



Protecting the Life of Your Business™

Diverse Tenants, One Solution

Accenture Tower, in Minneapolis, meets safety-training needs with the flexible online system of BSS Guardian™.

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Located in Minneapolis’ central business district, Accenture Tower is a 31-story, Class A building with 35 tenants and approximately 625,000 square feet of rentable office space. Tenants range from a two-person firm to large corporations with employees numbering in the hundreds.

“Meeting the life-safety training needs of such a diverse range of tenants can be a challenge,” acknowledges General Manager Robert Traeger. “Our larger tenants have a lot of (personnel) turnover, and their newer employees were missing out on our annual safety meeting. If a new hire started work the day after the safety meeting, he or she would have to wait an entire year to get trained.”

To solve the problem—and to provide building occupants with knowledge that could save their lives in an emergency—Accenture Tower implemented BSS Guardian™, a Web-based Life Safety Training Program from Building Safety Solutions (BSS) of Pasadena, Calif. Now, employees can log on to the Accenture Tower portal at any time of night or day, and get comprehensive, site-specific life and safety training from the convenience of their own desktops. The fully digitized program integrates 3-D graphics, site-specific photography, and voice narration to prepare Accenture Tower’s employees and tenants for a variety of emergency situations—man-made and natural disasters alike—ranging from terrorism to biological and chemical threats to fires and tornados.

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Traeger began investigating next-generation safety systems at the request of the building’s owner, CB Richard Ellis Investors, LLC. “After 9/11, we changed our entire approach to building security,” he said. “Previously, in our safety drills, we relocated people three floors below, then had them return to their offices. Now, we are training to evacuate the entire building. It’s essential that occupants know every dock, every emergency exit, and every stairwell, not just the ones nearest where they work. BSS was the only company that offered site-specific, Web-based training for buildings like ours.”

Liability Protection for Tenants

For tenants, BSS Guardian™ not only provides the peace of mind that their employees are trained to safely evacuate the building; it also protects them from liability by providing a verifiable record that employees have taken the training and passed the online quiz. To ensure liability protection, some of the building’s large tenants have made the training mandatory; and tenants of all sizes have incorporated the program into their new hire package.

Fast and Easy Installation

Accenture Tower installed the system in August 2006. At a price of just a few cents per square foot, BSS Guardian™ proved to be a cost-competitive safety solution. “The cost benefit was a big plus for us,” said Traeger.

The installation process was fast and easy. “BSS surveyed the building, took photographs, and asked questions,” said Traeger. “Then they came back with 3-D graphics of



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stairwells and interior building photos. The team is extremely knowledgeable, and their passion for their work is quite evident. We reviewed BSS’ initial presentation and provided feedback, which they incorporated into the final product. The whole process took less than a month.”

To encourage participation, Accenture Tower offered prizes and incentives to employees. Fifty percent of the building’s occupants took the training during the first few months. BSS’s account representatives led special sessions to educate the building’s floor wardens about the program’s features. “The beauty is, the floor wardens didn’t have to go back and train the employees. The employees can just log on and see the program for themselves,” said Traeger.

Though Accenture Tower still holds annual safety meetings, management and tenants no longer worry that employees hired between meetings will miss out on potentially life-saving safety training. Traeger says the level of knowledge among meeting attendees is higher than ever before. “A lot of the questions that people used to ask, they have already answered by going through the tutorial,” said Traeger. “Now, the occupants are asking *better* questions, because they know so much more about the building. BSS Guardian™ has taken our safety preparedness to a whole new level.”

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