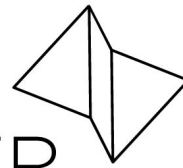




200 S. WACKER



TENANT HANDBOOK

WELCOME!

On behalf of JLL, a warm welcome to 200 South Wacker!

This handbook is intended to serve as a useful guide for your occupancy with us as well as to help you familiarize yourself with the 200 South Wacker team and the operations of the building. The handbook covers emergency procedures as well as topics related to your lease including tenant responsibilities and landlord responsibilities.

200 South Wacker is a 40-story, 754,751 rentable square foot office building. The building was constructed in 1981 and is located just east of the Chicago River, and along Wacker Drive, between Adams Street and Jackson Boulevard, directly across the river from the Chicago Union Station train concourse. The building is managed by JLL.

The JLL property team will be visiting you throughout your lease term. These visits are designed to encourage open communication between John Hancock and our tenants. Should you have any questions or comments between these visits, please feel free to call any of us at any time.

We look forward to working with you and are delighted that you have chosen a JLL managed property!

OFFICE OF THE BUILDING

The Office of the Building is located in Suite 300. The office is open between the hours of 8:30 AM and 5:00 PM Monday through Friday. Our phone number is 312-853-3185. During non-business hours this number is connected to our 24-hour lobby security desk. The office of the building email, 200southwacker@am.jll.com is also monitored during office hours.

All tenant service requests should be entered into Building Engines. Please refer to the Building Services chapter in this handbook for further instructions. Questions for a building engineer or security outside of a work order request should be directed to the Office of the Building.

Management Staff

Lisa Metz, RPA
Property Manager
Lisa.Metz@am.jll.com

Louis Ecke FMA, RPA
Chief Engineer
Louis.Ecke@am.jll.com
(312) 985-8120

Margarita Tsipas
Assistant Property Manager
Margarita.Tsipas@am.jll.com

Jordan Benson
Tenant Services Representative
Jordan.Benson@am.jll.com
(312) 853-3185

Engineering Staff

Louis Ecke FMA, RPA *Chief Engineer*

Pat Raftery
Day Engineer

Carl Chapman
Assistant Chief Engineer

Mike Griffin
Day Engineer

Mario DeCicco
Night Engineer

Derek Ruzella
Night Engineer

BUILDING OPERATIONS

Building Holidays

Listed below are the Building Holidays observed each year that will assist you in planning your operations during the year.

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

Please keep in mind, certain services (such as HVAC and janitorial) are not provided on weekends and the holidays listed above.

Security

At 200 South Wacker we strive to maintain a safe and secure building. The building is open Monday through Friday from 8:00am to 6:00pm and Saturdays from 8:00am to 1:00pm and closed on Sundays and designated holidays. Security services are provided by Titan Security Services. Uniformed Security Officers patrol the building 24 hours a day, 7 days a week. They are trained in emergency response and can contact personnel from the Office of the Building at any time.

The building also maintains electronic surveillance that records access and egress to the building. Access through the loading dock is controlled through registration at the loading dock.

All dock reservations and other security related questions and concerns should be directed to the Director of Security.

Emergency Contacts

DIAL 9-1-1 IN AN EMERGENCY FOR FIRE, POLICE, MEDICAL, AMBULANCE

Fire Department Non-Emergency	311
Police Department Non-Emergency	311
Office of the Building	312-853-3185

Important Notes

If you call 9-1-1 for a medical emergency, please be sure to notify the Office of the Building with your callback number and location so that security can guide the paramedics to the correct place.

In a real fire/disaster alarm situation, unless you have something important to report, please do not call the building office. The Office of the Building needs to attend to the situation, whether it is a false alarm or a true emergency and telephone lines must be kept clear.

<u>Emergency Services</u>	<u>Name</u>	<u>24-Hour Emergency Number</u>
Local Fire Station		312-744-4000
Local Police Station		312-745-4299
Hospital	Rush Presbyterian	312-942-5000
Poison Center		800-222-1222

<u>Building Utilities</u>	<u>Name</u>	<u>24-Hour Emergency Number</u>
Electrical Utility Company	ComEd	800-334-7661
Telephone Company		611
Water	Dept. of Water Mgmt.	312-744-4420

BUILDING SECURITY

Tenant Access

The building maintains an access system using optical turnstiles and photo access cards. All employees of the building must have an access card to enter through a turnstile.

To obtain an access card for a new employee, a request should be entered in Building Engines under the category 'access request.' A photo of the employee should be attached to the request to be added to the new card. If a new employee is not able to immediately obtain an access card, the tenant contact should add the employee's name to the visitor list via Building Engines (see Building Services section) until the access card is issued. The Office of the Building aims to create and deliver access cards to your suite within 48 hours of the request.

If you are a new company just moving into the building, an access card will be furnished at no cost to you for all initial employees. However, additional and/or replacement cards will be billed to your company.

If an employee forgets their access card one day, he/she needs to check in at the Lobby Security Desk to be issued a temporary visitor badge (good for one day only).

If an employee is terminated, please notify the Office of the Building immediately via Building Engines service request with the full name of the employee and access card number. The card will be deactivated within 24 hours. If any card needs to be deactivated immediately, please call the Office of the Building for assistance.

After-hours Check-In

Please be aware that an access card must be used to enter the building and to gain elevator access on the weekends and after-hours. Tenants/Employees who forget their key will not be allowed into the space without proper authorization from the after-hours emergency tenant contact.

Visitor Access

Tenants/employees receiving visitors throughout the work day will need to enter the visitor information in Building Engines. This information is transmitted to the Security desk on a real-time basis. Upon arrival, the visitor

will need to check in with Security, show a photo ID, and provide the name of the tenant they are visiting. They will then be issued a temporary visitor badge. If the visitor does not have a picture ID, the tenant will be contacted to have someone escort the visitor up to their suite.

If a visitor's name is not entered into Building Engines, Security will call the tenant's security contact(s) to gain permission to create a visitor request on their behalf.

If an unscheduled visitor enters the building accompanied by a tenant, and the tenant has a valid, current ID, no call to the tenant contact is necessary. The visitor will be manually entered into the system by Security and issued a temporary visitor badge.

There is no "ongoing" guest or employee list maintained by the Office of the Building, but the Building Engines visitor access program allows visitors to be requested for multiple days at a time ("recurring visitors").

If you have any questions regarding Building Engines, please contact the Office of the Building.

Property Removal

To assist in the protection of tenant's personal property, an electronic Building Engines Property Removal Pass or a green 200 South Wacker Removal Pass must be completed and signed by an authorized Tenant/Employee. The Property Removal Pass, whether inputted in Building Engines under the category "Security" and then "Package Removal Pass" or with a green paper sheet, must be signed by an authorized employee. Once the information regarding the item(s) to be removed has been input into Building Engines, the tenant can print the Property Removal Pass. This pass must accompany furniture, equipment, cartons/boxes, etc. being removed from the premises. The pass must be presented to security at the time of removal and will assure them that the items being removed are being done so with the full knowledge and permission of the Tenant. The pass should list all property to be removed. No exceptions will be made to this policy in removing items from the building.

Please note that blank green Property Removal Passes are available in the office of the building at any time during business hours or upon request through a Building Engines work order.

The following items do not require a property removal pass: computer bags, handbags, purses, briefcases, backpacks, gym bags, luggage, shopping bags, and lunch bags.

General Office Security

Although the Office of the Building at 200 South Wacker takes many precautions to protect Tenant belongings, some thefts may take place beyond our control. The following tips can help reduce these thefts, especially if these tips are reproduced and posted in every tenant's office:

- Lock all doors when the office is unattended or when practical control of entrance and exit areas is not possible. In the event of emergency evacuation, be sure to lock entry doors to premises if time permits. However, if there is a fire on your floor, you should leave your door closed but unlocked so that access to the area of the fire can be facilitated.
- Hang coats and jackets away from the entrance to the office, where they cannot be easily stolen while you are busy.
- Keep valuables out of sight. Any cash or valuables should be locked in an office safe.
- Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible. Purses should not be left on or under desks.
- Lock desks when not seated at them.
- Be wary of solicitors and peddlers. Challenge any unknown person in your suite or corridor. A simple "May I help you?" may prevent many potential problems. An old trick of solicitors is to engage you in conversation while secretly making a survey of your office setup for later use. Solicitation is **NOT** permitted in the Building. If solicitors enter your suite, please inform them of this policy. Please call the Office of the Building and report solicitors immediately.
- Do not let persons other than employees and clients into your floor's restrooms.
- If any person comes to your office to do work on behalf of the building office and you have not been notified, check his identity with the Office of the Building and/or building security.
- Keep fire exit stairwell doors closed at all times. In addition to closed stairwells being an integral part of our fire life safety system, they are also a vital part of the building's security system.
- Do not let anyone else follow you into your suite. Should suspicious or undesirable persons be seen loitering in or around the building, please report them to the Office of the Building. A security guard will be dispatched to investigate the situation immediately.

Deliveries

Loading Dock

The loading dock, which is accessible from Lower Wacker Drive, is open for use from 6:00 a.m. to 4:00 p.m., Monday through Friday. All delivery personnel must register with the dock officer prior to unloading. To access the dock, trucks must not exceed 13'6" in height

All deliveries must come through the loading dock and are limited to 30 minutes during business hours. Delivery personnel must sign in at the dock and show a photo ID to gain access to the building. No deliveries will be allowed to be left on the loading dock. Deliveries are not permitted through the lobby entrance.

Deliveries lasting longer than 30 minutes will require a dock reservation and must be scheduled outside of normal operating hours. Before or after-hours deliveries must be requested via Building Engines or through the director of security 48 hours in advance and are subject to approval from the Office of the Building and will require a Certificate of Insurance.

**ALL MOVES MUST BE CONDUCTED BY UNION
AFFILIATED MOVERS**

BUILDING SERVICES

Tenant Service Requests

Building Engines is a web-based service request system that allows tenants to easily initiate and track all service and maintenance requests. In addition, Building Engines improves the speed and efficiency at which tenant requests are processed by using Internet and wireless technology to eliminate traditional paper, phone, and fax methods.

In order to facilitate communications, we ask that you appoint one or two tenant service representatives who are authorized to incur expenses for your company. These persons would have access to make requests for repairs or services through Building Engines. Once a request has been entered the resulting charges will be considered as “approved”.

All requests for services should be made through Building Engines. However, if there is a maintenance or janitorial request which needs immediate attention, please call the Office of the Building and the request will be expedited for you. Please do not make requests with the maintenance crew directly. You will need to enter the type of service request, a description of the service needed, the exact location and a contact person. Once entered into Building Engines, the appropriate building department receives this information via wireless technology so the proper staff member can be dispatched. When a job is finished, the service request is summarized and closed out or charged back to the tenant. Every step of the service request can be tracked in Building Engines. If the request is beyond what is considered as “typical”, a cost quote may need to be approved prior to work (an agreement to work and charges involved).

Response times will vary according to the number and complexity of service requests received. In the case of a building emergency or special project, which would delay response to your request, we will inform you as soon as possible. Similarly, should we need an outside contractor’s expertise or supplies, the Office of the Building will contact you for further information.

Should your request involve an expenditure of funds for which your company will be responsible, we will ask you to authorize a cost quote before services are rendered. All work performed will be billed to the tenant by the management office.

The following items are considered services not covered under the lease, but commonly serviced within tenant suites by the 200 South Wacker staff or outside vendors for an additional charge:

- Light bulb replacement
- Re-keying of tenant doors and locks and additional keys
- Hanging pictures, bulletin boards etc. in tenant space
- Maintaining carpets, tile floors, chandeliers, interior partitions and glass, etc.
- Unclogging/repair of kitchen sinks and disposals
- Installation or changing of water filters
- Removal/disposal of excessive trash
- Dishwashing service
- Appliance cleaning (inside/outside)
- Certain small furniture moving inside your suite

J a n i t o r i a l S e r v i c e

Our janitorial services are handled by Harvard Maintenance onsite services. The night staff cleans the building from 5:00 PM to 1:00 AM Monday through Friday, excluding holidays. They are responsible for vacuuming, dusting, mopping and all other general cleaning duties. It is also their responsibility to empty all trash as necessary and restock bathrooms with supplies. The crew is supervised by one Shift Manager during the day and one Janitorial Manager in the evenings

In addition, 200 South Wacker has two day porters and one day matron on duty from 8:00 AM to 4:00 PM. Their job is to maintain the building during the day and follow up on any cleaning issues that arise.

Cleaning Inspection

The Harvard Janitorial Night Shift Supervisor performs weekly inspections to ensure quality of service. Please feel free to voice any concerns regarding your cleaning at those times. For information on cleaning services over and above our standard provision, please contact the Office of the Building. Immediately notify the Office of the Building of areas missed at night, and day porters will be dispatched to correct the problem. We will also notify the night crew to prevent re-occurrence.

Recycling Program

200 South Wacker has set up a recycling program for paper, as well as plastic, glass, and aluminum with our vendor, Independent Recycling Services. We encourage every tenant to participate in this program by keeping separate trash and recycling receptacles in their spaces. Not only are we protecting our environment through solid waste reduction and forest conservation, but the program reduces our waste removal costs and helps to keep building operation costs low. It is much more expensive, for both the environment and the building, to dispose of trash in a landfill than it is to recycle.

Acceptable Materials for Paper Recycling:

- White Paper
- Colored Paper
- Glossy Paper
- Junk Mail
- Magazines
- Newspaper
- Envelopes
- Brochures
- Post-It Notes
- Blue Prints
- Manila Folders
- Books
- Cardboard

* Paperclips, staples, rubber bands and envelopes windows do not need to be removed.

Acceptable Materials for Bottle/Can Recycling:

- Aluminum cans (soda, soup, etc.)
- Plastic bottles and containers
- Glass

Regular Refuse

Most items can be disposed of by placing them in the wastebaskets within your suite. Items such as boxes that are too big to fit into the wastebaskets (excluding those listed below under Special Waste) should be marked with an orange “Throw Away” sticker. Cleaning personnel will **not** throw out items that are located outside of a waste container if they do not have an orange sticker. These can be obtained by submitting a request in Building Engines. If you have a large volume of garbage to be disposed of at one time, please submit a request in Building Engines for a rolling dumpster to be delivered to your suite at an additional cost.

E-Waste Recycling

Special disposal/recycling arrangements need to be made for some types of items that cannot be put with normal waste. These items include: computer equipment, cable boxes, cell phones, printers, DVD players, iPods/MP3 players, ink cartridges, clocks, coffee makers, curling/flat irons, holiday lights, remote controls, cameras, telephones and toner cartridges. Please contact the Office of the Building or put in a work order through Building Engines to request appropriate removal and sorting of these items.

Window Cleaning

Our window cleaning contractor is Alumitec. The interior windows of the building are cleaned once a year. The exterior windows are cleaned three times per year. Schedules for interior window cleaning will be distributed in advance.

Lamp Replacement

If you have lights out in your office suite, please submit a request in Building Engines. An engineer will be dispatched to replace the bulbs. Exit lights are required by code to be lit. Tenants are responsible for submitting a request in Building Engines to have these lights replaced unless other arrangements are made.

Mail Services

The Building address is:

Your Name
Your Company Name
200 South Wacker Drive
Suite #
Chicago, Illinois 60606

The post office suggests using your 4-digit code at the end of your zip code for more efficient service. Since the number varies according to suite number, you must call the postal service to obtain this code. For questions regarding postal service please dial 1-800-ASK-USPS (1-800-275-8777) or visit www.usps.com. Please always fill in the floor or suite number and encourage all employees to do the same to ensure that your mail is delivered to you timely and accurately.

200 South Wacker Drive is serviced by the main post office at 433 West Van Buren. There is a mail drop box located in the rear of the lobby. Mail is collected Monday through Friday with the last pickup at 3:00 p.m. Tenants are responsible for bringing their outgoing mail to the pickup destination each day.

A postal carrier generally delivers mail to each individual suite throughout the building in the early afternoon hours.

Overnight Courier Drop Boxes

There are drop boxes for Federal Express and UPS located on the Lower Level. Both are picked up at 8:00 PM Monday through Friday. For

questions regarding UPS services, please call UPS directly at 1-800-PICK-UPS (1-800-742-5877) or visit www.ups.com. For questions regarding Federal Express services call 1-800-GO-FEDEX (1-800-463-3339) or visit www.fedex.com/us.

Please note that the building staff and security are not permitted to sign for packages or other deliveries to tenants. If you are expecting a delivery in your absence, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

Heating, Ventilation and Air Conditioning

200 South Wacker is equipped with a contemporary heating, ventilation, and air conditioning (HVAC) system. If it is too hot or too cold in your suite, please submit a request via Building Engines and an engineer will be dispatched to adjust the temperature.

HVAC is provided to tenant spaces between the hours of 6:00 AM and 6:00 PM Monday through Friday, and from 6:00 AM until 1:00 PM on Saturday. For HVAC outside of these standard hours, tenants must submit a service request through Building Engines at least 48 hours in advance. Tenants will be charged for this service according to the number of hours used. The current rate for after-hours HVAC is \$150.00/hr.

T e l e c o m m u n i c a t i o n s

A third party vendor, IMG Technologies, Inc. manages the building's telecommunication riser. Access to the common area telephone closets is restricted to the Office of the Building personnel and IMG technicians. It is their responsibility to ensure that any telecommunications work performed within the common area telephone closets is done correctly. Ownership has negotiated reduced rates with IMG to perform various tenant services including trouble shooting any kind of telephone problems you may experience. It is IMG's position to be your advocate in resolving any issues you may have with your dial-tone providers. They may be contacted at (630) 737-9800.

P a s s e n g e r E l e v a t o r s

The 200 South Wacker building has 17 high-speed elevators. Six of these elevators service the low-rise floors (floors 1-16), six service the mid-rise (floors 16-28), and five service the high-rise floors (29-40). These elevators are linked via intercom with the main security console in case of emergency or malfunction.

Building Signage

For the protection of all tenants, no signs, poster, advertisements, or notices shall be painted or affixed on any of the windows or doors, or other part of the building. Your cooperation in this area will ensure that 200 South Wacker is maintained as a first class office building.

Suite Signage

Please submit a service request through Building Engines to request new or replacement suite signage. Someone from the Office of the Building will obtain a proof from our sign vendor and obtain approval from the requester. Please allow three to five weeks for the production and installation of these signs.

POLICIES AND PROCEDURES

Smoking Policy

Smoking is not permitted anywhere inside the 200 South Wacker Building. This includes emergency stairwells and restrooms.

Smoking outside is only permitted in the following area:

- South side of the building, but not within 15 feet of any building entrance

Move In/Out Procedures

The relocation of a company is a very important, and sometimes difficult, function to perform. To assist your firm, we have established guidelines which will aid in your move and relocation.

Commonwealth Edison

Prior to move in or move out, you must contact ComEd to:

- **Transfer** your electricity account(s) to or from this building
- **Start** service in the building (if you currently do not have a ComEd account)
- **Stop** service if you are leaving the building and not moving to another location served by ComEd.

The Business Customer Service Center for ComEd can be reached by calling 1-877-4-ComEd-1 (1-877-426-6331).

Elevator Use

To permit an efficient flow of furniture and material, the proper scheduling of the freight elevators should be considered. The Director of Security should be notified via Building Engines freight elevator request at least **ten** (10) days prior to the scheduled move-in date. **All scheduled moves must take place after 4:00 PM during weekdays or on Saturday or Sunday.** All moves must be made through the loading dock. Deliveries/moves will not be permitted through the lobby entrances.

Keys and Access Cards

At the time of move-in, tenants are provided with key cards to access the building through the lobby doors and turnstiles. Tenants are not permitted to install their own primary locks or any supplemental locks. Lock changes and additional keys may be coordinated through the Office of the Building at an additional charge.

At the time of move-out, tenants must return all keys and key cards to the Office of the Building.

Moving Day

A designated representative from the incoming tenant must be present throughout the entire moving process. This person will be authorized to make decisions on behalf of their company. To completely inform everyone involved in the move, we suggest that this policy be reviewed with your moving company prior to the day of the move.

The following rules pertain to moving furniture, equipment and supplies in and out of the 200 South Wacker building:

All moving personnel must be employed by a reputable Contractor affiliated with the applicable mover's labor union who has jurisdiction over the metropolitan Chicago area. Any movers who do not adhere to the following rules will not be allowed to enter the premises, or will be required to discontinue the move.

1. **Freight Elevator Reservation:** The tenant must make arrangements with the Office of the Building to reserve a freight elevator and schedule a building security officer to be on duty. Freight elevator reservations can be made through Building Engines. **Reservations must be scheduled 10 days in advance.**
2. **Freight Elevator:** Each freight elevator has a maximum load of 5,000 lbs. The interior of the elevator is 12'h x 5'2"w x 8'4"d.
 - a. Movers will be responsible for any elevator repair calls due to their negligence.
 - b. After-hours deliveries or pick-ups require that a security officer be brought in to supervise the move. There is 4-hour minimum labor charge associated with this Operator.
3. **Inspection:** All walls, door facings, elevator cabs and other areas along the route to be followed during the move will be inspected by

the Office of the Building, tenant, and moving company personnel before and after the move. The mover must provide and install protective coverings on all walls, door facings, and other areas along the route to be followed during the move.

4. **Insurance Requirements:** The moving company must carry insurance including, but not be less than, the following:

A.	Worker's Compensation Employer's Liability	Workers Compensation - Statutory Amount (Check mark in WC Statutory Limits box on Certificate) Employers Liability - \$2,000,000 minimum
B.	Comprehensive Commercial Liability Including Blanket Contractual Completed Operations, Products Injury and Independent Contractor, XCU (underground work only)	\$2,000,000 Combined Single Limit Bodily and Property Damage
C.	Comprehensive Automobile Liability Bodily Injury and Property Damage Including Owned, Non-Owned and Hired Vehicles	\$1,000,000 Combined Single Limit Bodily Injury and Property Damage

- As respects to liability coverage, **200 South Wacker IL LLC c/o John Hancock Life Insurance Company (U.S.A.) and John Hancock Life & Health Insurance (U.S.A.) and Jones Lang LaSalle Americas (Illinois), L.P.**, as well as all related interests and affiliates are to be named as **additional insured** to the insurance policies described in (b) and (c) above, and on the Certificate of Insurance. All liability insurance shall be written on an occurrence basis.
 - Contractor shall furnish Certificates of Insurance evidencing required insurance coverage and stating that not less than 30 days notification shall be given to John Hancock. in the event of cancellation or material change in policies.

- Certificate shall state “Such policies are primary and any insurance carried by **200 South Wacker IL LLC c/o John Hancock Life Insurance Company (U.S.A.) and John Hancock Life & Health Insurance (U.S.A.) and Jones Lang LaSalle Americas (Illinois), L.P.** is secondary and non-contributing with such policies.”
 - All insurance shall be provided by responsible insurance companies with the rating of B+ VI or better and are qualified to do business in the State of Illinois.
 - The Certificate Holder shall be as follows:
200 South Wacker IL LLC c/o John Hancock Life Insurance Company (U.S.A.) and John Hancock Life & Health Insurance (U.S.A.) and Jones Lang LaSalle Americas (Illinois), L.P.
5. **Liability:** Any damage to the building or fixtures, caused by the move, will be the responsibility of the tenant.
 6. **Loading Dock & Trash Bins:** For moving (both in and out of the building), the loading dock must be reserved with the Office of the Building. Hours begin at 4:00 PM Monday through Friday or all day on weekends/holidays. The maximum height for trucks in the loading dock is 13’2”. All contractors and/or movers must haul away their own trash.
 7. **Moving Personnel:** Employees of the moving company will not be permitted to access any part of the building other than the predetermined moving route. Movers shall be provided the convenience of restroom use on the floor(s) in which they are moving furniture as there is no public or lobby facility available.
 8. **Preparation:** The moving company shall provide clean masonite sections to be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid type dollies. Clean plywood sections will also be required when moving over “sensitive” floors (i.e., stone or tile floors). The masonite must be at least 1/4” thick, 4’ x 8’ sheets in elevator lobbies and corridors, and 32” sheets through doors in tenant space. The plywood must be at least 1/2” thick, 4’ x 8’ sheets in elevator lobbies and corridors, and 32” sheets through doors in tenant space.
 9. **Clean Up:** The building janitorial Contractor will begin cleaning the tenant’s premises the evening of the first business day following the

tenant's move in. This cleaning will be per the cleaning specifications attached to the tenant's lease. Additional cleaning services required to dispose of moving materials will be at an additional cost.

Small size (1/2 yard) or large size (1 yard) gondola dumpsters are available upon request through Building Engines for disposal of boxes, packing materials, etc. A nominal dumping fee will apply.

BUILDING AMENITIES

200 South Wacker has many amenities to enhance your work day!

- Amenity Center & Rooftop Deck
- 34th Floor Conference Room
- 200 South Wacker Fitness Center

Conference Center

The conference room located on the 34th floor is available for tenant use upon reservation. Reservations can be made through the Office of the Building at a rate of \$50.00/hr. Please call or email the Office of the Building for reservations and additional information.

Amenity Center & Rooftop Deck

The Amenity Center & Rooftop Deck located on the 34th floor is open to all tenants from 7:00 AM to 4:00 PM Monday through Friday. The rooftop deck is open seasonally, dependent on weather conditions. Tenants may also rent the room for private events. Contact the Office of the Building for pricing and additional information.

Fitness Center

The Fitness Center is located on the lower level and accessible from the lobby staircase. Tenants can sign up for membership in the Office of the Building by submitting the fitness center waiver (found on our website) and a one-time fee of \$50.00. The Fitness Center membership fee is payable *only* by check or money order and payable to: **200 South Wacker IL LLC**.

THE NEIGHBORHOOD

Location and Access

Chicago is a growing, vibrant, 24-hour metropolis. It's diverse and thriving economic base, skilled labor pool, and wide variety of cultural and recreational activities make it one of the most important and influential cities in the world. Chicago is the third largest city in the United States, with more than eight-and-a-half million people living in the metropolitan area. Second only to New York as a home to Fortune 500 companies, Chicago boasts a strong business center, with a diverse, powerhouse economy. It is also a tourism center, with world-renowned shopping, dining, museums, architecture, theater, music and more. Chicago is home to some of the nation's finest hotels and the nation's largest convention center, which serve the 44 million visitors to Chicago each year.

The 200 South Wacker building is situated alongside the Chicago River and directly across from Chicago Union Station train concourse in the West Loop. The building is bordered by Adams Street to the North, Jackson Blvd to the South, the Chicago River to the West, and Wacker Drive to the East. 200 South Wacker is accessible from anywhere in the metropolitan Chicago area.

By Automobile

The 200 South Wacker building is easily accessible when you're behind the wheel. From the Kennedy-Dan Ryan (I-90/94), take the Jackson Street exit and go just a few blocks East. Coming from Lakeshore Drive, Adams Street will take you all the way across the Loop.

By Train

Commuter trains bring people into various downtown terminals and in-city stations each day from the suburbs and northwestern Indiana. Service generally operates all day, including holidays. The four largest and most heavily used stations are the Union Station, Ogilvie Transportation Center, Randolph Street Station, and Rock Island.

Union Station

Located directly across the river, Union Station is a hub for numerous train lines that serve the Chicagoland area as well as Amtrak. Union Station primarily serves the west and southwest suburbs.

Ogilvie Transportation Center

Located at Madison and Canal, just two blocks North of 200 South Wacker, Ogilvie operates the Chicago and northwestern

train lines. These lines serve primarily the northern, western, and northwestern suburbs.

Randolph Street Station

The Randolph Street Station operates the South Shore Line and Metra Electric. These lines service the northwest Indiana and the southeast suburbs, respectively.

Rock Island

For travel to the Beverly area of Chicago and certain southwest suburbs (i.e. Tinley Park, Blue Island, Oak Forest, Joliet), riders may board the Rock Island train line at the station located at Congress and LaSalle.

For more information regarding train schedules, contact Metra's Passenger and Information Services at 322-6777 or www.metrarail.com

By "EL" or Bus

The building is serviced by numerous buses and nearby EL stops. Check www.transitchicago.com to find the route most appropriate for you.

Parking

There are many parking garages and lots near the building offering daily and monthly rates.

Union Station Self Park

320 South Canal
(312) 786-9525
Covered Parking

General Parking

500 W. Monroe
(312) 655-9120
Enclosed Parking
Open 24 Hours

Park One

523 W. Monroe
312-575-9061
Outdoor Parking

Shoreline Water Taxi

The Shoreline Water Taxi is a convenient and entertaining way to get between the building and Navy Pier and typically runs between Memorial Day through Labor Day each year. The Shoreline Water Taxi departs approximately every 30 minutes at the base of 200 South Wacker on Adams St., down at the river level and arrives at Navy Pier's Ogden Slip. Hours of operation are 10:00 AM – 6:30 PM, daily. For more information, log onto www.shorelinesightseeing.com. Ten-ride tickets and monthly passes are sold on site and frequent-rider discounts are also offered.

Area Attractions

The Willis Tower

The Willis Tower, completed May 3, 1973, rises to a height of 1,450 feet and is one of the most recognizable landmarks in the Chicago skyline and in the world. The view from the Sky deck is amazing! You can see 40 - 50 miles (65 - 80 kilometers) on a clear day. Imagine seeing Michigan, Indiana, Illinois and Wisconsin, just by walking around the Sky deck. And there's no finer view of Chicago architecture. For more information on the Sky deck, please go to their website, www.the-skydeck.com.

Civic Opera House

Located in the heart of downtown Chicago, the Civic Opera House is a hybrid of Art Nouveau and Art Deco styles and is considered to be one of the world's most beautiful. Built in 1929 and recently restored to its original splendor, it not only boasts gracious surroundings, but excellent sight lines and premium acoustics.

Home to the world renowned Lyric Opera of Chicago, it has played host to numerous Broadway shows including Sunset Boulevard and The Phantom of the Opera, as well as celebrated musical artists ranging from Björk to Frank Sinatra. This multifaceted venue is also suited for private parties and social gatherings. For more information, please go to www.civicoperahouse.com.

Hotels

Holiday Inn Chicago-Downtown

506 W Harrison St
Phone: (312) 324-7400
www.hidowntown.com

JW Marriott Chicago

151 W Adams St
Phone: (312) 660-8200
www.marriott.com

W Chicago - City Center

172 W Adams St
Phone: (312) 332-1200
www.wchicagocitycenter.com

The Buckingham Hotel

440 S LaSalle St
Phone: (312) 663-8910
www.thebuckinghamclub.com

Crowne Plaza Hotel-Chicago Metro

733 W Madison St
Phone: (312) 829-5000
www.crowneplaza.com/chicago

Central Loop Hotel

111 W Adams St
Phone: (312) 601-3525
www.centralloophotel.com

Restaurants

While there are multiple fast food restaurants located in the Union Station food court, there are also many restaurants located around the area of 200 South Wacker. You will find a small representation below:

Arturo Express	130 S Canal St	(312) 474-9289
Boar's Head Cafe	125 S. Wacker Dr.	(312) 759-2233
Brown Bag Seafood Co.	233 S. Wacker Dr.	(312) 846-1900
Boston Blackies	120 S Riverside Plaza	(312) 382-0700
Café Baci	10 S Riverside Plaza	(312) 379-0283
Corner Bakery	233 S. Wacker Dr	(312) 466-0200

Chipotle Mexican Grill	311 S. Wacker Dr.	(312) 291-4949
Dos Toros Taqueria	300 S. Wacker Dr.	(312) 781-5900
The Florentine	151 W Adams	(312) 660-8866
Franklin Tap	325 S. Franklin St.	(312) 212-3262
Giordano's Pizzeria	223 W Jackson Blvd	(312) 583-9400
Goodwin's Restaurants	333 W. Wacker Dr.	(312) 643-1134
Greek Islands	200 S Halsted St	(312) 782-9855
Jimmy Johns	216 W Jackson Blvd	(312) 424-9200
Kamehachi Café	311 S Wacker Dr	(312) 765-8700
Lou Mitchell's Restaurant & Bakery	565 W Jackson Blvd	(312) 939-3111
One North Kitchen	1 N Wacker Dr	(312) 750-9700
Pazzo's Cucina Italiana	311 S. Wacker Dr.	(312) 913-1600
Potbelly's Sandwich Works	150 S Wacker Dr	(312) 419-1148
Roti Mediterranean Grill	310 W Adams St	(312) 236-3500
Roti Mediterranean Grill	10 S Riverside Plaza	(312) 775-7000
Rivers	30 S Wacker Dr	(312) 559-1515
Sopraffina Market Cafe	222 W Adams St	(312) 726-4800
South Branch Tavern & Grille	100 S Wacker	(312) 546-6177
Subway Sandwiches & Salads	500 W Madison St	(312) 466-0701
Sweetgreen	233 S. Wacker Dr.	(312) 598-1600
Townhouse Restaurant	111 S Wacker Dr	(312) 726-3676
Venice Café	233 S Wacker Dr	(312) 382-0300

LIFE SAFETY SYSTEMS & PROCEDURES

200 South Wacker Drive is a modern high-rise office building and has been designed to provide a safe environment for its occupants. The building is equipped with fire sprinklers and has a fire alarm communication system. Any sprinkler flow or heat/smoke detection is electronically reported to a ground floor alarm panel that is continuously monitored by building personnel and an off site monitoring service. Emergency information can be communicated from the lobby to tenant floors through a loudspeaker system providing tone alarms and voice communication.

The building is equipped with two stairwells. Each stairwell is equipped with fail open door locks, fire sprinklers, strobe lights, fire hose connections, and a fireman's phone that is located on every fifth floor; calls go to the fire panel located in the lobby. Also, our electrical equipment closets are equipped with smoke detectors.

Both the Chicago Fire Department and private contractors inspect fire equipment annually. Building staff also regularly tests fire alarms and communication equipment.

Procedures for Reporting a Fire:

CALL 911.

Report fire location as 200 South Wacker Drive.

Report the fire location by floor and suite number or area, if known (example: 17th floor, northwest corner). Ask the dispatcher to repeat the address to you before hanging up the phone.

Call the Office of the Building at (312) 853-3185.

If a fire occurs in your office or suite and you are not able to smother the fire or extinguish it, close the office door. **Do not lock the door.** Notify others in your office or suite. Proceed immediately to the stairwell. Do not use the elevator. Do not stop to collect belongings because Fire Department response time can be lost. **Do not return to the office until you are told to do so.**

Upon hearing the building's fire alarms listen for instructions from the fire department or the Office of the Building.

DO NOT USE THE ELEVATORS.

Your employer's floor warden should take appropriate action. If you have any doubt about evacuation procedures, evacuate from the floor and the building. You must always leave the building if directed to do so by the fire department, police, or the Office of the Building.

Fire Extinguishers

Fire extinguishers are located on every floor in multiple locations; familiarize yourself with the nearest fire extinguisher to your desk or office. These fire extinguishers are ABC types and can be used on all types of fire. Tenants are responsible for having extinguishers within their suites and maintaining them. All fire extinguishers are required to be "tagged" annually by a licensed inspector. The Office of the Building can arrange these services for you. Please contact the Office of the Building for additional information.

Should Tenants/Employees attempt to extinguish a fire? Generally speaking, NO. Use common sense. Attempt to control the fire only if it can be done without endangering your safety or the safety of others. If the fire cannot be controlled, seal off the area by closing the doors.

Planning for Floor Evacuation

Practice evacuation several times each year. Memorize primary and alternate routes for evacuation. Designate a safe place outside the building for employees to meet and account for people.

An audible alarm indicates the need to evacuate due to an emergency situation, fire, or otherwise. If the emergency communication system is activated (the strobe lights illuminate, a tone sounds, and a voice announcement is made in English, Spanish and Polish), evacuate the floor unless immediately directed otherwise by the Communication System. As soon as possible, the fire department or the Office of the Building will make an announcement of any other instructions or information.

In the event of a fire in a high-rise building, only 8 floors will be evacuated: the fire floor, three floors above and four floors below the fire.

Procedures to Follow When an Alarm Sounds

If your floor evacuation tone sounds or if the fire department instructs your floor to evacuate:

DO NOT USE THE ELEVATORS. Remain calm and alert.

Walk, don't run, to the nearest stairwell. Stay to the **right** when going down the stairwell. Fire fighters go up the stairs on the left. Unless otherwise instructed, your destination will be street level.

If you are exiting a stairwell and it becomes impassable, you should go from the stairwell to any lower floor and then walk to the other stairwell and continue down. As a general rule, avoid entering any floor within three floors of where there is fire or smoke. Do not travel to a higher floor or the roof unless instructed to do so by the emergency communication system or fire fighter.

When you reach street level, move away from the building, out of the way of the fire fighters.

The stairwell doors are fire-rated and allow exit to the stairwell, under normal circumstances these doors are locked to prevent re-entry from the stairwell to the corridor. However, in the case of fire alarm these doors will failsafe to an unlocked position. It is important that these doors not be held or blocked open, as this allows smoke into the stairwell.

Before you open a closed door to another floor area or alternative escape route, feel the door with the back of your hand. If it is hot, leave the door closed and seek an alternate route. If the door feels normal, brace your body against the door and open it a crack. Be prepared to slam it shut if heat or smoke rushes in.

If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move to an exit. If there is smoke in the corridor of your nearest exit, use your alternate route to the other stairwell.

What if you are Trapped in a High-Rise Office Building?

Stay calm. There are steps that you can take to protect yourself.

Try to go to a room with an outside window and stay there.

If there is a working telephone in your room, call the Fire Department (911) and tell them exactly where you are – even if you can see fire trucks on the street below.

To help rescuers find you, stay where they can see you and wave something light-colored to attract their attention.

To keep smoke out of your refuge area, use clothing, towels, newspapers, etc. to stuff in the cracks around the door.

If water is available, dampen cloth and breathe through it to filter out smoke and gases.

Above all, think before you act, and be patient until help arrives. Rescuing of occupants in a high-rise office building might take longer than you would expect. Rescuers will try to begin with those who are in most immediate danger.

Tenant's Responsibilities

Each tenant's administrator or office manager is responsible for appointing one or more floor wardens for each occupied floor. If your floor has more than one tenant, it is recommended that each tenant appoint a fire marshal to assist with emergency evacuations. The tenant shall submit the list of persons assigned as floor warden/assistant floor warden, floor leader, searcher, stairwell monitor, elevator monitor, and handicapped aide to the Office of the Building. The Office of the Building will schedule and conduct fire drills as required and requested.

The building's Emergency Evacuation Procedures should be included when training employees. It is the floor warden's responsibility to see that each employee is familiar with this manual and the exact location of the stairwell exits within their floor. Since floor plans differ, it is the tenant's responsibility to familiarize its employees with the quickest route through its partition and layout.

In addition, the Office of the Building should be given a roster that includes the names and the location names of all employees who require assistance, as well as the nature of the assistance they require that would hamper them in vacating from the floor to the street.

Floor Warden/Assistant Floor Warden

The Floor Warden is responsible for emergency coordination and reporting of any potential or actual emergency condition to the Office of the Building. The Floor Warden is responsible for organizing his/her emergency team members and make sure emergency procedures are carried out.

- Appoints personnel to emergency team and fills vacant positions.
- Maintains an updated roster of all Floor Leaders, Searchers, Stairwell Monitors, Elevator Monitors, Handicapped Aides and alternates.

- Alerts key personnel (Asst. Floor Warden, Floor Leader, etc.) of potential emergencies.
- Ensures that all emergency personnel know their assigned duties and locations in case of an emergency.
- Is responsible for informing and training key emergency personnel and all floor personnel in emergency procedures.
- Pre-plans the handling of physically disabled personnel during evacuation.
- Is responsible for the evacuation of floor personnel.
- Is responsible for notifying the Elevator Monitor to evacuate. The Assistant Floor Warden will assist the Floor Warden in all areas of responsibility and assume the leadership role in his/her absence.

Searcher

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

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

Stairwell Monitor

Under the direction of the Floor Leader, Stairwell Monitors are responsible for an assigned exit and assist in the orderly evacuation of personnel.

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

Elevator Monitor

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

- Directs employees to the nearest stairway.
- Must be familiar with the building evacuation plan and location of all stairways.
- Stays at his/her post until instructed to evacuate by the Floor Warden.

Handicapped Aide

Under the supervision of the Floor Leader, the Handicapped Aide is responsible for making sure all physically disabled personnel are evacuated.

- Maintains an up-to-date list of physically challenged employees on the floor. If possible a “*BUDDY SYSTEM*” will be implemented in which one or two Handicapped Aides will be responsible for evacuating specific physically handicapped co-workers.

Fire Drills

Periodically, tenants will be required to participate in a fire drill in order to familiarize themselves with the building’s fire alarm signals, stairwell exits and their floor’s evacuation plan. Soon after a tenant moves into the building, Management recommends that a fire drill be conducted. The purpose of these drills is to perform an actual evaluation familiarizing the occupants with the building’s stairwells. A skeleton crew may remain in the tenant’s office to conduct business and ensure security during the fire drill. However, those who do remain in the office during a first drill must participate in a subsequent drill.

Drill Preparations

The Office of the Building will communicate with tenant contacts when an all building drill has been scheduled.

The tenant’s floor warden will circulate a memo throughout the floor, detailing the floor evacuation plan, the day and time the drill will be held.

The local fire department will be informed of the scheduled drill.

Drill Procedures

1. Drills will be held either in mid-morning or mid-afternoon. The Office of the Building will activate a fire alarm on the tenant's floor. Occupants will hear signals over all alarm speakers. This will be followed by instructions.
2. The floor's floor warden(s) will put the floor evacuation plan into action. All floor leaders, searchers, stairwell monitor, elevator monitor, and handicapped aide should assume their positions.

The Office of the Building will supervise fire drills. However, in an actual fire situation, the Office of the Building will be attempting to control the fire and coordinate the operation of the life-safety systems. The tenant should have an evacuation plan that will be totally independent of building leadership during an emergency.

3. Occupants should leave the floor via the nearest stairwell and follow their exit plan. Fire drill evacuation plans will be for occupants to descend at least four floor levels. It will be predetermined at this point whether the occupants will await an announcement to return to their home floor or whether they will immediately be allowed to return to their home floor.

The destination of evacuation for purpose of this drill is subject to change due to different tenant layouts and access to their spaces. It should be noted that in an actual fire emergency, if you are requested to evacuate the floor, unless otherwise notified, your destination would always be street level.

4. After the drill is concluded, the Office of the Building will be available to meet should any questions or concerns arise from the fire drill.

Fire Prevention Tips

The floor warden should appoint one person to be responsible for ensuring that all appliances (coffee machines, copiers, etc.) are shut off at the end of each business day. Additional measures include:

1. Smoking is NOT ALLOWED within the building.
2. Report all hazards such as blocked corridors, stairwells, inoperative exit signs, and storage of flammable materials to your floor warden and the Office of the Building. All corridors and passageways should be kept free of storage boxes, empty cartons, or other materials that could fuel a fire or block an exit.

3. Be alert around electrical equipment. If it is not working properly or if it gives off an unusual odor – often the first sign of a problem that could cause a fire – disconnect the equipment and call your office manager or the Office of the Building.
4. Promptly replace any electrical cord that is cracked or has a broken plug. When using extension cords, protect them from damage: do not put them across doorways or exceed the manufacturer's recommendations. Do not plug one extension cord into another.
5. Ensure that all appliances are approved by Underwriter's Laboratories, Inc. (UL). Report and repair all appliances that are not in good working order.
6. Space heaters are prohibited. They can overload electrical currents and pose a fire hazard.
7. Keep all heat-producing equipment away from the wall and away from anything that might burn. Leave plenty of space for air to circulate around copy machines, word processors, and other equipment that gives off heat.
8. Make sure all appliances (coffee makers, hot plates, etc.) are turned off at the end of each workday. It is best to assign one person to check this every day.
9. Verify that you can hear the building's emergency communication system from your office and all points on your floor.
10. Know how to use a fire extinguisher and how to report a fire. Each employee should memorize the location of the nearest fire extinguisher.
11. Do not store anything within three feet of a sprinkler head, as this may hinder the flow of water in a fire situation.
12. Arson and suspected arson are the most frequent cause of fires in office buildings. Security measures that keep unauthorized people out of your office will help prevent both theft and fire.

Life-Safety System Components

Modern life-safety systems are designed to detect, report, and, in some cases, extinguish the fire completely.

Sprinkler System: The sprinklers are activated by high temperature that melts a link and causes the sprinkler to discharge water in a limited area. If the fire is not controlled, other sprinklers will be activated as the link water pressure within the system is maintained by automatic fire pumps. A flow of water from a sprinkler head will activate the fire alarm system.

Emergency Communication Speakers: These audio devices are the system's means of communication. These devices are placed in various locations throughout the floor and building to provide communication during an emergency situation. The Fire Department will use the system during actual fire situations to communicate with tenant floors.

Smoke and Heat Detectors: Detectors are located on every floor in building electrical rooms. These devices provide the initial warning of a fire in these areas of the building. The heat detector will respond when its operating element becomes heated to a predetermined level. The activation of a smoke or heat detector will signal the life-safety system which will result in notification to the fire department.

Stairwell Doors: Stairwell doors are fire-rated and equipped with fail-safe locks. Their purpose is to seal off the stairwell from the office space, thereby preventing fire and smoke from spreading from floor to floor. All stairwell doors are normally closed on the stairwell side. It is important that these doors remain closed to prevent smoke from entering the stairwell.

If the fire alarm signal is activated on your floor, the building ventilation supply system will be shut down. Exhaust fans will continue to operate to help remove smoke from the floor of incidence. The smoke will be discharged at the roof level.

Fire Extinguishers: Fire extinguishers are located in the northeast and southeast corridor and in most tenant suites. If an extinguisher is used for any reason, please report this to the Office of the Building so it may be recharged.

Standpipe Risers: Standpipe systems are extended up the stairwell so the fire fighters can couple a hose to a valve provided on the line at every floor.

Natural Disasters or Other Emergencies

Floods in the Building

Floods in high-rise office buildings rarely occur. However, floods can result from clogged drains, unexpected pipe failures and from the activation of the fire sprinkler system or other fire-fighting efforts.

In the event of a flood condition, you may be required to evacuate before being allowed to make flood preparations. If not required to evacuate, you should do as follows:

- The most important consideration is to eliminate all sources of electricity from the flooded area, if possible. If the power switch is accessible, switch it off only if it is away from the water.
- **NEVER ATTEMPT TO SHUT OFF AN ELECTRICAL DEVICE IN WET CONDITIONS!**
- If possible, remove all documents and portable equipment from the premises or to a higher location and close file drawers to limit damage. Evacuate the immediate area. If sufficient warning is provided, consider moving furniture to a higher location.
- As soon as possible, the Office of the Building will turn off the water source, shut down electrical power as required and activate clean-up measures.

Electrical Outages

Employees should do the following if an electrical outage occurs:

- Stay in offices and await instructions from management.
- Locate Fire Warden and follow any instruction given.
- Do not dial the front desk, as it will tie up the telephone lines.

Tornadoes

Tenants should follow these instructions in the event a tornado warning is broadcast:

- Warn employees of the tornado warning condition and be prepared to evacuate on short notice.
- Stay away from the windows, doors and outside walls.
- Evacuate to the center corridors, a stairwell or down to Union Station.

Please note that in the City of Chicago, civil defense sirens are not activated for weather conditions. Therefore, severe weather information must be secured independently through other public services.

Elevator Emergencies

The elevators at 200 South Wacker Dr. are equipped with a variety of features designed to ensure the safety of passengers during normal operation, malfunction of the equipment, and other emergencies that may affect operation. On occasion, they do malfunction. In case of a sudden stoppage or emergency in the elevator:

1. Press the Emergency Call button (on the panel, the button with the word **ALARM** in red) to establish constant voice communication with security personnel and advise of the car's condition.
2. If the elevator stops between floors and the door opens, press the Emergency Call button. Stay in the car. Do not attempt to climb out, as the car could move. The elevator could move before it is settled at a landing and serious injuries could result. Do not try to pry open the doors as that may cause additional damage to the equipment causing the emergency to be prolonged.
3. Stay calm and wait for help to arrive. Do not try to climb out of the car. If there is an extended wait, sit on the floor and either look up or ahead so you will feel less confined.
4. Follow the instructions of security personnel. They will contact the elevator company and the Chicago Fire Department, if needed.

Bomb Threats

Bomb threats rarely occur. However, should one occur, a properly planned response can be of great value. Instruct all personnel, especially those at the telephone switchboard, what to do if a bomb threat is received.

A calm response to the bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If the caller is told that the building is occupied and cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components or method of initiation.

- If the building has a bomb threat management will give directions given by the Emergency Response Team.

The bomb threat call is the best source of information about the bomb. When a bomb threat is called in:

- Keep the caller on the line as long as possible. Ask him or her to repeat the message. Write down every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask him or her for this information.
- Inform the caller that the building is occupied and that the detonation of a bomb could result in death of or injury to many innocent people.
- Pay particular attention to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, report the threat.
- Report the information immediately: first to the police and fire departments and then to the Office of the Building.
- Remain available, as law enforcement personnel will want to interview you.
- Be prepared to vacate if instructed to do so. Follow fire evacuation procedures.

When a written threat is received, save all materials including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper or postal marks. These will prove essential in tracing the threat and identifying the writer.

While written messages are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received. It should never be ignored.

Fire Marshals may be asked to assist in searches of your suite or floor.

Suspicious Object Located

Under no circumstances should anyone move, jar, or touch a suspicious object or anything attached to it. The removing or disarming of a bomb must be left to the professionals in explosive ordinance disposal. When a suspicious object is discovered, the following procedures are recommended:

Report the location and an accurate description of the object to the police and fire departments and to the Office of the Building. This information should be relayed immediately to the command room, where someone will notify the police, fire department and rescue squad. These officers should be met and escorted to the scene. Evacuate the floor immediately unless otherwise instructed by police and fire departments or the Office of the Building.