

EMERGENCY PROCEDURES MANUAL FOR TENANTS

Riverway



6133 N. River Road
9377 W. Higgins Road
9399 W. Higgins Road
Rosemont, IL 60018

September, 2025

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I. OVERVIEW

The ownership and management of Riverway take fire and life safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the fire and life safety systems in the building are engineered to ensure the safety of all occupants in the building in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with the procedures. If you have any questions regarding these procedures or any of the fire and life safety systems in place at Riverway, please contact the Management Office by phone at 847-692-6649.

EMERGENCY PHONE NUMBERS

Emergency:	911
Fire Department:	847-823-1134
Police Department:	847-823-1134
Management Office:	847-692-6649
After – Hours Emergency:	847-692-6285
9377 Security Desk:	847-692-6035
6133 Security Desk:	847-692-6285
9399 Security Desk:	847-692-6587

II. EMERGENCY RESPONSE TEAM

At the time of move-in, each tenant is asked to complete the Emergency Response Team form designating personnel who will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons is no longer able to perform the outlined duties of emergency personnel.

Outlined below are the general responsibilities of each tenant's Emergency Response Team. It is the responsibility of all Emergency Response Team personnel to familiarize themselves with these guidelines as well as all the building's emergency procedures.

The Emergency Response Team is comprised of Area Wardens, Alternate Area Wardens, Searchers, and, if necessary, Assistants to Physically Impaired Individuals. Alternates for each position should also be designated in the event the primary position holder is out of the office when an emergency occurs.

Each member of the Emergency Response Team has an extremely important job to perform in the event of an emergency, and each member must become familiar with the duties detailed below.

AREA WARDEN

- Has the primary leadership role of the Emergency Response Team including designation of an Alternate Area Warden, Searchers, and Assistants to the Physically Impaired Individuals.
- Ensures that Emergency Response Team knows their assigned duties and locations in case of an emergency.
- Maintains an updated roster of Emergency Response Team personnel.
- Responsible for informing employees of the designated meeting area where all employees should meet during an evacuation.
- Keeps Management Office updated on any changes in Emergency Response Team personnel.
- Alerts Emergency Response Team of potential emergencies.
- Responsible for informing Emergency Response Team members of the emergency procedures.
- Responsible for the evacuation of Emergency Response Team.
- During an evacuation, responsible for informing Riverway personnel, management, engineering, security, and/or day porters wearing a fluorescent yellow vest) on the first floor lobby level that your floor/area has been fully vacated, as well as the status and location of any individual who may be stranded or unable to evacuate.

- During an evacuation, communicates with Assistants to Physically Impaired Individuals as to the status and location of those persons requiring assistance.

NOTE: If there are no Searchers on a tenant's Emergency Response Team, the Area Warden will have the primary responsibility to ensure that all its employees have been evacuated from the tenant premises during an emergency.

SEARCHER

- Ensures full and complete evacuation of an assigned area, including restrooms, conference rooms, reception areas, offices and remote areas such as storage rooms, file rooms, coffee/break areas, etc.
- Closes, but does not lock, all doors after determining that the room has been evacuated.
- Advises any remaining personnel (employees and non-employees) on the floor of the emergency and insists on their immediate evacuation.
- Is familiar with the building's emergency procedures and the location of all stairwells.
- Upon completion of evacuation, reports to the Area Warden or building personnel as to the status of evacuation.

ASSISTANT TO PHYSICALLY IMPAIRED INDIVIDUALS

- Provides Area Warden with an up-to-date list of physically impaired employees.
- Assists physically impaired individuals to a stairwell in the event of an evacuation.
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive.
- Assures that the Area Warden and the Fire Department are aware of the location of physically impaired individuals.

III. FIRE

Most tenants will become aware of a fire emergency when they hear the building fire alarm and/or see flashing visual devices. When this occurs, the procedure is as follows:

Under the supervision of each tenant's Emergency Response Team (and procedures outlined in this Emergency Procedures Manual), all building occupants should immediately evacuate the building by proceeding to the nearest stairway, down to the first floor, out the nearest exit and to their designated meeting area. Please wait until the "ALL CLEAR" is given by building personnel. (The silencing of the alarm does NOT indicate an "ALL CLEAR" signal).

IF A FIRE IS DISCOVERED IN YOUR SUITE

1. Advise others and begin evacuation away from the fire.
2. Pull the manual emergency pull station by exit door.
3. Confine the fire by closing all doors to the area.
4. Notify the Fire Department (911) and provide the following information:
 - Building name
 - Building address
 - Suite number and/or exact location of fire
 - Your call back number

NOTE: Do not hang up until the emergency operator instructs you to do so.

5. Notify the Management Office – 847-692-6649.
6. Attempt to extinguish the fire only under the following conditions:
 - If the fire is small and can be easily extinguished
 - You are familiar with the operation of an extinguisher and it can be used safely
 - You have someone with you
 - You have your back facing an exit
7. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
8. Once outside the building, proceed to your designated meeting place away from the building and Fire Department operations.
9. Wait until the "ALL CLEAR" is given by building personnel. (The silencing of the alarm does NOT indicate an "ALL CLEAR" signal).

SPECIAL NOTE: Fires need fuel, heat, and oxygen to survive. You can reduce or extinguish fire by removing any one of these elements. For example, close doors and use extinguisher to reduce oxygen.

IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:
 - Building name
 - Building address
 - Suite number and/or exact location of fire
 - Your call back number

NOTE: Do not hang up until the emergency operator instructs you to do so.

2. Pull the manual emergency pull station.
3. Call the Management Office – 847-692-6649
4. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!
5. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.
6. IF SMOKE ENTERS FROM BENEATH THE DOOR, seal the area.
7. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.
8. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to Fire Department personnel.

FIRE SAFETY REMINDERS

1. Provide emergency phone numbers to all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Area Warden.
4. Never use the elevators.
5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor. For example, if smoke enters the stairwell, you should proceed to the next floor above and locate an alternative exit stairwell.
6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
7. Most fire-related injuries or deaths are the result of smoke inhalation, poisonous gas, or panic. Panic can be avoided by being well prepared for an emergency. Learn all emergency procedures as if they were second nature.
8. Wait until the “ALL CLEAR” is given by building personnel. (The silencing of the alarm does NOT indicate an “ALL CLEAR” signal).

FIRE PREVENTION TIPS

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Leave space for air to circulate around heat-producing equipment such as copiers and computer terminals.
4. Do not use space heaters.
5. Keep exits, storage areas and stairways free from wastepaper, empty boxes, dirty rags, and other fire hazards.
6. Know the locations of fire extinguishers in the building and your work area.
7. Close all doors after working hours.
8. Discard all flammable liquids.
9. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste receptacles. Smokers should use the designated receptacles for cigarette butts located outside at the rear entrance of each building.

FIRE EXTINGUISHER BASIC OPERATION

All extinguishers in the building may be used on fires originating from wood, paper, plastic, grease, oil, and electricity.

Operating a Fire Extinguisher

- To open the cabinet, turn the handle and pull open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:

P – Pull the safety pin. This is usually the pin with a string attached.

A – Aim the hose, nozzle, or horn at the base of the fire.

S – Squeeze the trigger handle.

S – Sweep from side to side and watch for the re-flash of the fire.

SPECIAL NOTE: Always maintain a three-foot clearance area around the fire safety equipment, including fire extinguishers, sprinkler heads, fire department valves (hose connections), emergency pull stations, etc.

IV. TORNADO

As you know, living in the Chicagoland area exposes us to ever changing weather. This change can sometimes create potentially severe or even violent weather. There are two designations placed on a tornado: a **WATCH** and a **WARNING**.

A tornado **WATCH** indicates weather conditions are right for a tornado.

A tornado **WARNING** indicates a tornado has been sighted in the immediate area.

IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the designated Area Warden and the Management Office.
2. The Area Warden should alert all staff of the tornado watch.
3. Once you have been notified of the tornado watch, please do the following:
 - Immediately close the blinds in your office
 - Stay away from the windows
 - Tune in any battery-operated radios to a station with weather updates
 - If possible, you should remain in the building until the weather has cleared

IN THE EVENT OF A TORNADO WARNING

1. Move away from the perimeter of the building and the exterior glass.
2. Leave all exterior offices and close the doors
3. Go to an enclosed area in the building core, such as an elevator lobby, corridor, restroom, stairwell, or other areas away from glass and other potential hazards.
4. Sit down and protect your head.
5. Do not use elevators; if in transit in the building, use stairs.
6. If anyone has been injured, designated emergency personnel should assist where possible and follow the medical emergency procedures outlined in this manual.
7. If any portion of your offices or surrounding building areas have been damaged, please notify your emergency response team and/or building management immediately.

SPECIAL NOTE: The Village of Rosemont's public warning system is tested every Monday at 6:00 p.m. In addition, the outdoor warning siren may sound to alert the community of severe weather.

V. MEDICAL EMERGENCY

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call **911**. Reassure the injured person that help is on the way. Remain calm and provide the following information:
 - Nature of medical emergency
 - Building name and address
 - Your name and company name
 - Name of sick or injured person
 - Closest door location

NOTE: Do not hang up until the emergency operator instructs you to do so.

2. Call the Management Office at 847-692-6649 and provide the following information:
 - Your name and company name
 - Nature of medical emergency
 - Exact location and name of sick or injured person
 - Whether or not you have called for medical assistance
 - A number where you can be reached
3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
4. Remain with the injured person. DO NOT move them unless there is immediate danger of further injury. Keep the injured person comfortable and warm.
5. Designate a responsible person to do the following:
 - Wait at the closest entrance for Fire Department personnel, and when they arrive direct them to the injured person
 - Request that building personnel have an elevator standing for the rescue team

SPECIAL NOTE: CPR training and first aid courses are available through your local American Red Cross.

VI. BOMB THREAT

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

TELEPHONE BOMB THREATS

1. The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER**.
2. **LISTEN CAREFULLY**. You may be able to help authorities identify the caller, his/her location, or the location of the explosive by the caller's comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and caller's reason for planting the bomb (please see the Bomb Threat Questionnaire found in section XII of this manual).
5. Once the caller has hung up, immediately contact 911 and the Management Office at 847-692-6649 and provide the following information:
 - Your name
 - Your location (building and suite number)
 - Your phone number
 - Name of any other person who heard the threat
 - Name of any employee threatened by the caller and his/her work location
 - Time the bomb is to detonate if known
 - Any reason given for planting the bomb
 - Any other information received from the bomb threat perpetrator
6. Complete the **Bomb Threat Questionnaire** and provide it to the authorities and to management personnel as soon as possible after the call is received.

WRITTEN BOMB THREATS

Upon receipt of a written bomb threat:

- Immediately notify 911 and the Management Office
- Do not destroy the note
- Do not let others handle the note
- Turn the note over to the police or building management.

PERSONAL RECEIPT OF BOMB THREATS

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place
- Look high and low – not just at eye level
- Methodically search from one end of your work area to the other

SEARCHING YOUR SUITE FOR A SUSPECTED BOMB

Once a telephone or written bomb threat has been reported to the authorities or the Management Office, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area
- The bomb is likely to be packaged in a common container such as a shoebox, a book, a grocery bag, an athletic bag, an airline bag, a suitcase or briefcase
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room

NOTE: If a suspicious object is found, DO NOT TOUCH IT. Report the finding immediately to your designated emergency personnel and to building management.

SUSPICIOUS PACKAGES

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner
- Do not assume that container markings and/or appearance are sole evidence of its content, identification or legitimacy
- Be aware of packages with incorrect titles or those marked “Confidential” or “Personal”
- Do not open any suspicious package, and do not cut any cord, rope or wire on a suspicious package

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings (such as “Confidential” or “Personal”)
- Oily stains or discoloration

UPON RECEIPT OF A SUSPICIOUS PACKAGE

1. Do not allow anyone to handle the package.
2. Immediately call the Management Office – 847-692-6649

SUSPECTED BOMB SAFETY PRECAUTIONS

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
 - Do not use radio equipment to transmit messages
 - Do not change lighting conditions
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified :
 - Do not touch it
 - Do not attempt to move or carry it
4. During a bomb threat emergency, cooperate with all Fire Department instructions, including building evacuation.

VII. EVACUATION

In the event of an emergency, it may become necessary to evacuate the building. All Emergency Response Team members as well as employees should be completely familiar with the following evacuation procedures.

In the event it becomes necessary to evacuate the building, you should proceed to the nearest stairway; move down to the first floor and out of the building through the nearest entrance/exit. Exit the building and proceed to the designated meeting area. Please wait until the “ALL CLEAR” is given by building personnel. (The silencing of the alarm does NOT indicate an “ALL CLEAR” signal).

- Exit the building and proceed to the designated meeting area.
- In the event of an emergency situation where there is no building fire alarm, wait until the building management or Fire Department indicates that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions of all Emergency Response Team personnel.
- Do not exit via the elevators. Exit via stairways only. It is important to familiarize yourself with stairways (and alternative stairways, if any) that will allow a way out from your tenant area.
- **EMPLOYEES NEEDING ASSISTANCE:** For any employees who need assistance, they should evacuate to the stairwell landing and ‘shelter in place’. A volunteer (i.e. “Assistant to Physically Impaired Individuals” referenced on Page 5) should stay with the employee needing assistance. The Floor Warden will then alert the Building Personnel upon exiting that an employee is in need of assistance and their location. Building Personnel will relate this information to the Fire Department.

Fluorescent yellow vests are worn by Riverway personnel, management, engineering, security, and day porters to provide Area Wardens with an easy to locate visual for check-in during the building evacuations and emergency situations.

Orange safety vests are distributed to tenants and worn by Area Wardens as this will help Riverway personnel locate key individuals during an emergency. Once the Management Office receives your company’s completed Emergency Response Team form(s), vests will be distributed.

Use safe stairwell exit procedures including:

- ⇒ Remain calm and quiet
- ⇒ Remove high-heeled shoes
- ⇒ Exit single file and keep to the right using handrails
- ⇒ Move quickly, but do not run
- ⇒ Assist those who may have trouble on the stairs or who have been injured

- ⇒ Be mindful that employees with physical disabilities may be waiting on stairwell landings for fire department personnel to assist in their evacuation
- ⇒ Treat injuries on stairwell landings only and only when safe to do so

SPECIAL NOTE: As a safety precaution, **NO beverages** are allowed in the stairwell during an evacuation – **NO cell phone** and **NO laptop** use in the stairwell during the evacuation. Keep the flow of traffic moving inside the stairwells and stay to the right side allowing passage for firefighters and other public safety personnel.

VIII. POWER FAILURE

In the event of a power failure Riverway is equipped with emergency systems, which will provide power for emergency lighting, selected elevator service, and life and safety security systems.

If you experience loss of power in your suite, immediately contact the Management Office. An engineer will be dispatched to assist in restoring power. If the entire building is affected, ComEd will be contacted for assistance and building personnel will keep all tenants advised via telephone to the tenant contact as information is received.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds (see Section IV, Tornado).

IX. HOSTAGE / TERRORISM

1. Do not let panic or terror escalate the situation out of proportion.
2. Call the Police Department at 911 immediately.
3. The area affected should be secured, and all personnel should be kept out of the area. The building should be evacuated, if directed by police or fire department.

If a situation develops where you are the hostage, the following steps should be remembered:

- **Stay Calm.** Remember that you are in a highly charged, volatile situation. As emotions go up, reason goes down. If you can keep calm, you may help others stay that way.
- **Pay Close Attention.** Learn what you can about your captors by observation. Be careful not to violate their “space.” (This “space” is that physical area of about a foot or so around each person that they consider theirs). With friends, you get closer, but with strangers (especially in hostile situations) this “space” widens abruptly. By violating a captors “space” you run a high risk of evoking a potentially violent negative reaction.
- **Cooperate.** Refusal to obey can only intensify the emotional tension of the situation. This is especially true in the first few minutes of the situations, which are particularly volatile and emotionally charged.
- **Stay Alert.** After the first hour or so, the worst that is going to happen probably already has occurred. If it looks like the situation is going to continue for some time, attempt to rest as much as possible. Highly emotional situations drain energy at a high rate. You can afford to rest – your captors cannot. This is one advantage that you have over them. Be sure to use it.
- Maintain a log and record all events regarding the emergency.

The primary concern will be for the safety of all hostages. There should be NO HEROICS from anyone. The chances of someone being hurt or killed are too great, and the situation will become far worse. Talking and negotiating with terrorists are the keys to a safe release. However, this is best handled by the authorities.

X. NATIONAL TERRORISM

The National Terrorism Advisory System (NTAS) replaces the former color-coded alert system, and provides a comprehensive and effective means to disseminate information regarding the risk of terrorist attacks.

According to the Department of Homeland Security (DHS) website¹:

NTAS alerts provide a concise summary of the potential threat including geographic region, mode of transportation, or critical infrastructure potentially affected by the threat; actions being taken to ensure public safety; and recommended steps that individuals, communities, business and governments can take to prevent, mitigate or respond to a threat. NTAS Alerts will include a clear statement on the nature of the threat, which will be defined in one of two ways:

- **“Elevated Threat”**: Warns of a credible terrorist threat
- **“Imminent Threat”**: Warns of a credible, specific, and impending terrorist threat

Depending on the nature of the threat, alerts may be sent to law enforcement, private sector entities, and/or issued more broadly to the public through both official and social media channels – including a designated DHS webpage (www.dhs.gov/alerts), Facebook, and via Twitter @NTASAlerts. NTAS alerts and posters may also be displayed in places such as transit hubs, airports and government buildings. NTAS threat alerts will be issued for a specific time period and will automatically expire. Alerts may be extended if new information becomes available or as a specific threat evolves.

¹ Secretary Napolitano Announces Implementation of National Terrorism Advisory System,” press release dated April 20, 2011, <http://www.dhs.gov/news/2011/04/20/secretary-napolitano-announces-implementation-national-terrorism-advisory-system>

XI. PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives in the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

GOOD PRACTICES FOR COPING WITH AN ACTIVE SHOOTER SITUATION

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any suite or on any floor you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her. CALL 911 – WHEN IT IS SAFE TO DO SO!

Information to provide to law enforcement or 911 operator:

- Location of an active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number of potential victims at the location

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. **Evacuate.** If there is an accessible escape path, attempt to evacuate the premises.
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow
 - Leave your belongings behind
 - Help others escape, if possible

- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. **Hide Out.** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap yourself or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. **Fight** or take action against the active shooter.

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, and/or handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life. Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders.

An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including: Individuals at remote locations within premises, Local law enforcement, Local area hospitals

COMPONENTS OF TRAINING EXERCISES

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed
- Evacuating the area
- Hiding out
- Acting against the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

ADDITIONAL WAYS TO PREPARE FOR AND PREVENT AN ACTIVE SHOOTER SITUATION

Preparedness

- Ensure that your facility has at least two evacuation routes
- Post evacuation routes in conspicuous locations throughout your facility
- Include local law enforcement and first responders during training exercises
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
- Prevention
- Foster a respectful workplace
- Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP contact the U.S. Department of Labor, Occupational Health and Safety Administration (OSHA) on the web at www.osha.gov.

The information provided in the above section on “Profile of an Active Shooter” has been provided by the Department of Homeland Security and OSHA.

XII. FORMS

Emergency Procedures Acknowledgement

Emergency Response Team

Off-Hour Occupancy

Items Not Allowed in Building

Bomb Threat Questionnaire

RIVERWAY

EMERGENCY PROCEDURES

ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with the Riverway emergency procedures and to enforce occupant participation in all related training and building evacuations. 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, tenant acknowledges the receipt of the Riverway Emergency Procedures Manual; acknowledges that the information provided is clear; acknowledges that the responsibility to share the contents of the manual with tenant's entire staff and any new employees that join the company.

Tenant: _____

Authorized Individual: _____

Authorized Signature: _____

Date: _____

RIVERWAY

EMERGENCY RESPONSE TEAM

Company Name: _____

Building and Floor: _____

Suite Number: _____

Primary Area of Rescue: _____

Secondary Area of Rescue: _____

Date: _____

	Name	Phone Number	E-Mail Address
Area Warden			
Alternate Area Warden			
Searchers			
Persons who are impaired			
Assistant to Person(s) who are Impaired			

NOTE: For your safety and the safety of all building occupants, please keep your Emergency Response Team list updated. Any changes in Emergency Response Team personnel should be sent to the Management Office directly.

1. Full floor tenants are responsible for assigning a complete Emergency Response Team consisting of five people, including one Area Warden, one Alternate Area Warden, and three Searchers.
2. Each tenant with premises greater than or equal to 5,000 square feet is responsible for appointing, at a minimum, one Area Warden and three Searchers to the Emergency Response Team.
3. Each tenant with premises less than 5,000 square feet is responsible for appointing, at a minimum, one Area Warden and two Searchers to the Emergency Response Team.

RIVERWAY

OFF-HOUR OCCUPANCY

Company Name: _____

Building and Floor: _____

Suite Number: _____

Building hours of operation are Monday through Friday from 8:00a.m. to 6:00p.m.

Please list below all employees working on a regular basis inside the building after-hours and on weekends.

Floor/Suite	Name	Office Phone Number	Work Area/Location, (i.e., private office SE corner)

RIVERWAY

ITEMS NOT ALLOWED IN THE BUILDING

Below is a list of items not allowed in the building or in employee work spaces. This list is meant to assist you in providing a safe working environment for your employees, while being proactive in preventing possible injuries or damage to your space and the building. Also, as a reminder, workstations are designed to provide power for daily work items, such as PC, monitor, clock radio, task lighting, calculator, or other small office equipment.

- **No space heaters of any type are allowed in the building**
Most office fires are started because of the use of space heaters. They can be placed too close to the fabric panels/workstations, accidentally left on, or the cords can become frayed and cracked from being stepped on or rolled over by one's chair.
- **No candles, anywhere, any time.**
Candles can easily tip over, papers can be placed too close, or they can be left unattended causing hazardous fire conditions.
- **No use of heat lamps**
Heat lamps project infrared heat, which can cause spontaneous combustion.
- **No use of plug-in air fresheners**
Plug-in air fresheners are small electric heaters, which can overheat similar to a space heater, especially when they are plugged in overnight, over weekends, or for extended periods of time.
- **No storage of flammable liquids unless in an approved storage container**
Desk drawers are not proper storage containers. They are not fire rated and will not protect the contents. Management must be made aware of any flammable liquids stored within tenant areas and the specific location(s).
- **No use of personal coffee pots or cup warmers**
These items require power that workstations are not designed to handle. When left on a work surface, papers can be pushed against them and ignite a desktop fire.
- **No use of two prong extension cords or residential flat extension cords**
 - ✓ Use of an extension cord should be for temporary use only and must be of a three prong type and have a minimum rating of 15 to 20 amps.
 - ✓ Power strips should be checked on a regular basis. In most office scenarios, power strips will be located under the work area on the floor where they can be kicked, bumped or rolled over, which may cause the cords to fray or crack and lead to a potential fire.
 - ✓ Please use power strips that have built-in circuit breakers as this feature protects the work area and surrounding workstations. If there is a problem, the circuit breaker will turn off the power for the work area and should not interrupt the power of other workstations.

RIVERWAY

BOMB THREAT QUESTIONNAIRE

CALL 911 IMMEDIATELY: (If possible, have someone else call 911 during the call). After calling 911, immediately contact the Management Office at 847-692-6649.

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

Tenant: _____

Name of Person Taking Call: _____ Title: _____

Date: _____ Phone number call came in on: _____

Time call was received: _____ AM or PM

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What will cause the bomb to explode? _____
4. Did you place the bomb? _____
5. Why did you place the bomb? _____
6. Sex of caller: _____
7. Approximate length of call: _____

CHECK THE ADJECTIVES THAT APPLY TO THE SOUND OF THE CALLER'S VOICE:

- | | | | |
|--|--|---|--|
| ☐ Calm | ☐ Deep | Describe Threat | ☐ House Noises |
| ☐ Laughing | ☐ Slow | Language: | ☐ Motor |
| ☐ Lisp | ☐ Familiar | ☐ Well spoken | ☐ Factory/Machinery |
| ☐ Distinguished | ☐ Cracking Voice | ☐ Educated | ☐ Local |
| ☐ Angry | ☐ Slurred Voice | ☐ Foul | ☐ Long Distance |
| ☐ Crying | ☐ Loud | ☐ Irrational | ☐ Telephone Booth |
| ☐ Raspy | ☐ Nasal | ☐ Incoherent taped | ☐ Clear |
| ☐ Accent | ☐ Rapid | Describe Any Background | ☐ Cell Phone |
| ☐ Excited | ☐ Clearing Throat | Sounds Heard: | ☐ Music |
| ☐ Normal | ☐ Stutter | ☐ Street Noises | ☐ Animals |
| | ☐ Deep Breathing | ☐ Crockery | ☐ Office |
| | ☐ Soft | ☐ Voices | ☐ Other |
| | | ☐ PA System | |
| | | ☐ Static | |