



River Point
Tenant Emergency Procedures
Manual

2024

RIVER POINT
444 W LAKE STREET

Hines

Hines Property Management
444 W. Lake St.
Suite 2350



River Point Emergency Procedures Manual

On the following pages you will find a general overview of the policies and operations of **River Point**. This manual is designed to highlight all areas of building policies and procedures to help orient you to the buildings and the surrounding area.

Material in this manual is prepared and supplied as general information to help tenants. Neither Management nor Ownership assumes any liability in connection with any of the information contained herein. Management also reserves the right to change any policy or procedure in this manual without notice, at any time, at its sole discretion. The Office of the Building welcomes your comments and suggestions to improve the material in this guide. If, at any time, you need more detailed information regarding these procedures, please call the Office of the Building at (312) 444-0200.

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Section A: Building Security

GENERAL INFORMATION

Security Officers:

River Point Security Officers are on duty 24 hours a day, 7 days a week. The contracted Building Security is responsible for security in the lobbies, dock area, and all common areas within the building. Individual tenants of River Point are each responsible for the security of their respective areas and may call upon the Building Security to assist them at any time. Please note that tenants occupying a full floor are responsible for the security of all areas of the respective floor. Building Security Officers are not armed and are only intended to serve as protection for the building and as a deterrent to crime. Actual enforcement of local laws is the role of the Chicago Police who should be contacted along with the Office of the Building if a crime or situation requiring the use of force occurs.

Tenant/Service Persons Access:

Building Security Officers will only access tenant spaces in the event of an emergency. If you have lost your key or unauthorized individual requests entry into your space, the tenant representative will be contacted to request permission to provide such access.

Bluetooth Access and/or Photo ID Card Requests:

All tenant employees working at River Point are required to have an access photo identification card issued to them. This ID card is needed to enter the building at the lobby portals at all times. New tenants to the building and new tenant hires will be issued an access photo ID card for each at no cost prior to move in. A \$20.00 fee will be charged for lost or damaged replacement cards for current employees. Request for new or replacement cards, access level changes, and deletion due to terminations or employees leaving the company need to be submitted to the Office of the Building via e-mail to riverpoint.chicago@hines.com.

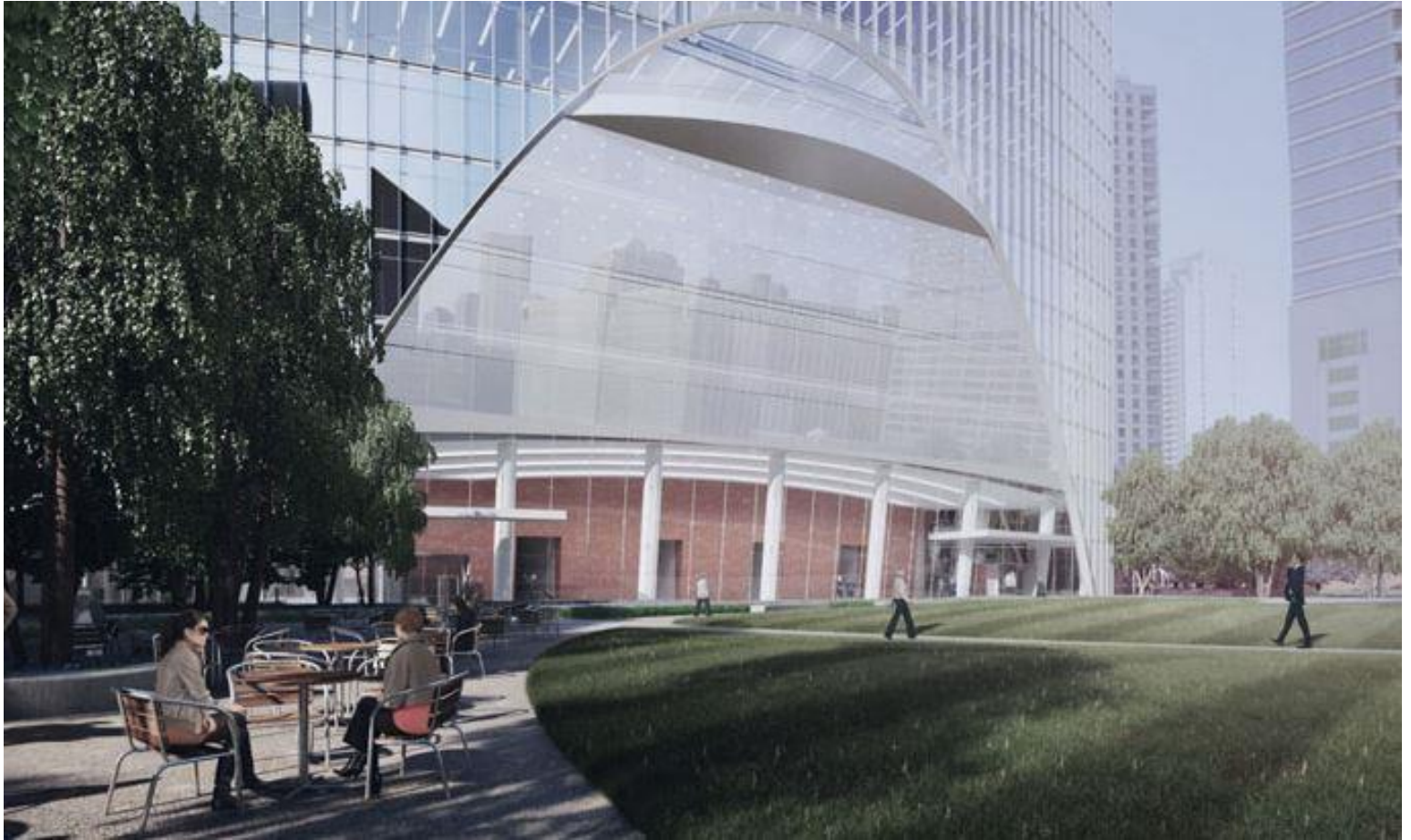
Visitor Registration:

All visitors requiring access to a tenant space must be registered with iVisitor, a web-based visitor registration software that will be provided to all tenants upon moving into River Point. Guests are required to provide identification to the Concierge located in the lobby of building. A temporary badge will be printed and the visitor will be directed to the

specified floor. Unregistered guests will be asked to wait, as the Visitor Receptionist will call the tenant to ask permission for the visitor to access the space. To ensure timely access, please have all visitors registered in advance.

Property Pass:

As part of our security program, it is required that a property pass accompany any items not readily identifiable as personal property being removed from the building at any time. All passes must be submitted to a Building Security Officer on duty when exiting the building. Please request Property Removal Passes from Building Management as you see fit.



Section B:

Fire Safety

BUILDING FIRE SAFETY FEATURES

Fire Resistant Construction Material:

The building is constructed of a concrete core and structural steel frame. All structural steel members are fireproofed. The floors are constructed of concrete slab over metal decking. Demising walls and fire separation walls are either concrete or flame retardant gypsum board installed over metal studs.

Sprinklers:

Ceiling mounted automatic sprinklers that are heat activated protects all tenant and public areas of the building. The building is fully equipped with sprinklers.

Smoke Detectors:

Smoke detectors are located in public building locations as well as electric and telecom rooms. These devices are inspected on an annual basis.

Fire Extinguishers:

All fire extinguishers are wall mounted in cabinets throughout tenant spaces, freight elevator lobbies, common areas, and stairwells. These extinguishers are used on fires involving wood, paper, plastic, grease, oil, and electrical. Tenants should become familiar with the location of extinguishers within their space and the proper use of these devices.

Stairwells:

River Point has two emergency evacuation stairwells that run the entire height of the building. The South Stair evacuates onto Lake Street and the North Stair evacuates onto Canal Street. During an emergency, avoid the elevators and use the stairs.

It is very important that all stairwell doors be kept closed at all times unless they are being used for an evacuation. Even then, they should be closed as soon as the last person has evacuated the floor.

Emergency intercoms are located every floor in both stairwells. These may be used to report directly to security at the front desk. In addition to the intercoms there are emergency fire phones every fifth floor. The fire phones are restricted for emergency personnel use only.

All stairwells doors are generally locked on the stairwell side. During an alarm situation, however, all doors unlock allowing access to any floor during an evacuation. It is important that these doors not be held or blocked open as this allows smoke into the stairwell.



RECOMMENDED FIRE SAFETY FEATURES FOR TENANT SPACES

While the entire building is protected with an automatic sprinkler system, tenants may wish to take additional precautions for computer rooms, mailrooms or storage areas. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems might be considered. Call the Building Management Office at 312-444-0200 if you need assistance in arranging the purchase of any of the above equipment.

Tenants should take steps to safeguard their businesses from the effect of a fire by protecting vital documents and company records. This can be accomplished through off-site storage of duplicate records, or the use of fire-resistant storage files. The specific method of protection will depend on the size and nature of the material involved.

FIRE PROTECTION TIPS:

1. Unplug electrical appliances like coffee pots or water heaters when not in use.
2. Arrange for proper use and storage of adhesives, cleaning fluids and other flammable liquids and, when possible, substitute less flammable products.
3. Eliminate extension cords by providing more power outlets or relocating some electrical equipment. When this is not possible, a 6-foot, UL approved power strip with a circuit breaker is recommended. **NO LAMP EXTENTION CORDS OR MULTI JACKS MAY BE USED.** Extension cords should **NEVER** be placed in walk paths, as this can cause serious tripping hazards.
4. Shut off the power to all office equipment, such as typewriters, display writers, calculators, computers, coffee pots, etc. at the close of the business day.
5. Provide adequate ventilation for office equipment like copying machines, printers and computers. (Please do not remove ceiling tiles.)
6. Keep storage areas free of fire hazards. Electrical equipment should be kept clear of paper and other materials.
7. Keep storage materials stacked no higher than 18” below the ceiling, per the fire code.
8. Do not use space heaters as they pose a serious fire hazard.

TENANT EMERGENCY RESPONSIBILITIES

1. Each tenant should appoint a Floor Warden. The Floor Warden should appoint one or more assistants to act as back-up in case of absence and also to assist them during an emergency. Those chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office.

The Floor Warden should be responsible for the development and implementation of your fire safety program, the goals of which should be:

- a. Develop evacuation plans.
 - Familiarize employees with the location of all exits, fire extinguishers and building stairwells by posting and distributing floor plans.
 - For evacuations not initiated by the Fire Department or Building Management Office, inform employees as to who is responsible for the order to evacuate.
 - Inform Building Management Office of all disabled individuals who might require assistance during an evacuation.

- Maintain a roster of all individuals working in your office.
 - b. Train employees in emergency response procedures upon discovery of a fire in the tenant space.
 - c. Practice emergency procedures to ensure familiarity with individual responsibilities. A building fire drill and emergency response training sessions are conducted annually by KVCL Safety Inc. in conjunction with the Building Management Office.
- 2. In the event of a fire in a tenant space, the Floor Warden is in charge until the Fire Department or the Building Manager arrives. The Floor Warden and the other designated employees should initiate the following emergency procedures:
 - a. **Call 911 immediately.** Be sure to use the address, 444 W. Lake St. and report the fire's exact location, type and severity, if possible, when speaking with the 911 operators.
 - b. **Call the Building Management Office immediately at 312-444-0200.**
 - c. **Close all doors leading to the fire.**
 - d. **Do not attempt to fight a fire that appears to be out of control or threatens your safety.** If the fire is small enough or is in a wastebasket, extinguish in place, if possible. If machinery is on fire, shut off its power supply.

If evacuation becomes necessary prior to the arrival of the Fire Department or Building Manager, the Floor Warden will give the order to evacuate in accordance with the procedures outlined in the following sections. The Floor Warden should notify the Building Management Office of this action. The Chicago Fire Department will take over fire-fighting operations upon arrival.

EMERGENCY RESPONSE TEAM

Floor Warden:

- Appoints employees to the emergency team and fills vacant positions.
- Keeps the Building Management Office up-to-date on changes or corrections to the Emergency Response team for their floor or suite.
- Alerts security and the Building Management Office of potential emergencies.

- Supervises the activity and training of all Emergency Response Team members.
- Ensures that all Emergency Response Team members know their assigned duties and locations in case of an emergency.
- Pre-plans the assistance to special needs persons during an evacuation.
- Is responsible for notifying the Emergency Response Team when to evacuate.
- Ensures that all occupants have vacated the floor.
- Is responsible for notifying the Fire Command Center of the status of his/her floor (e.g.; “All are evacuated” or “A person in a wheelchair is in North stairwell on the 16th floor”).

Assistant Floor Warden:

- Supervises assembly of personnel in his/her work area.
- Is responsible for orderly evacuation of all personnel in his/her area via designated exits.
- Ensures that evacuation routes are clearly identified and posted.
- Remains with the group throughout the evacuation period and leads them to predetermined safe areas.
- Assists in training of all personnel in his/her work area.

Searchers:

- Checks assigned areas: all rooms including restrooms, 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.
- All doors should be closed to prevent the fire from spreading, but they should not be locked in case the Fire Department needs access later.
- Reports to the Floor Warden when his/her area is clear.

- Stays at the exit until Searchers have cleared all personnel from floor.

Stairwell Monitor :

- Takes a position at his/her assigned stairwell exit and assists in the orderly evacuation of personnel.
- Inspect stairwells for possible heat and smoke conditions before evacuation.
- Instructs personnel to form a single file line into 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.
- Assists Special Needs Assistants with special needs persons.

Elevator Monitor:

- Directs employees to the nearest stairwell.
- Must be familiar with the building evacuation plan and the location of all stairwells.
- Denies employees and guests entry to elevators
- Evacuates all occupants from elevators
- If emergency personnel are arriving by elevator, directs them to the incident.
- Stays at his/her post until instructed to evacuate by the Floor Warden

Special Needs Assistant:

- Makes sure all physically disabled personnel are safely evacuated.
- Maintains an up-to-date list of special needs persons on the floor. If possible, a “Buddy System” will be implemented in which one or two Special Needs Assistants will be responsible for evacuating specific co-workers who require assistance.



Section C: Bomb Threat

GENERAL INFORMATION

Telephone bomb threats can be received by any person at any time, but will usually be received by Security, a main switchboard operator or persons in a sensitive area. Mail bombs or bomb threats may be received by a variety of means including standard mail, package delivery service or truck.

While the vast majority of threats are false alarms, at no time should any threat be regarded as a false alarm.

IF YOU RECEIVE A TELEPHONE BOMB THREAT:

- Remain CALM and attempt to keep caller on the line as long as possible.
- Note the time of call and telephone number it came in on.
- If possible, signal a co-worker to call 911.
- Use the Bomb Threat Checklist on the next page as a guide. It is a good idea to keep the checklist near your phone.
- Listen carefully to caller and note any background sounds you may hear.
- After caller hangs up, call 911 immediately (if not done already).
- Call the Office of the Building at 312-444-0200 and your Floor Warden.

Your Floor Warden and the Emergency Response Team will visually search the immediate area for any strange objects, update authorities and evacuate the area.

- Keep this information as confidential as possible, and follow instructions given by authorities.
- If there is a need to evacuate, do not re-enter the area until advised to do so by authorities.

IF YOU RECEIVE A WRITTEN BOMB THREAT OR PARCEL:

- Remain CALM.
- If you think the parcel may be an explosive device, calmly and quietly alert individuals in the area to leave quietly.
- Call 911 if you think the item may be a harmful agent.
- Call the Office of the Building at 312-444-0200 and your Floor Warden.
- Do not move or disturb the item.
- Do not attempt to open the item.
- Keep anyone from handling or going near the item.
- Never disturb a suspicious object or package or use cell phones, radios or any electronic devices in or around the area.
- Write down everything you remember about the parcel.
- Save all packaging material.

BOMB THREAT CHECKLIST

Be calm. Listen – do not interrupt the caller. Notify 911 while still on the line if possible.

Caller: Male Female Juvenile Age_____

Voice: Loud Soft Raspy Deep
 Familiar Nasal High Pitched Recorded

If voice was familiar who did it sound like?_____

Speech: Fast Slow Distinct Slurred
 Stutter Distorted Disguised Lisp

Accent: Local Foreign Nationality_____

Manner: Calm Angry Laughing Serious
 Intoxicated Nervous Irrational Emotional
 Joking Crying Excited Normal

Threat Language: Well spoken Educated Incoherent Foul
 Irrational Taped Message read by threat maker

Background Noises: Street Noise Machines Party Noise Animals
 Music Trains Planes Quiet
 Mixed Static PA System Dishes
 House Noise Office Machines
 Other_____

**Pretend to have difficulty hearing. Try to keep the caller talking.
 If the caller seems agreeable to keep talking, ask these questions:**

- Where is the bomb? _____
- When will it explode? _____
- What does the bomb look like? _____
- What kind of bomb is it? _____
- Why did you place the bomb? _____
- What is your name? _____
- Are you an employee? _____
- Where are you calling from? _____

SUSPICIOUS ITEMS

- Letters that are unusually bulky or heavy
- Parcels or envelopes with chemical or oil stains
- Parcels or envelopes with no return address
- Parcels or envelopes with foreign postmarks
- Parcels or envelopes that simply do not look or feel ordinary

PHYSICAL EVIDENCE OF A BOMB

In the event that you discover an item that you suspect to be a bomb, do the following:

1. Call 911 and advise the Chicago Police Department. Be sure to use the address, 444 W. Lake St., when speaking with the 911 operators.
2. After phoning the Chicago Police Department, contact the Building Management Office immediately at 312-444-0200.
3. Do not touch the item in any manner.
4. Do not use radio equipment to transmit messages.
5. Inspect your work area, but do not touch or remove any suspicious objects.
6. Do not smoke!!
7. If you determine that your employees and visitors are in imminent danger – and you cannot reach the Building Management Office by telephone within a reasonable length of time – you may determine it prudent to exercise your independent judgment and evacuate your personnel without being given specific instructions to follow.



Section D: Medical Emergency

TENANTS REQUIRING MEDICAL ATTENTION

Call the Chicago Fire Department at 911. Be prepared to provide:

- ✓ The address of the building – **444 West Lake Street**
- ✓ The floor and suite number
- ✓ The name of the person requiring medical attention
- ✓ The nature of the problem
- ✓ Call the Building Management Office at 312-444-0200. Upon notification, building personnel will:
 - a. Bring a freight elevator to the lobby level for quick access by the paramedics.
 - b. Meet the emergency crew and direct them to the appropriate area.

AMBULANCE SERVICES

The Chicago Fire Department Ambulance Service will automatically take the patient to Northwestern Memorial Hospital.

Northwestern Memorial Hospital
251 East Huron
Chicago, IL 60611
312-926-2000



**Section E:
Power Failure**

ELECTRICAL FAILURE GUIDELINES

Typically, power failures affect either an isolated area of the building or some larger portion of the surrounding geographic area. River Point is equipped with an emergency generator that maintains certain vital building systems during a power outage. This includes life safety systems, emergency lighting and independently powered exit signs.

If an electrical failure does occur, the **following guidelines should be observed:**

1. Contact the Building Management Office at 312-444-0200.
2. Raise blinds to let in outside light. If there is adequate lighting from windows, continue working if possible.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in the lobby areas or in the street.
5. The emergency generator is designed to provide power to move all elevator cars to the lobby. If, for some reason, you become trapped in an elevator during a power failure, press the “Push for Alarm” button located on the elevator control panel. A lobby security officer will respond to your call and help will be dispatched as quickly as possible. The elevator **WILL NOT FALL**. Do not try to force open the doors. **DO NOT PANIC**.
6. The Building Management Office will advise you of the length and cause of the power failure.



Section F: Natural Disasters

Severe Weather Procedures:

In the event of a severe storm or tornado, the following guidelines should be observed:

1. Move away from the exterior of the building to a corridor, washroom, stairwell or elevator lobby. If unable to leave an exterior office, seek protection under a desk.
2. As you move, try to close the doors of rooms that have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Stairwells are usually safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATOR.**
4. Avoid the lobby because of all the surrounding glass. Do not leave the building.
5. Once in a protected area, shield yourself by putting your head as close to your lap as possible, or kneel protecting your head.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice. Once the weather has subsided, report any damage or storm-related leaks to the Building Management Office at 312-444-0200.
8. Stay calm.

Precautions to Take During an Earthquake:

1. Try to remain calm and to reassure others.
2. If you are indoors, move immediately to a safe place, such as under a desk or table. Stand in an interior doorway or in the corner of a room. Watch for falling debris or tall furniture. Stay away from windows and heavy objects that may topple or slide across the floor. In summary, seek safety where you are at the time of the incident.
3. If evacuation is necessary, follow the general evacuation procedures.

4. Do not be surprised if the electricity goes off and/or the sprinkler system goes on. The elevators may lose power and stop operating. Noise from breaking glass and falling objects may also be heard.
 - . If you are outdoors, move to an open area, away from buildings and power lines.
 - . Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary calm, followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake.) Aftershocks, separate shocks following the main shock, may occur several minutes, several hours, or even several days afterwards.

Precautions to Take After an Earthquake:

When the shaking stops, considerable damage and injuries may result. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.

1. Remain calm and take time to assess your situation.
2. Help anyone who is hurt and administer emergency first aid when necessary. Seek medical help for those in need. Call the Building Management Office at 312-444-0200 to report the location of the injured.
3. Check for fires and fire hazards. Call the Fire Department at 911 if necessary.
4. Check for damage to appliances and equipment. Shut off electricity if there is any chance of damage to wiring.
5. Do not use the telephone except to call for help, report serious emergencies (medical, fire or criminal) or request some essential service. Busy telephone lines interfere with emergency services. Please do not endanger others by using the phone for personal reasons or to satisfy curiosity.
6. Clean up and warn the Building Management Office of any spilled materials that are dangerous, such as chemicals, copier supplies, etc.
7. Listen to the radio for information about the earthquake and disaster procedures.

8. Be prepared to experience aftershocks that often cause additional damage to buildings weakened by the main shock.
9. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning and damage may occur from electric wiring or broken glass.

There are no rules that can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following these simple procedures.



Section G: Active Shooter

GENERAL INFORMATION:

An **active shooter** is an individual actively engaged in killing or attempting to kill people in a confined space or other 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. Active shooters usually will continue to move throughout building or area until stopped by law enforcement, suicide, or other intervention.

- If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. **If there is an accessible escape path, attempt to evacuate the premises.**
- Always have an escape route and plan in mind even if you are just visiting. And, make sure to leave your belongings behind and keep your hands visible.
- **If evacuation is not possible, you should find a place to hide** where the active shooter is less likely to find you. Block entry to your hiding place and lock the doors. Use heavy items to barricade yourself if possible. And, remember to remain quiet and silence your cell phone or pager.
- **As a last resort, and only when your life is in imminent danger, you should attempt to incapacitate the shooter by acting with physical aggression and throwing items at the active shooter.**
- If you are a manager or uniformed official, employees and customers are likely to follow your lead. So, it's essential that you remain calm and take immediate action. The key is to be aware of your environment and any possible dangers.
- However, if you do need to respond, remember: try to evacuate. If you cannot evacuate, then hide. As a last resort, act.
- **Call 911 WHEN IT IS SAFE TO DO SO!** After phoning the Chicago Police Department, contact the Building Management Office immediately at 444-0200.

In short: 1. RUN 2. HIDE 3. FIGHT



Section H: Crime Prevention

SECURITY PRECAUTIONS

1. Never leave a suite door unlocked while the reception area is unattended, even if it is only momentarily. This may be the single, most important rule to prevent thefts and intruders from entering your suite. They know it is not uncommon for reception areas to be left unattended, especially when a firm is opening for the business day and at the close of the business day.
2. Rear doors or secondary entrances should be kept locked at all times.
3. Hang coats and wraps away from the entrance to the office to reduce the possibility of them being easily stolen while you are busy. Keep valuables out of sight at all times. A minimum amount of cash should be kept in the office. Both stamps and cash should be locked in an office safe.
4. Keep purses and gift packages out of sight and locked inside a cabinet or desk if possible.
5. Lock desks when not seated at them.
6. The building prohibits all solicitors and peddlers. Please call the Building Management Office immediately to report all solicitors and peddlers so they may be properly escorted from the building.
7. Do not let persons other than employees and clients into building restrooms.
8. Building personnel are always ready to properly identify themselves. Persons posing as workers in the building, whom you may not readily recognize, should be reported to the Building Management Office immediately. Every tenant has the right to question all those who enter their suite for proper identification.
9. Receptionists should be instructed to keep all visitors in the reception area, and request that the person being visited come to the Lobby and greet the visitor. This will reduce the possibility of unauthorized people entering a tenant space.
10. Inform the Building Management Office of any building keys that are lost, including keys to your suite as well as interior office space.

Theft:

If you suspect that your offices have been broken into or if items are found to be missing, contact the Building Management Office and the Chicago Police Department. In the meantime, try to avoid disturbing anything in areas where you feel an intruder might have been.



Section I:
Evacuation

GENERAL EVACUATION INFORMATION

In the event of a fire or other building emergency, the alarm system and strobe lights will be activated and an alarm will be emitted from the alarm system speakers. The alarm will be followed by an announcement giving specific evacuation instructions.

RULE OF EIGHT RELOCATION

The “Rule of Eight” is used for an initial evacuation when the emergency is located on one floor. The “Rule of Eight” states that the following floors will be evacuated:

- The floor where the emergency is located
- Two floors above the emergency floor
- Five floors below the emergency floor

FULL BUILDING EVACUATION

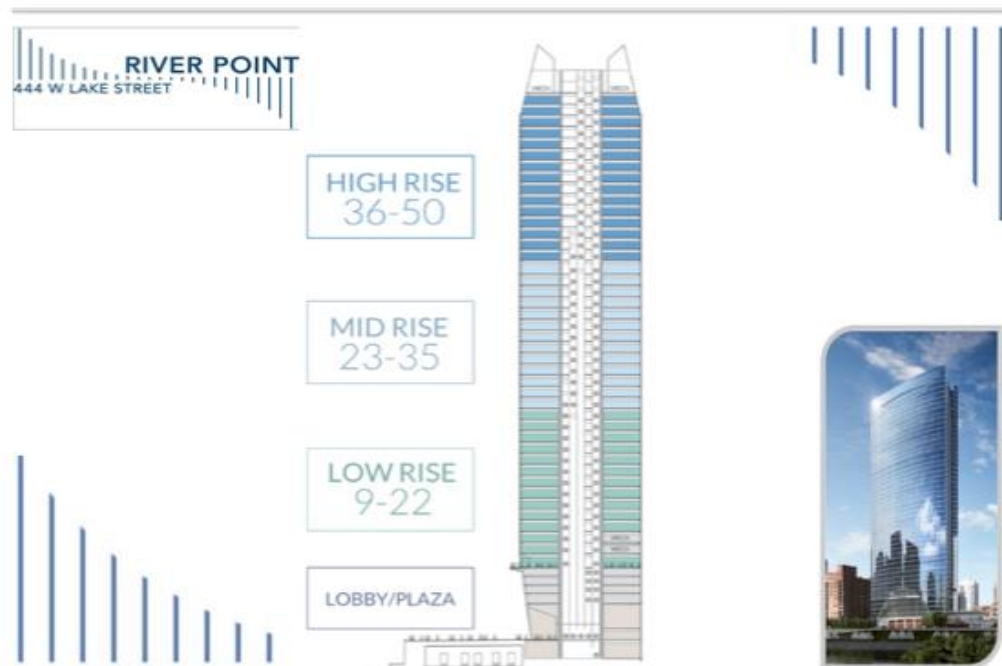
A full building evacuation is used when the emergency involves more than one floor. Occupants should quietly evacuate to lobby level and proceed to their company-designated assembly areas outside of the building.

- Remain calm and do not run.
- Do not use elevators. Use stairwells to exit.
- If you are in an elevator when the alarm sounds, do not push the “emergency stop” button.
- Listen carefully for specific evacuation instructions.
- Do not take personal items with you and close doors behind you.
- If leaving a room, feel the door with the back of your hand before opening it and do not open any that feel hot.
- If smoke is present, stay low. The best air quality is near the floor.
- Never evacuate up.
- Move quickly to your company-designated assembly area and check in with your Floor Warden.
- Return to the building only when instructed by Police or Fire Department.

EVACUATION CONDUCT

- Move quickly, but do not run.
- Remove high-heeled shoes if necessary.
- Use handrails and move to the right when emergency responders are encountered.
- Allow room for others, but do not unnecessarily hold up travel.
- Assist those who are slower moving or disabled.

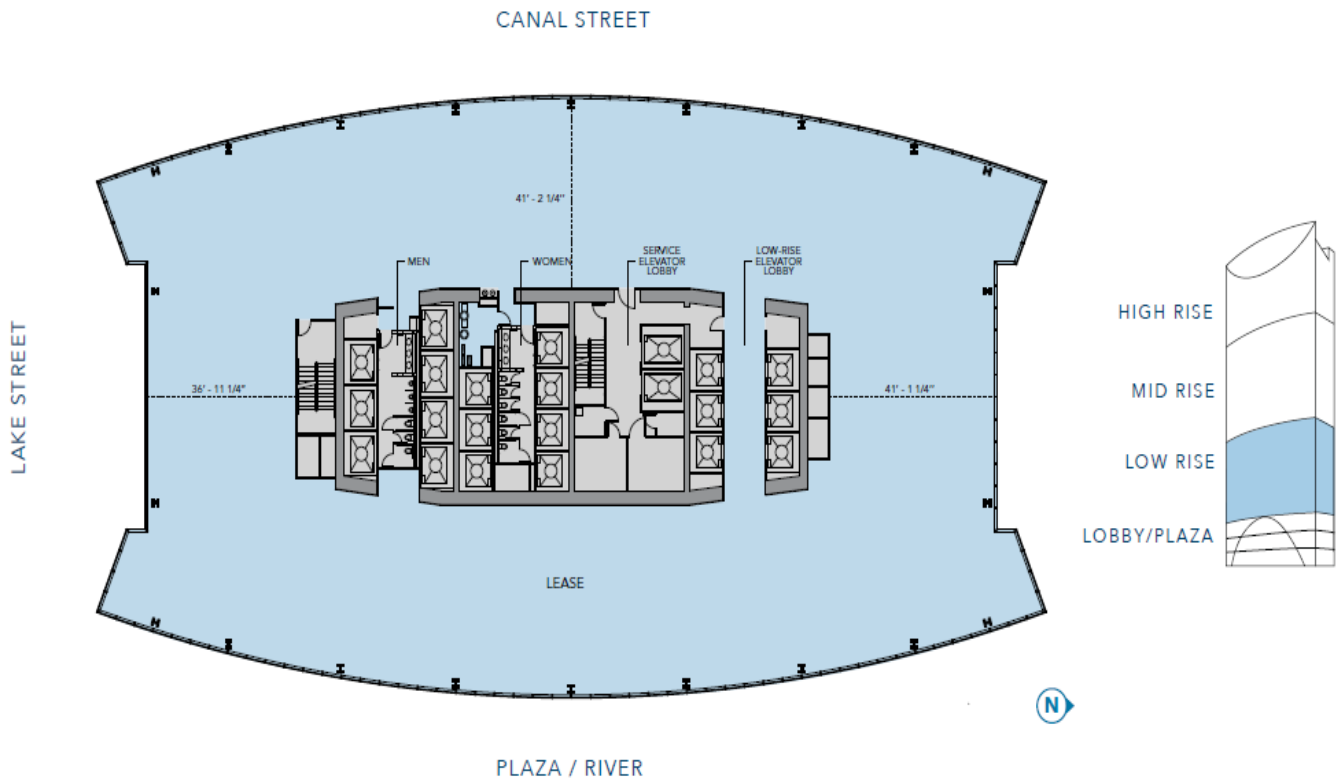
FLOOR PLANS



Each tenant should be familiar with his or her floor layout and emergency exit stairwell locations.

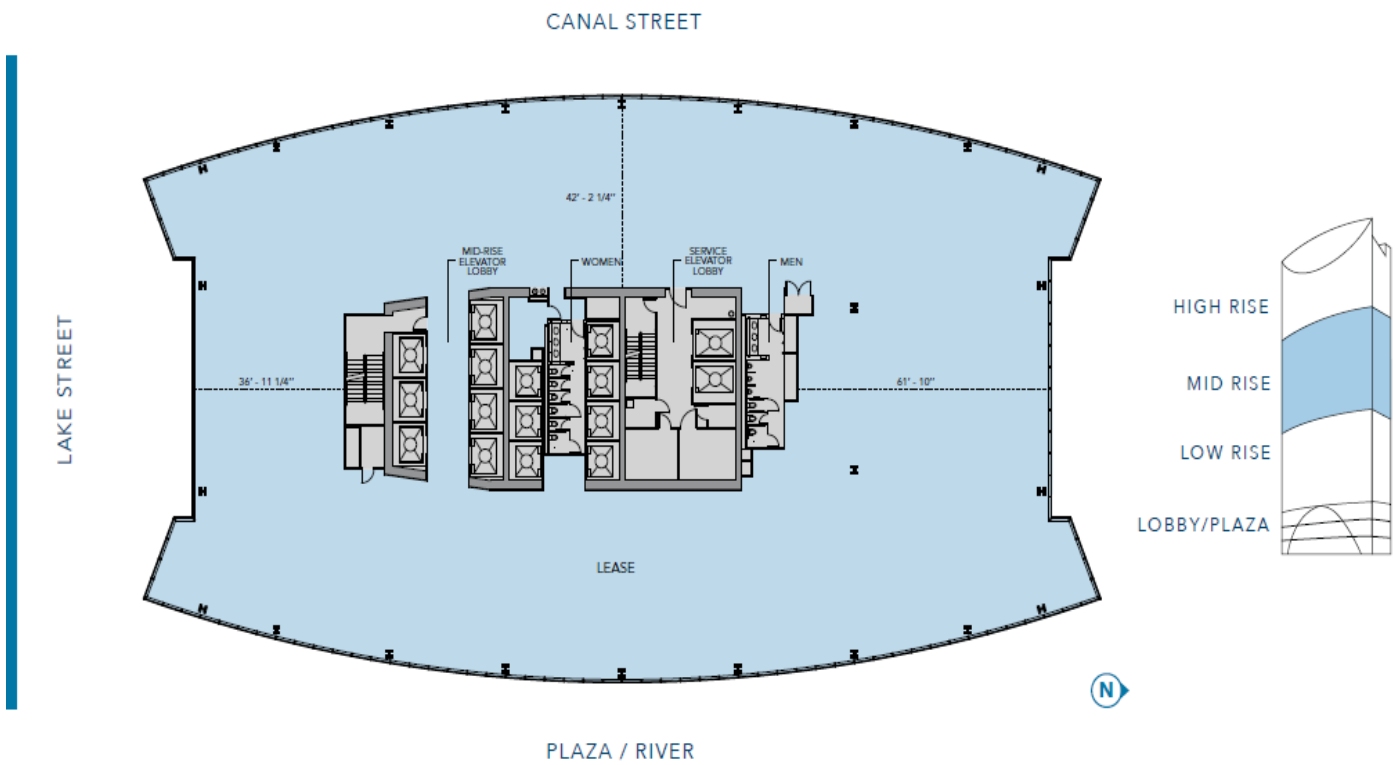
Typical Low-Rise Floor Plan:

LOW-RISE
TYPICAL FLOOR PLAN



Typical Mid-Rise Floor Plan:

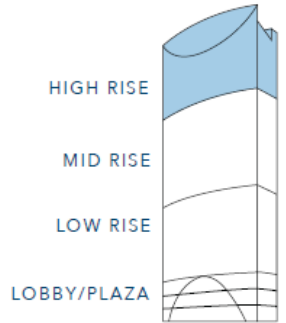
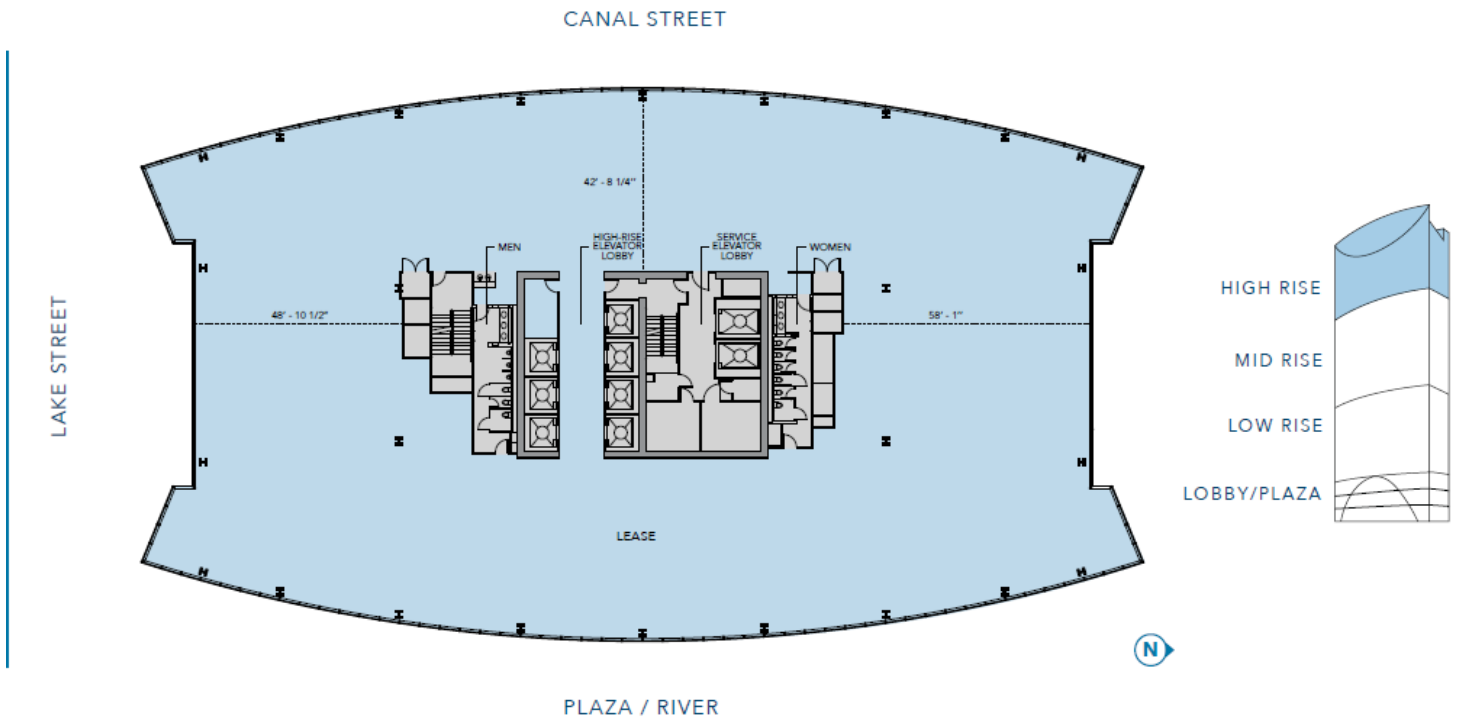
MID-RISE
TYPICAL FLOOR PLAN



RIVER POINT
444 W LAKE STREET

Typical High-Rise Floor Plan:

HIGH-RISE
TYPICAL FLOOR PLAN



RIVER POINT
444 W LAKE STREET

Hines
www.hines.com