is to search and evacuate, if warranted. This procedural approach in the case of a possible bomb is not as disruptive as an immediate evacuation.

2.0 BOMB THREATS

The most common threats are made by direct telephone contact. In the event that a bomb threat is received, the recipient of the call shall follow the guidelines outlined in this section. Obtain as much information as possible and be prepared to relate this to the Police Department. Use the Bomb Threat Checklist in Appendix 3.0 as a guide for collecting information needed by the authorities.

After the caller hangs up or a written threat has been received:

1. Notify a supervisor or manager in your immediate area.
2. Notify the Office of the Building at (630) 598-5255. If necessary, notify the Lombard Police Department via 911.
3. The Police Department and/or the Office of the Building will give the order to evacuate, if necessary.
4. Identify a Search Team and visually identify any unfamiliar people or objects and point these out to the police or emergency team (see below).
5. Notify the Office of the Building of these objects. Never disturb a suspicious object.
6. Remain available to the Office of the Building and/or city and follow their instructions.
7. After searching, tenants are not allowed to re-enter the space until cleared by city officials and/or the Office of the Building.

The **Search Team** can follow these recommended steps for interior and exterior searching:

1. Enter the specific room/area reportedly containing the suspicious package, and stop and listen for background noises.
2. Divide the room by height for execution of the search. Start from bottom and work up. The height categories can be (a) floor to waist; (b) waist to chin; (c) chin to ceiling; and (d) ceiling.
3. Assign areas to the search team (two-person search team); search by height, and overlap for better coverage. Start back to back and search toward each other. Place "SEARCH" sticker or Post It note 2 feet from the floor to indicate the

search was completed in the specific area or use a colored tape over the doorjamb.

4. Extend search to internal public areas. Go around the walls and proceed toward the center of the area.
5. Search outside areas including the alley, trashcans, window boxes, catch basins/grills, sewer covers.
6. Report the location and accurate description of the object to the Office of the Building or the first floor Command Center. If a suspicious item is located follow these precautions:
 - DO NOT** handle the item.
 - DO NOT** attempt to open the parcel.
 - DO NOT** remove any binding material.
 - DO NOT** pull or cut any material that protrudes.
7. Contact the addressee of the suspect package (if in clear sight) for identification and verification of the item.
8. Identify and block off the danger area of at least 300 feet above, below, and adjacent to the object.
9. Evacuate, if determined by Police Department.



H. POWER FAILURE

The loss of electrical service in any building can be an extremely disruptive, potentially dangerous situation. In the event of a power failure, please wait for direction from the Management Office. Do not use elevators but rather the lighted stairwells.

Highland Pointe is designed to minimize the risk of a general power failure resulting from causes within the building. Emergency generators are dedicated to continuing operation of the life-safety systems during a power outage. They are tested and confirmed operational in case of an emergency. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the immediate area. The Office of the Building will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Please follow the following steps in the event of a power failure:

1. Contact the Office of the Building by calling (630) 598-5255.
2. Open draperies and raise blinds to let in outside light.
3. If you are instructed to evacuate, the (Assistant) Fire Wardens must conduct a proper evacuation, pursuant to this manual and instructions given by the Office of the Building.
4. Do not congregate in lobby areas or in the street; proceed to your meeting location, as designated by the (Assistant) Fire Warden.

If you are trapped in an elevator during a power failure, use the 2-way communication system that will allow you to speak directly and immediately to the elevator company. It will take approximately ten (10) seconds after power is lost for the generator to start and power to transfer over. During this time, elevator lights will go off. After this 10-second interruption, the lights will come back on. The elevators will then automatically recall to the first floor of each building and open. During emergency power operations, only one elevator will then operate. For more information, follow the instructions in Section J ("Elevator Failure") of this manual.

I. MEDICAL EMERGENCY

Building occupants, whether regular or transient, may become injured or ill due to a variety of circumstances.

In the event of an injury or accident of a person in the building, ascertain as much information as possible and follow these general steps:

1. Do not move the injured or ill person or assist them without proper training.
2. Quickly check for breathing pattern, blood, and the presence of any jewelry indicating medical information.
3. If needed, contact an ambulance (911) and provide:
 - a. The nature of the emergency.
 - b. Emergency Address of 333 or 377 E Butterfield Road, Lombard.
 - c. Floor Number.
 - d. Specific location of injured/ill person on the floor.
 - e. State of consciousness.
 - f. Respiratory state.
 - g. Injured or ill person's name, if known.
 - h. Any medical inscriptions.
4. Contact the management office (630) 598-5255
5. Keep the victim warm, comfortable, and calm.
6. Manage the crowd and assist paramedics upon their arrival.

Upon arrival of the paramedics, the Office of the Building security staff shall have an elevator secured to receive the paramedics at the lobby level and expedite sending the paramedics to the location.

1.0 AMBULANCE SERVICES

The Fire Department Ambulance Service (dial 911) will automatically take the patient to the nearest medical facility, which is:

ADVOCATE GOOD SAMARITAN HOSPITAL
3815 Highland Avenue, Downers Grove, IL 60515
General Phone: (630) 275-5900

Other local medical facilities include:

ADVENTIST HINSDALE HOSPITAL
120 N. Oak Street, Hinsdale, Illinois 60521
General Phone: (630) 856-9000

ADVENTIST GLENOAKS HOSPITAL
701 Winthrop Avenue, Glendale Heights, IL 60139
General Phone: (630) 545-8000

ELMHURST MEMORIAL HOSPITAL
155 E Brush Hill Road, Elmhurst, IL 60126
General Phone: (630) 833-1400

J. ELEVATOR FAILURE

The elevators at Highland Pointe are equipped with a variety of features designed to ensure the safety of passengers during normal operation, during a malfunction of the equipment, and other emergency that may affect operation. On occasion, they do malfunction even though they are properly maintained. This section addresses an elevator malfunction coupled with an entrapment.

If passengers get trapped in an elevator, it is considered an emergency. Qualified elevator personnel will respond, as they have the expertise, experience, and training to handle these complex situations in which a rescue may be involved.

In case of an entrapment or emergency in the elevator:

1. Open the door that is marked "Telephone" and push the button. You will be connected to the elevator company. After a brief prerecorded message, you will reach an operator.
2. If the elevator stops between floors and the door opens, press the Emergency Call button. Stay in the car. Do not try to climb out or jump to the floor below. Do not try to pry open the doors as it may cause additional damage to the equipment that could prolong the emergency.
3. Stay calm and wait for help to arrive. If there is an extended wait, sit on the floor and either look up or ahead so that you will feel less confined.
4. Follow the instructions of the Office of the Building or building security.

The Office of the Building will advise the passenger that:

- They are safe and should remain calm.
- Help is on the way to assess the cause and to safely remove them.
- They should stay away from the elevator doors.
- It is very dangerous to try to force open the doors.
- If door is open even partially near a floor, it is extremely dangerous to leave the car.
- We will be contacting the passenger at regular intervals to keep them informed of the status of rescue efforts.

The Office of the Building shall ask some/all of the following key questions to gather information and to ease the potential anxiety. The answers to these questions will advise the elevator mechanics and engineers of the situation inside the car and provide information to decide the best approach to solving the problem. Questions during initial contact may include:

1. How many passengers are trapped?
2. What are the passenger names and suite locations?
3. Are the passengers calm or experiencing any physical difficulties?
4. Do any of the passengers have medical conditions that might affect their release?
5. Are the lights functioning within the car?
6. Is any call button lit on the panel? If so, which ones?
7. Is there a floor number displayed on the floor position indicator?
8. Is there anyone that the passengers would like us to notify for them?

K. CRIME and SECURITY THREATS

Although Highland Pointe has uniformed security personnel that patrol in and around the property, every property can be a potential target for crime. Security staff is on site at Highland Pointe five days a week, from 6:00 am to 10:00 pm. They are easily recognized as they are always dressed in uniform (dark blazer, gray slacks, white shirt, and striped tie) and have I.D. badges. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building. Also, there is an after-hours patrol that does a security check at the property during off hours.

Security matters such as burglary, vandalism, graffiti, unwanted solicitors, suspicious persons, suspicious activities, or intoxicated persons should be reported to the Office of the Building (630) 598-5255.

In cases of emergencies, these should be reported first to the Lombard Police Department 911 then to the Office of the Building.

Crime Prevention Tips:

1. Be aware of your surroundings.
2. Do not ignore but question strangers encountered in your space.
3. Promptly inform the Office of the Building of employee termination or layoff.
4. To prevent office thefts, keep entrance doors locked at all times. All personal items should be stored in a locked desk drawer.
5. Inventory all valuable property.
6. Engrave or permanently mark the company name along with serial number on your property.
7. After hours and on weekends, be sure to sign in and out at the lobby security desk.
8. Lock laptop computers.

1.0 DESCRIBING A SUSPICIOUS PERSON OR INTRUDER

If you notice a suspicious person or identify an intruder, it is imperative to provide an accurate description to aide the police in apprehending the suspect. To do so, observe and remember the following:

- General description/physical features of the male or female, such as approximate age, height, build, etc.
- Clothing, such as colors and styles, including general appearance.
- Hair color and style.
- Ears such as size and prominence.
- Mouth.
- Neck.
- Expressions.

TIP: COMPARE THE INTRUDER'S PHYSICAL FEATURES TO YOUR OWN (HEIGHT, WEIGHT, ETC.) TO HELP YOU REMEMBER PHYSICAL FEATURES MORE CLEARLY.

2.0 TENANT SECURITY RESPONSIBILITIES

The best way to improve security is for each tenant in the Building to take an active role just as you would in the neighborhood where you live. Use the following suggestions:

1. Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
2. Do not hesitate to report any suspicious or disorderly individuals to the Office of the Building (630) 598-5255. Our building security personnel will escort them from the Building.
3. Solicitation is not permitted in the building, and any individual who enters your offices for this purpose should be reported to the Office of the Building. Building security personnel will escort them from the building.
4. Inform the Office of the Building of any Building keys that are lost. This includes keys to your suite, storeroom keys and your security access card.

3.0 THEFT

In special cases where you have vendors or contractors (carpet cleaning, installation of computer equipment, etc.) coming in after-hours or on the weekends, you must notify the Office of the Building stating who (name of the company and individual, if possible) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty.

Should you suspect that your offices have been broken into or if items are found to be missing, contact the Office of the Building, and the Lombard Police Department. Our Security Staff submits a written report of these incidents to the General Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas that you feel might have been affected by an intruder.

4.0 LOST AND FOUND

Any individual finding lost item(s) should turn them in to the Office of the Building or to the Security Desk in the Lobby. Any individual searching for a lost item may do so by contacting the Office of the Building at (630) 598-5255.

L. WEATHER-RELATED EMERGENCIES

Weather-related emergencies in the Midwest can include flooding, winter storms and tornadoes. The first priority is ensuring the safety of building occupants and second priority is limiting the damage to the building and contents.

The following sections describe general advice and specific information from the National Weather Service, as well as tips on how to interpret this information as it relates to emergency response at Highland Pointe. An understanding of these terms is helpful in ensuring the appropriate response from the tenants.

1.0 FLOODING

Flooding can cause significant damage to the building and its contents, as well as pose a threat to building occupants. This section focuses on flooding that can result from severe heavy rain, melting snow, or water main breaks.

The following terms are used by the National Weather Service to describe and predict various flood events:

- a. Flash flood or flood statement – This is follow-up information regarding a flash flood/flood event.
- b. Flash flood or flood watch – Flash flooding or flooding is possible within the designated WATCH area. Be alert. Heavy rains that may cause sudden flash flooding in specific areas even without visual warnings.
- c. Flash flood or flood warning – Flash flooding or flooding has been reported or is imminent. Immediate movement to high ground is imperative and evacuation of Highland Pointe may be called.

If a flood is predicted, the Office of the Building may evacuate the building. However, once the flood begins, occupants will be urged to stay in the building, as it is much safer than the streets.

2.0 WINTER STORMS (HEAVY SNOW, COLD, ICE)

A winter storm can cause damage to Highland Pointe. A blizzard would be the likely cause of a building emergency or potential emergency. The following terms are used by the National Weather Service to describe various snow events:

- a. Blizzard – Winds of 35 mph or more with snow and blowing snow-reducing visibility to less than ¼ mile for at least 3 hours.
- b. Blowing Snow – Wind-driven snow that reduces visibility. Falling snow and/or snow on the ground picked up by the wind may cause this.
- c. Snow Squalls – Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
- d. Snow Showers – Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- e. Snow Flurries – Light snow falling for short duration with little or no accumulations.

3.0 TORNADOES AND LIGHTNING


Tornado winds can be 75 mph or greater. The National Weather Service will announce the approximate time and direction of the movement. If any of these conditions occur or is imminent in the area and may threaten the building, the Office of the Building will issue information and direction.

In the event of a weather-related emergency such as flooding, tornado, severe thunderstorm or windstorm, the tenant should be prepared to take one or all of the following general actions, as appropriate, for the particular weather-related emergency:

1. Remain calm.
2. After hearing warning sound on radio, listen for details. Gather your personal belongings should an evacuation order be given.
3. As soon as notified from outside sources, The Office of the Building will also call all tenant Fire Wardens and alert them of the severe approaching weather. The (Assistant) Fire Wardens will be asked to alert other tenants on their floor and follow these guidelines:
 - Close all windows, blinds, and curtains.
 - Move loose items away from windows to reduce flying debris if window should break.
 - Move away from the exterior of the building to a corridor, elevator lobby, or stairwells. DO NOT USE THE ELEVATORS.
 - Doors between outer offices and inner spaces should be closed.
 - Disconnect all computer, telecommunications equipment, office equipment, and appliances to protect them from possible power surges.
 - Move valuable equipment or documents from outer offices to interior room and to floors above the possible affected floors (in the instance of a flood).
4. Do not evacuate unless instructed by the Office of the Building or city.

4.0 EMERGENCY WEATHER PLANNING

To improve emergency preparedness and support efficient energy management, the building purchased a weather radio that is located in the management office. Real-time monitoring relays constant updates of storm warnings or other weather related emergency information. The system provides critical weather information and changes in conditions to the Lombard community.



Appendix 1.0 – Property Team

Marka Donovan – Property Manager
Nicole Conrad – Property Administrator
Tom Noonan – Chief Engineer
Matt Roe – Engineer
Niko Wojnicki – Apprentice
Jorge Moreno – Day Porter
Marshall Brooks – Security Post 1 (333)
Linda Hicks – Security Post 1 (333)
Javier Orozco – Security Post 2 (377)

Appendix 2.0

Highland Pointe Bomb Threat Checklist

If a bomb threat is received, CALL 911 IMMEDIATELY

If possible, have someone else call 911 during the call to expedite assistance – after calling 911, immediately contact the Management Office at (630) 598-5255 to notify them of the situation and to submit this form.

All employees, especially those regularly answering telephone calls, should keep a copy of this checklist on their desk or near their phone at all times in the event that a bomb threat is received.

Tenant Company Name _____

Name of Person Taking Call _____

Phone # Call Came In On _____ Date of Call _____

Time Call was Taken _____ Approximate Length of Call _____

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What will cause the bomb to explode? _____
4. Did you place the bomb? _____
5. Why did you place the bomb? _____

PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE CALL:

Callers Voice

- ☐ Male
- ☐ Female
- ☐ Calm
- ☐ Laughing
- ☐ Lisp
- ☐ Disguised
- ☐ Angry
- ☐ Crying
- ☐ Raspy
- ☐ Accent
- ☐ Excited
- ☐ Normal
- ☐ Deep
- ☐ Slow
- ☐ Cracking Voice
- ☐ Slurred Voice
- ☐ Loud
- ☐ Nasal
- ☐ Rapid

☐ Clearing Throat

- ☐ Stutter
- ☐ Deep Breathing
- ☐ Soft
- ☐ Familiar
(sounded like _____)

Threat Language

- ☐ Well spoken
- ☐ Educated
- ☐ Foul
- ☐ Irrational
- ☐ Incoherent Taped

Background Sounds

- ☐ Street Noises
- ☐ Crockery
- ☐ Voices
- ☐ PA System
- ☐ Static
- ☐ House Noises
- ☐ Motor
- ☐ Factory or Machinery
- ☐ Local
- ☐ Long Distance
- ☐ Telephone Booth
- ☐ Clear
- ☐ Cell Phone
- ☐ Music
- ☐ Animals
- ☐ Office

Appendix 3.0

Highland Pointe

List of Employees Requiring Special Assistance

Company: _____ Suite: _____

Employee Name	Work Location	Evacuation Location	Nature of Disability

Assistant to the Physically Impaired

A Tenant that employs a number of disabled workers may need several handicap aides; on a floor where there are no disabled workers, there may be no need for such an aide. Handicap aides are responsible for moving disabled workers to safe areas in stairwells where they can be rescued by firefighters. The Management Office request that Tenants provide detailed information about their employees who are disabled—including their names, the location of their work space in the Tenant's premises, and the nature of their disability—to assist in emergency evacuation planning for the Tenant and for the building. Please note that information about disabilities is considered confidential and made available to members of the Emergency Management Team only.

- Responsible for the safe evacuation of any physically impaired personnel
- Maintains an up-to-date list of all physically impaired employees
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive to evacuate them

Appendix 4.0

Highland Pointe Emergency Preparedness Manual Acknowledgement Form

Each Tenant is required by law to observe and cooperate with the Highland Pointe Emergency Procedures and to enforce occupant participation in all related training and drills. It is the Tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form below, Tenant acknowledges their receipt of the Emergency Preparedness Manual for Highland Pointe, acknowledges that the information provided is clear and understandable and acknowledges their responsibility to share the contents herein with the Tenant's entire staff and any new employees that join the company.

Company Name _____

Authorized Individual _____

Authorized Signature _____

Date _____

Appendix 5.0

Designated Areas of Regroup/Refuge

PLEASE NOTE THAT THE FIRST FLOOR LOBBY MUST BE CLEAR FOR USE BY THE FIRE DEPARTMENT PERSONNEL AND THEIR FIRE FIGHTING EQUIPMENT

333/377 Evacuation Route: Please take the east or west stairwell to the 1st floor main lobby and proceed down the stairs to L2 and out towards the parking garage to the south lot. The Property Management Team will be there to assist.