



Aon Center

Security & Life Safety Awareness Program

February 2020

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Introduction: Your Safety is Our Number One Priority

The safety and security of our tenants, visitors and employees is of the utmost importance for Ownership and Building Management at the Aon Center and emergency response plans have been created to address any crisis that might occur. A crisis can happen without warning and pre-planning measures, such as emergency response plans, can be the difference between a minor disruption and a major tragedy. We ask that all tenants be made aware of the life safety initiatives at the Aon Center and have the opportunity to attend training sessions provided by Building Management.

Calling For Assistance – Building Security (312) 228-1983

For emergency situations, such as medical assistance or a situation involving smoke or fire, call **911**. When calling 911, make sure to provide the following information:

1. Building Address: **200 East Randolph Drive**
2. Location in Building: (Floor Location, Room Number and Company Name)
3. Nature of Call: (Type of Emergency / Condition of Victim)
4. Name of Caller and Phone Number Calling From

Whenever calling 911, make a secondary call to Security at **(312) 228-1983**. By calling Security, Security Officers will respond to the incident location and will meet first responders (e.g. Chicago Fire / Police Department) at the building entrance(s). When calling Security to your floor, make sure an employee is sent to meet Security at the floor's passenger and / or freight elevator lobby(s) – depending on which location Security directs you to. This is a critical component since it will aid Security in responding to the specific incident location.

Aon Security staffs the Lower Lobby South (Randolph) and the Security Command Center twenty-four hours a day and Officers can provide assistance at any time of the day or night.

To reach Aon Security, call **(312) 228-1983** or email AonSecurity.AcctMgr@am.jll.com (**note: always call in emergencies**).

Aon Center Emergency Hotline (312) 228-1981

During an emergency, the Aon Center has created an informational hotline number tenants can call to receive up-to-date building information, as made available. When calling this number, tenants will receive a recorded message, which will provide information such as building status, hours of operation, access instructions and etc.

To reach the Aon Center Emergency Hotline, dial: **312-228-1981**

Security at the Aon Center

The Aon Center employs a professional security service and Security Officers are onsite 24 hours a day, to include weekends and holidays. Security Officers receive regular training on emergency response measures and there is always a department manager or supervisor on-duty to provide assistance. The Security Department is supported through various security technologies, to include, but not limited to the following:

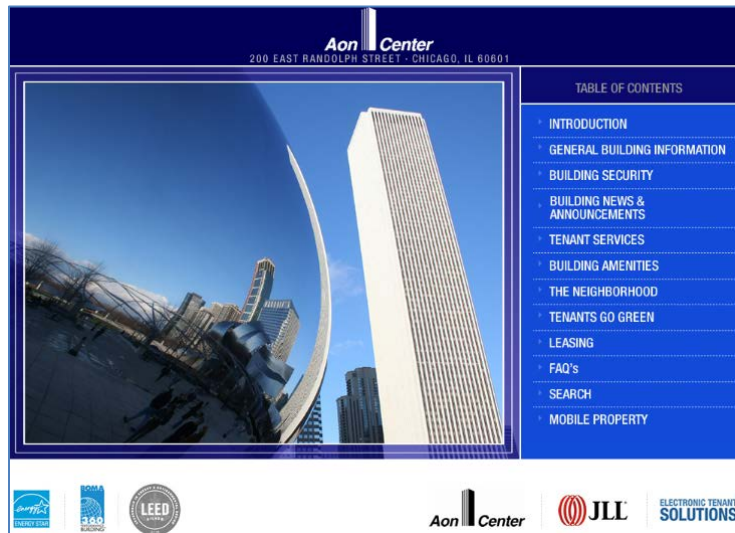
- Camera System – The Aon Center literally has hundreds of security cameras strategically located throughout the building. The cameras are placed at various locations and footage can be reviewed for investigative purposes.
- Building ID Cards – In regards to access control, all tenants are issued a building ID card. This ID card is assigned solely to an individual and will provide access to the security portals (i.e. turnstiles) and in many cases provide access into a tenant's space. If you lose your ID card, immediately contact your manager for a new card and to deactivate the lost card. Never share your ID card with anyone. If you forget your ID card, Security and / or Guest Services can assist you with obtaining a paper badge so you can access the building past the security portals.
- iVisitor (Visitor Management System) – All visitors must be registered in Aon Center's visitor management system (known as iVisitor). To access iVisitor, you must have approval from your company. iVisitor can be accessed at: <https://www.visitorentrysystem.com/ivisitor/Login?katfsn=60521758&obltd=11>

Always make sure to keep Building Management aware of any security or safety related issues your company may be experiencing. Our Security team can assist in many cases and provide additional support. Circumstances may include, but are not limited to:

- Domestic issues, such as Orders of Protection
- Terminations in which there is a concern with the terminated individual
- Any acts of aggression or violence, either within your firm or outside
- Any concern with harassment, workplace violence and / or stalking
- Unknown individuals on your floor or any act in which security has been bypassed

Tenant Handbook and Property Removal

Upon move-in, each tenant representative will receive a hard-copy of the Aon Center's Tenant Handbook. The Tenant Handbook explains in detail building information such as security / life safety, building news and announcements, dock operations, general building information and etc. For your convenience, an electronic version of the Tenant Handbook has been created (below) and can be accessed via the web at: www.aoncenter.com



Property Removal plays an important role in the pursuit of securing a tenant's property and may include, but is not limited to items such as computers, electronic equipment, paperwork (boxes) and / or other miscellaneous items that could be considered a tenant's "office" property. Laptops in bags and / or other items in briefcases, purses, laptop bags and / or other personal-type baggage are not applicable to the property removal pass process. Single laptops being carried by an individual would not require a property pass either, whereas a person with a cart of multiple laptops would require one. Property Passes are to be issued by and signed for by a designated tenant representative and are to be presented to Security as a person is exiting the property (lobby or dock).

Aon Center	
PROPERTY REMOVAL PASS	
TIME:	DATE:
COMPANY:	
NAME OF BEARER:	
FLOOR:	
DESCRIPTION OF PROPERTY:	
THE PERSON NAMED ABOVE HAS PERMISSION TO REMOVE FROM THE BUILDING THE PROPERTY AS DESCRIBED.	
AUTHORIZED SIGNATURE:	
SECURITY OFFICER:	
TIME:	DATE:
NOTES:	
White copy to be retained by originating company.	
Canary copy to be retained by security officer at exit point and retained for building records.	

Communications During an Emergency

Being able to communicate with tenants during an emergency is of extreme importance to Building Management and first responders. Depending on the situation, Building Management will communicate an emergency situation and response measures a number of ways, including, but not limited to:

1. **Public Address System (PAS)** – For situations requiring immediate notification (e.g. fire or workplace violence type incidents), an announcement will be made to the building and / or specific incident floor. PAS announcements are usually made by Security or the Chicago Fire Department (CFD) and will provide direction to building occupants. The announcements work in conjunction with the Horns / Strobes and Speakers – referred to on page 7, to follow.
2. **Send Word Now (SWN) Mass Alert Notification System** – SWN is the Aon Center's mass alert notification system, from which email, text and / or voicemail alerts are sent to pre-determined customer contacts informing them of an emergency situation and response measures.
3. **Email Alerts** – Email Alerts are similar to SWN messages in that Building Management will send email messages to tenant contacts alerting them to building conditions.



“If You See Something, Say Something” Campaign

Aon Security supports the missions of the Department of Homeland Security (DHS) and the Chicago Police Department. Building Management meets with local and federal law enforcement officials on a regular basis and is constantly evaluating our security program and procedures. One critical aspect of this program is the education and awareness of our tenants to national threats / issues. Below is a link to the Department of Homeland Security’s “If You See Something, Say Something” campaign. We ask that all tenants review the below program and contact **911** and Aon Security at **(312) 228-1983** if they ever come upon a suspicious item, circumstance and / or behavior, to include unknown individuals on your floor.

<http://www.dhs.gov/if-you-see-something-say-something-campaign>

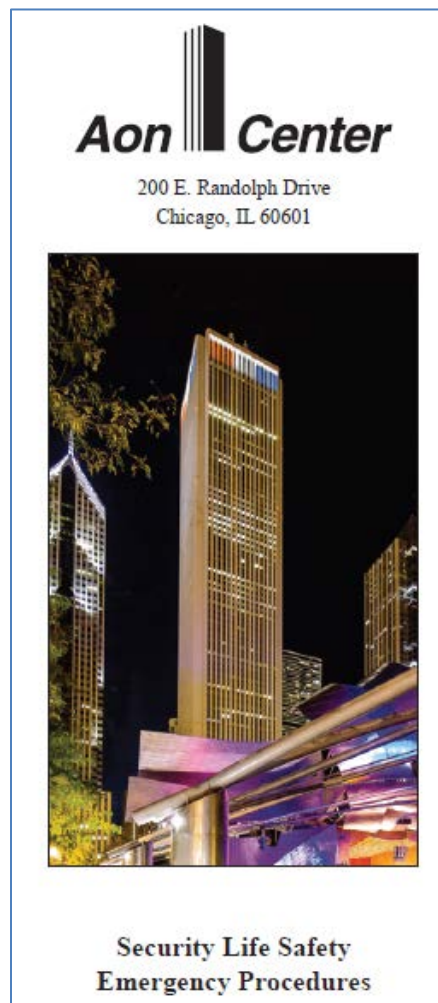


Life Safety Training & Awareness

Aon Security conducts periodic life safety training sessions throughout the year, usually in a presentation / classroom setting format. During the training session, Building Management reviews current life safety procedures and systems in place at the Aon Center. More importantly, each customer's roles, responsibilities and expectations are defined. Building Management can perform customer specific training sessions, which can be requested and scheduled by calling Building Management at (312) 228-8200.

In addition, two (2) evacuation drills are performed annually (fall and spring), with mandatory participation by all tenants and their employees.

Every tenant receives a copy of the Aon Emergency Center Security Life Safety Emergency Preparedness tri-fold (below). The flipbook is designed to remain at each employee's desk and be referred to during an emergency. The flipbooks are best served if read prior to an emergency and reviewed on a regular basis.



Chicago Fire Department – CALM Initiative

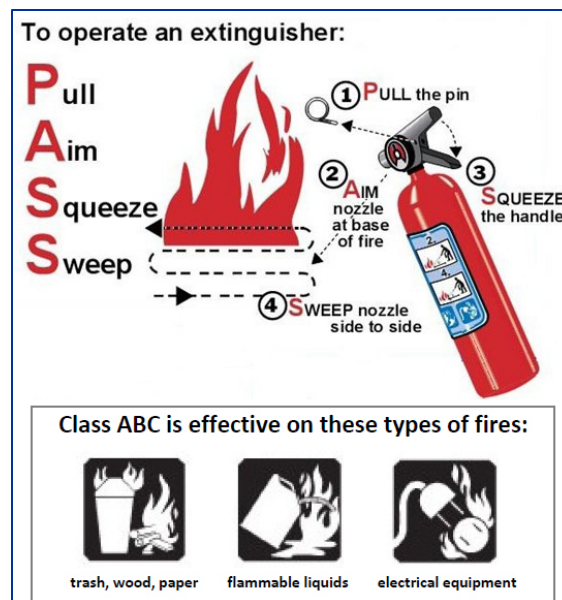
The Chicago Fire Department (CFD) developed the *CALM* acronym for life safety response measures in a high-rise emergency, to include issues involving smoke and / or fire. In any situation, occupants are reminded to remain calm, notify first responders, listen to directives provided by first responders and then relocate to a safe location if required.

- C:** Call **911** and provide specific information
- A:** Alert Building Security / Management by calling **(312) 228-1983**
- L:** Listen to directives provided from CFD / Building Management
- M:** Move to safe location – usually provided through public address system






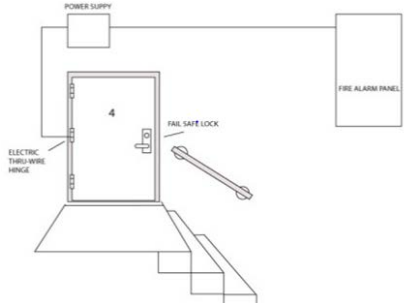

Operating a Fire Extinguisher - PASS Method

Fire extinguishers are located throughout the building (depending on your office space configuration), and can always be found in the stairwells. All building fire extinguishers are rated for Class ABC fires and should only be used by trained personnel and only when safe to do so. When using a fire extinguisher, use the below **PASS Method**:






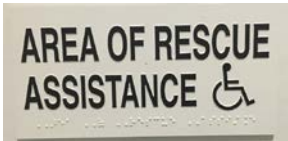

AON Center Life Safety System

Aon Center occupants can be assured that the building's life safety systems are current with City of Chicago building code. Components of the life systems include, but are not limited to:

<p>Life Safety Panel (LSP) and Public Address System (PAS)</p> <p>The LSP is the central nervous system of the fire alarm system. It receives all alarms by location and can distinguish by type of alarm (water flow, smoke or fire). The LSP also houses the PAS and allows first responders to direct and communicate with occupants via horns / strobes and speakers.</p>	
<p>Horns / Strobes and Speakers</p> <p>The Horns / Strobes provide audible and visual alerts, indicating the building is under emergency conditions. The Speakers allow Building Management to communicate with and provide directives to occupants via public address announcements.</p>	
<p>Smoke and Heat Detectors</p> <p>Smoke and Heat Detectors recognize extreme temperatures and / or fire particulates in the atmosphere and communicate those conditions back to the LSP.</p>	
<p>Fail Safe Stairwell Locks</p> <p>In conditions when there is a fire or water flow alarm, the LSP will automatically unlock all of the stairwell doors. By unlocking the doors, it allows free access out of the stairwells so occupants can exit the stairwell at various levels if directed to do so. Please note: Stairwells will automatically be unlocked during severe weather incidents as well.</p>	
<p>Sprinkler System / Sprinkler Head</p> <p>Sprinkler Heads are located throughout the building and are directly linked to the fire pump / fire sprinkler system. Sprinkler heads are individually activated by fire / heat only.</p>	

Building Life Safety Program Components

Listed below are additional components of the Aon Center's life safety program:

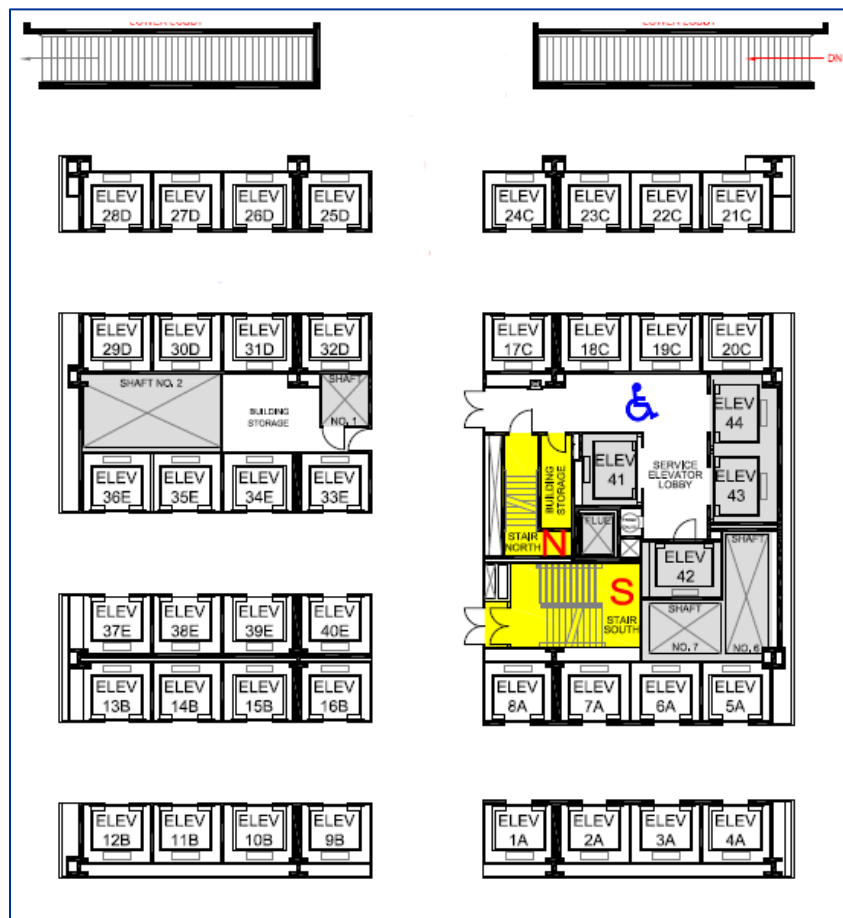
<p>Evacuation Routes (EVAC PLAN)</p> <p>Evacuation Routes are located in every passenger and freight lobby and provide direction to the emergency EXITS located on the floor. Review the evacuation routes for your floor(s) and identify each stairwell.</p>	
<p>Overhead EXIT and STAIRS Signage</p> <p>Overhead EXIT and STAIRS signs are located throughout the building. In an emergency, follow the signs to the closest exit / stairwell.</p>	
<p>Stairwell Signage</p> <p>Stairwell signs are located both on the interior and exterior of the stairwells, indicating the stairwell location by floor, number and direction (e.g. North). Signage indicate where you are located, the location of the closest Security Red phone and where you can exit at (i.e. upper level floor level).</p>	
<p>Area of Rescue Assistance</p> <p>Area of Rescue Assistance are areas where persons having difficulty traversing the stairs can wait for first responder assistance. In the Aon Center, these areas are located between the Freight Lobby and Stairwell #1. Once in area, utilize Red phone in Freight Lobby to alert Security of issue.</p>	
<p>Stairwell Phones</p> <p>Stairwell phones are located every 6th floor starting on the 3rd floor (going up). For issues in the stairwell, pick up the Red phone and you will be directly connected to Security. Red phones are also located in each Freight Lobby.</p>	

Stairwells

It is recommended that each customer walk his / her floor(s), become familiar with the floor layout and identify each EXIT / STAIRWELL. In an emergency, knowing multiple routes to an EXIT can be a life saving measure.

Aon Center has a total of 2 stairwells in the main tower - all which are identified by floor, number and location, as indicated below. All stairwells are fire rated protected enclosures and are clearly marked and illuminated. Stairwell signage is located on both the interior and exterior of the stairwell doors. **Note: Stairwell #2 is a Smoke Tower, which will be designated for egress if there is a presence of heavy smoke. A smoke tower will pull all the smoke out of the stairwell making it safer for evacuation.**

<i>Stairwell Number</i>	<i>Location</i>	<i>Floors Serviced</i>	<i>Empties Into</i>
1	North	Upper Lobby to 83 rd Floor	Upper Lobby
2	South	Upper Lobby to 83 rd Floor	Upper Lobby



Floor plan configuration and stairwell locations at the Aon Center

Stairwells – Continued

When utilizing stairwells, follow the below guidelines:

1. Remain calm and do not run or skip steps.
2. Do not take items with you, such as personal objects or coffee / water bottles.
3. Traverse on right side of stairwell and use handrail for support.
4. Listen to PAS announcements and follow directives.
5. Keep noise levels down to a minimum.
6. Use stairwell phones to contact Security for any issues.
7. Follow signage to first floor exits.
8. Report to your firm's predetermined offsite assembly area and await further instructions from Building Management.
9. High-heel shoes are not recommended as they can cause a trip hazard.
10. Do not reenter building unless directed to do so ("ALL CLEAR").



Actual stairwell at the Aon Center

Smoke / Fire

The Aon Center takes every report of smoke and / or fire seriously. Keep in mind though, the Aon Center is 100% sprinkler protected / compartmentalized and it would be extremely difficult for a fire to spread, especially after a sprinkler has been activated. For any report of smoke, Security along with Engineering will respond to that location to inspect the area. If you encounter smoke or fire, follow the below guidelines:

Smoke

1. If you smell or see smoke in your office area, call Security at 312-228-1983 immediately.
2. Move away from the area and alert others of the condition.
3. Inform your Floor Warden of the issue and await further instruction.
4. If there is an abundance of smoke or if the smoke is getting worse, call 911. Alert Security that 911 has been contacted.
5. If at any time an employee does not feel safe, they can proceed to the stairwell and relocate to a different floor.

Fire

1. If you see fire, regardless of how small the fire is, call 911 and then call Security at 312-228-1983.
2. Immediately alert others and leave the immediate area.
3. Close doors behind you, but do not lock them.
4. Do not use elevators and proceed to the nearest stairwell. Security will unlock the stairwells from the inside once the report of a fire is received.
5. Only utilize a fire extinguisher if the fire is small and if you have received training.
6. If at any time an employee does not feel safe, they can proceed to the stairwell and relocate to a different floor.



Evacuations

Depending on the situation, evacuations can take multiple forms. In most cases, evacuations will be ordered by the Chicago Fire Department or Building Management, but Life Safety Team members can order a floor / area evacuation if they are uncomfortable with a situation (e.g. smoke).

1. **Full Building Evacuation** – In a full building evacuation, the entire building is evacuated and tenants are not allowed back into the building until given the “All Clear” from either Building Management or the Chicago Fire Department. A full building evacuation would be ordered for a situation such as an uncontrollable fire or a situation that makes the property unsafe.
2. **Partial Building Evacuation / Floor Relocation** – A Partial Building Evacuation or Floor Relocation is for situations when the incident floor is deemed unsafe, yet the rest of the building can remain occupied. City of Chicago code identifies this process as the “**Rule of 8**”, whereby the incident floor, 2 floors above and 5 floors below the incident floor are relocated 8 floors below from their origination.



In an evacuation, never attempt to use an elevator. Once a fire alarm is activated, elevators are no longer usable and can create a delay in the evacuation process. If you are riding an elevator during an evacuation, the elevator will stop at the next safe floor. Riders will then need to exit the elevator and proceed to the nearest exit / stairwell.



Severe Weather - Relocation

Not all emergencies will require occupants to evacuate the building. In fact, in some emergencies, such as severe weather, it may be safer for building occupants to **relocate** a safe area within the building, such as the stairwells or building core, away from glass, windows or items that could tip over.

Regardless of the incident, Security will broadcast an emergency message, similar to an evacuation announcement. For severe weather, Security will direct tenants to a safe location, such as a core building area (preferably one that is away from windows and exterior walls). At the Aon Center, restrooms and the Freight Lobby hallway offer protection. In addition, the North and South Stairwells are ideal for severe weather emergencies, so that occupants can be relocated to the first floor or garage levels if necessary. The building usually has advanced notice of impending severe weather and will share this information with the tenants as available.

Impending severe weather emergencies (e.g. tornados) and / or other disasters will be broadcast via Chicago's **Emergency Warning System** (EWS), which consist of numerous sirens strategically located throughout the city. A loud wavering siren (pitch goes up, then goes down), indicates an emergency condition exists and shelter should be taken. A long steady siren indicates the threat has passed and is "all clear" (see links below). Upon an active alert, the building will issue a directive to relocate to the stairwells, as explained above. Below are links to Chicago's alert notification system:

www.alertchicago.com

http://www.cityofchicago.org/city/en/depts/oem/supp_info/alertready/warningsirens.html



Active Shooter / Workplace Violence / Shelter-In-Place

For a workplace violence type incident, such as an active shooter event, occupants should follow their company's protocol and take direction from Building Management, Security and / or the Chicago Police (usually via the public address system or emergency notification alerts). For a workplace violence type incident, the building **may** be locked-down and elevators **may** cease to operate. Tenants should shelter-in-place in a securable area pre-determined by company representatives, unless directed to use the stairwells. As with any emergency, **911** should be contacted along with Security at **(312) 228-1983**. See below for information from the DHS regarding Active Shooter events:

http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

HOW TO RESPOND	HOW TO RESPOND
WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY	WHEN LAW ENFORCEMENT ARRIVES
1. EVACUATE <ul style="list-style-type: none">• Have an escape route and plan in mind• Leave your belongings behind• Keep your hands visible	<ul style="list-style-type: none">• Remain calm and follow instructions• Put down any items in your hands (i.e., bags, jackets)• Raise hands and spread fingers• Keep hands visible at all times• Avoid quick movements toward officers such as holding on to them for safety• Avoid pointing, screaming or yelling• Do not stop to ask officers for help or direction when evacuating
2. HIDE OUT <ul style="list-style-type: none">• Hide in an area out of the shooter's view• Block entry to your hiding place and lock the doors• Silence your cell phone and/or pager	INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR <ul style="list-style-type: none">• Location of the active shooter• Number of shooters• Physical description of shooters• Number and type of weapons held by shooters• Number of potential victims at the location
3. TAKE ACTION <ul style="list-style-type: none">• As a last resort and only when your life is in imminent danger• Attempt to incapacitate the shooter• Act with physical aggression and throw items at the active shooter	
CALL 911 WHEN IT IS SAFE TO DO SO	

The City of Houston, in conjunction with the Department of Homeland created a training video, titled, “**RUN > HIDE > FIGHT >> Surviving An Active Shooter Event**”, and can be viewed on the following link: <http://www.youtube.com/watch?v=5VcSwejU2D0>



Floor Emergency Teams

Per City of Chicago code, each building will have an evacuation plan, which includes the formation of Floor Emergency Teams (aka Fire Brigade Team). Each Emergency Team will include the following positions, and it will be the responsibility of each Floor Warden to keep the Emergency Teams fully staffed. The positions are as follow:

- Floor Warden
- Floor Leader(s) and Assistant Floor Leader(s)
- Searcher(s)
- Stairwell Monitor(s)
- Elevator Monitor(s)
- Aide(s) to Persons Needing Assistance

In the event of an incident that requires the relocation of occupants of a floor or the evacuation of the building, the Emergency Team members will be responsible for the orderly evacuation of each occupant. It is imperative that each member know his / her assigned duties and be familiar with the floor layout, to include all emergency exits and stairwells. Specific Emergency Team member duties are as follow:

Floor Warden	
<p>The Floor Warden is responsible for emergency coordination and reporting of any potential or actual emergency condition to Building Management. The Floor Warden is also responsible for organizing his/her emergency team members and making sure emergency procedures are carried out correctly.</p> <p><i>Please note: The terms “Floor Warden and Floor / Fire Captain” are interchangeable.</i></p>	<ul style="list-style-type: none">• Appoints personnel to the Emergency Teams and fills vacant positions.• Maintains an updated roster of all Emergency Team members.• Alerts key personnel of potential emergencies.• Supervises the activity and training of all key team members. Ensures that all team members know their assigned duties and locations in case of an emergency.• Is responsible for informing and training team members 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 Emergency Team members to evacuate.• The Floor Leader / Assistant Floor Leader will assist the Floor Warden in all areas of responsibility and assume the leadership role in his/her absence.

Floor Leader / Assistant Floor Leader	
Operating under the supervision of the Floor Warden, the Floor Leader (or Assistant) is responsible for the control of the Emergency Team members and the people on the floor. In addition, he / she is responsible for the safe evacuation of personnel in his/her work area during an emergency.	<ul style="list-style-type: none"> • Supervises assembly of personnel in his/her work area. • Is responsible for orderly evacuation of all personnel in his/her area via designated exits. • 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.

Searcher	
Under the supervision of the Floor Warden or Floor Leader, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, restrooms, etc.	<ul style="list-style-type: none"> • 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 Warden or Leader when his/her area is clear.

Stairwell Monitor	
Under the direction of the Floor Warden or Floor Leader, Stairwell Monitors are responsible for an assigned exit, such as a stairwell and assist in the orderly evacuation of personnel.	<ul style="list-style-type: none"> • 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 Warden or Floor Leader, Elevator Monitors are responsible for making sure no one uses the elevators.	<ul style="list-style-type: none"> • Must be familiar with the building evacuation plan and the location of all stairways. • Positions self at elevator bank and directs employees to the nearest stairway and away from the elevators. • Stays at his/her post until instructed to evacuate by the Floor Warden / Leader.

Aide to Persons Needing Assistance	
<p>Under the supervision of the Floor Warden or Floor Leader, the Aide to Persons Needing Assistance is responsible for making sure all physically challenged personnel are evacuated.</p> <p><i>Note: Referred to as Handicapped Aide in City of Chicago's Suggested High Rise Office Building Evacuation Plan</i></p>	<ul style="list-style-type: none"> • Maintains an up-to-date list of physically challenged employees on the floor. • Assists personnel to freight lobby (Area of Safe Refuge) and calls Security on stairwell phone alerting them to person in freight lobby.

Emergency Team members play a key role in the evacuation process, but they are not designated first responders. In a life threatening situation, team members must evacuate as every occupant must and they should report any issues, such as persons needing additional assistance, to Security or to their Floor Warden.

Emergency Team members should wear a reflective safety vest when performing their duties (so others can recognize them) and must be vocal when evacuating persons from a floor. In an emergency, seconds count and Emergency Team members play an important role in keeping floor occupants safe.

Lastly, Emergency Teams are to be established and then maintained by the tenant contact, usually the Floor Warden. Anytime there is a member change in the Emergency Team or a person is identified as needing evacuation assistance, this information needs to be communicated to Building Management.

Medical Emergencies

Medical emergencies can take multiple forms, such as an accident or a medical condition (e.g. chest pains). Regardless of the type, immediately call **911** for medical emergencies. When calling 911, make sure to provide the following information:

1. Building Address: **200 E. Randolph Drive**
2. Location in Building: (Floor Location, Room Number and Company Name)
3. Nature of Call: (Type of Emergency / Condition of Victim)
4. Name of Caller and Phone Number Calling From

Whenever calling 911, make a secondary call to Security at **(312) 228-1983**. By calling Security, Security Officers will respond to the incident location and will also meet first responders (e.g. Chicago Fire / Police Department) at the building entrance(s).

In addition, Security Supervisors are trained in First Aid / CPR / AED and will respond with the appropriate equipment.

When calling Security to your floor, make sure an employee is sent to meet Security at the floor's passenger and / or freight elevator lobby(s) – depending on which location Security directs you to.

This is a critical component since it will aid Security in responding to the specific incident location.



Bomb Threats

A bomb threat can be received in multiple ways, such as letter, phone, email and / or word of mouth. Even though the majority of bomb threats are hoaxes, all threats should be considered serious and Security should be contacted at **(312) 228-1983**. In addition, if a suspicious item is discovered, it should never be handled, the immediate area should be vacated and law enforcement should be immediately made aware of the item. If a bomb threat is received via phone, follow the below procedures:

- Keep calm and continue talking to the caller.
- Fill out the bomb threat checklist at your workstation (page 20).
- Repeat questions if necessary.
- Don't hang up; stretch out the conversation as long as possible.
- Signal a co-worker to pick up an extension to listen (co-worker should not speak).
- Ask the caller to repeat the message and write down any additional information.
- Note any background noise as well as the caller's gender, voice pitch and accent.
- Have a co-worker call Security at **(312) 228-1983**.
- Don't allow the phone line to be used again so that law enforcement can properly investigate.
- Notify your immediate supervisor.

Note: A bomb threat will **not** automatically result in an evacuation. A decision to evacuate will be made in collaboration with the Chicago Police Department, Building Management and the Tenant Management.



DHS Bomb Threat Checklist

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number Where Call Received: _____

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____



Homeland
Security

Suspicious Items / Mail

A suspicious item or package, as described below, should never be handled and Security should be called immediately once a suspicious item is identified. It is difficult to ascertain what is suspicious and what is not, but some common characteristics of a suspicious package may include:

- Excessive postage
- Handwritten or poorly typed address
- Misspelling of name
- Incorrect titles or misspelled titles.
- Title, but no name
- No return address
- Shows a city or state in the postmark that does not match the return address
- Misspellings of common words.
- Excessive weight, lopsided, rigid or uneven packaging
- Oily stains, discolorations or strange odor
- Protruding wires or tin foil and /or ticking sound
- Excessive securing - tape or string.
- Restrictive markings - Confidential or Personal



US Postal Service Resources on Mailroom Security

<http://about.usps.com/securing-the-mail/mail-security-center.htm>

Elevator Entrapments

Vertical transportation, such as the elevators and escalators at the Aon Center are extremely safe and modernized, but unfortunately, they do encounter service interruptions from time to time. If you encounter an elevator stoppage, follow the below procedures:

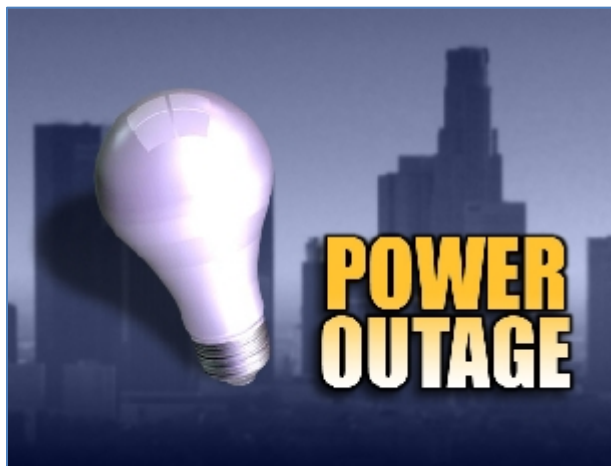
- Remain **calm** and press the emergency call button on the panel.
- The call button is a direct dial to Security; Security monitors the elevators 24x7.
- Provide Security the following information:
 - Your name and company information.
 - The cab number you are on.
 - The floor you are located on (this will be displayed on the panel).
 - The direction of your travel and destination (e.g. *going down from the 8th floor to the lobby*).
- Security will take this information and contact the elevator technician.
- Aon Center has a 40 hour per week technician onsite and will dispatch them to your location.
- Security will attempt to trouble shoot the issue and remotely control the cab.
- If you feel claustrophobic or ill, sit down on the floor (if you need medical attention, let security know and 911 will be contacted).
- Security will stay in contact with you during the entrapment and can call your supervisor to inform them of the situation.
- At **NO TIME** should you ever attempt to exit the cab on your own. It is always safer to stay in the cab until assistance arrives.
- Always report elevator service issues to Security or Building Management, even if the issue does not result in an entrapment.



Utility Issues / Outages

In the event of a utility interruption, such as a power outage, remain calm and wait for instruction from either your management team or from the building. Most outages will be temporary and the building is equipped with emergency power for all life safety components (lighting, fire alarm panel, PA system). For a power outage or utility issue, follow the below procedures if it is safe to do so:

- Remain calm and call Security at **312-228-1983** and advise them of your location and the nature of the problem.
- Assist others in your immediate area and proceed with caution to an area with lighting (natural lighting or emergency lighting).
- Turn “OFF” all computers and electrical devices at your workstation (for issues involving a water leak, do not touch or go near electrical equipment).
- If you are on an elevator during an outage, the elevator will lower to the main lobby. If you experience an issue, press the emergency call button to reach Security.



Important Phone Numbers

1. Chicago Fire / Police / Paramedics – **911**
2. 24 Hour Security Command Center – **(312) 228-1983**
 - a. **Secondary Emergency Line (312) 861-0209**
3. Building Management Office – (312) 228-8200
4. Matt Amato, General Manager – (312) 228-1932
5. Mark Anderson, Director of Security – (312) 228-1980
6. Mike Koziol, Assistant Director of Security – (312) 228-1985
7. Jim Martinez, Director of Operations – (312) 228-1972
8. Jorge Diaz, Asst. General Manager – (312) 228-1945
9. John Schmidt, Chief Engineer – (312) 228-1956