

# **EMERGENCY PROCEDURES**

## **Tri-State International Office Center**

Lincolnshire, Illinois

Management Office: 847-948-1105

## **INTRODUCTION**

This is your Emergency Manual. In the event of a fire or other emergency, the directions provided within this manual will enable you to react appropriately and safely. All members of your staff should be familiar with these procedures. It is recommended that this information be posted in a lunchroom or another public area within your premises. Please note that in all emergency situations, the Management Office must be notified.

This material has been prepared under the direction of the Lincolnshire/Riverwoods Fire Protection District. Please direct any questions regarding this information to the Management Office at 847-948-1105.

### **Directory**

Building Management and Leasing Office	847-948-1105
After Hours – Answering Service	847-923-6126
Emergency Services	911
Non-Emergency Police	847-883-9900
Non-Emergency Fire	847-634-2512

## **INTRODUCTION**

## Evacuation

Building Management will instruct all personnel within the building when an evacuation is ordered.

1. **DO NOT USE THE ELEVATORS** – the elevators may be controlled by trained search teams or may be reserved for evacuation of handicapped persons.
2. Walk quickly - **DO NOT RUN** – to the nearest stairway exit.
3. Keep to the right – in single file – in halls and stairways, so that the emergency personnel can gain access to the floor where the incident has been reported. Use handrails when proceeding downstairs.
4. Merge alternately when two lines meet at various floor landings.
5. Please be aware during evacuations; leave behind all food and drinks. Do not talk on your cell phone.
6. If possible, provide assistance to any elderly or handicapped persons. Call Building Management at 847-948-1105 if assistance is needed.

Evacuate to a safe distance from the building – AT LEAST 300 FEET. Flying glass or other debris are also cause for damage or injury.

## EVACUATION

## **ACCIDENT OR ILLNESS**

In the event of an accident or illness of an employee or guest in your premises, we recommend that you:

1. Call Emergency Medical Services at **911**.

Give the operator this information:

- A. The Address: include Floor and Suite #
- B. If in the Common Area, specify the fastest entry to the location of the incident.
- C. Any details available of the accident or illness
- D. Your name and injured or ill person's name if known.

2. Call the Management Office at 847-948-1105. After hours, please call 847-923-6126.

This will allow us to expedite the EMS unit to the correct location once they reach the Tri-State International Office Center.

3. **DO NOT** try to move the injured or ill person. Simply try to make them comfortable.
4. Under all circumstances, remain calm.

## **ACCIDENT OR ILLNESS**

## **ELEVATOR EMERGENCIES**

If you are a passenger in the elevator and it stops between floors, the doors fail to open or the elevator does not stop, etc., do the following:

1. **REMAIN CALM.**
2. Pick up the handset and the phone will automatically ring through to Security. Explain the situation.
3. **DO NOT** try to force the elevator doors open.
4. Wait quietly until the elevator repairman, building engineers, or the Fire Department arrive and follow their instructions.
5. Remember you are not in any danger.

## **POWER FAILURE**

Should a power failure occur, call the Management Office at 847-948-1105. It is recommended that tenants turn off all computer equipment. (This will lessen the electrical load on circuits in the building when power is restored.) An emergency generator system will provide the necessary power for emergency lighting in the stairwells and corridors.

## **ELEVATOR EMERGENCIES / POWER FAILURES**

## **SEVERE WEATHER**

In the event life threatening weather should develop, (i.e.: Tornado) a WARNING will be issued via Radio/TV, and the city Defense Warning System (a 5 minute steady blast of sirens.)

PLEASE TAKE THE FOLLOWING ACTION IMMEDIATELY:

1. Make sure a radio or TV is tuned to a local station for weather information. (Please refrain from using the telephones. Circuit lines must remain open for emergency purposes.)
2. Leave all exterior rooms and close the door. Move away from any area exposed to exterior glass. (If you are trapped in an outside room, take cover under a desk or table.)
3. Proceed to the center corridor hallway or stairwell and protect yourself by putting your head as close to your lap as possible.

**DO NOT USE THE ELEVATORS  
DO NOT GO TO THE FIRST FLOOR LOBBY  
DO NOT GO OUTSIDE OF THE BUILDING**

**ABOVE ALL ELSE, TRY TO REMAIN CALM**

REMEMBER: A TORNADO WATCH means weather conditions are right for severe weather to develop.

A TORNADO WARNING means a tornado has been sighted and you should take cover immediately.

**SEVERE WEATHER**

## BOMB THREAT

The person receiving the call should attempt to get as much information as possible from the caller and should try to write out the message exactly as received from the caller.

You may be able to identify the exact location of the explosive device or the person calling by his/her comments, vocal characteristics and background noises you hear through the telephone. Refer to the "Bomb Threat Checklist" provided in this section.

### Receiving a Bomb Threat

1. Call the police – 911  
Report the building address, floor and suite number.
2. Call the Management Office – 847-948-1105, After Hours – 847-923-6126
3. Notify a supervisor in your immediate area.

### DO NOT TOUCH ANY SUSPICIOUS OBJECTS

### BOMB THREAT CHECKLIST

**IF YOU RECEIVE A TELEPHONE BOMB THREAT – REMAIN CALM** – write down the exact words of the caller's message. Asking the following questions will provide additional information for the POLICE.

ASK - **WHEN** ... will it go off?  
**WHERE** ... is it located?  
**WHAT** ... type of bomb is it?  
**WHY** ... are you doing this?  
**WHO** ... are you?

NOTE - 1. Time of caller  
2. Exact words of caller  
3. Male \_\_\_\_\_ Female\_\_\_\_  
4. Does the caller have an accent?  
5. Voice \_\_\_\_\_  
6. Speech \_\_\_\_\_  
7. Is the caller intoxicated?  
8. Background noise?  
9. Is the voice familiar?  
10. Time call is terminated

### Immediately after the call notify

Police	911
Management Office	847-948-1105
After Hours	847-923-6126

**Do not discuss a bomb threat with anyone other than security, police or your supervisory personnel.**

## BOMB THREAT

## IN CASE OF FIRE

### FOR FIRE INSIDE YOUR OFFICE:

1. Call the Fire Department at 911.
  - A. Give them their exact location. Include Floor & Suite #.
  - B. Describe what's burning and the situation.
  - C. Your name
  - D. Immediately Evacuate
2. Call the Management Office – 847-948-1105 or After Hours 847-923-6126.
3. If you cannot safely extinguish the fire:
  - A. Evacuate the area
  - B. Close all doors-leave unlocked (take your keys with you.)
  - C. **DO NOT USE ELEVATORS** –Use stairwells for exit.

### FOR FIRE OUTSIDE YOUR OFFICE:

1. Feel the door if it is **HOT, DO NOT OPEN IT.**
  - A. Call the Fire Department – **911** - give them your exact location, and describe what's burning and the situation.
  - B. Seal the bottom of the door as best you can with cloth material to keep out smoke.
  - C. Close as many doors between you and the fire as possible.
2. If the door is not hot, open it cautiously and be prepared to close it fast.
3. Walk to the nearest safe stairwell.
  - A. **DO NOT** use the elevators!
  - B. Alert others.
  - C. If there is smoke present, stay low.
  - D. Walk **DOWN** the stairwell – do not run – go up **ONLY** when downward movement is not safe.

### REMEMBER:

PLAN AHEAD! KNOW ALL STAIRWELL EXIT LOCATIONS! DO NOT USE ELEVATORS!!

WHEN EVACUATING: LEAVE FOOD & DRINKS IN YOUR OFFICE! DO NOT TALK ON YOUR CELL PHONE! These cause unnecessary distractions!

### FIRE EXTINGUISHERS

Each floor has several portable fire extinguishers located in the hallway by the stairway exit door. If you should ever need to depend on this equipment, take the time to learn its capabilities, limits and basic operation. (These Fire Extinguishers are examined and recharged annually.)

## IN CASE OF FIRE