

**WINTRUST**  
**SPORTS COMPLEX**  
AT BEDFORD PARK

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**EMERGENCY  
ACTION PLAN**



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## **PREFACE**

The policies and procedures contained in this manual will be modified to provide the appropriate emergency response. This manual should be considered as a guide to provide employees with an overview of their duties and responsibilities during an emergency.

## **POLICY**

WINTRUST SPORTS COMPLEX will maintain an emergency plan to ensure the safety and best interests of everyone, guests or Team Members within the facility in the event of an emergency.

## **PURPOSE**

The purpose of this Emergency Plan is to establish the general guide for responding to emergency situations, to identify and assign personnel responsibilities and to coordinate with governmental authorities.

## **GENERAL INFORMATION**

It is the responsibility of every employee to report emergency conditions. Notification of an emergency should be through the Manager on Duty (MOD). The Incident Commander (IC) will be responsible for implementing emergency procedures, taking protective actions, coordinating with local, county or state authorities and disseminating information. Emergency response activities will originate from the IC.

Response to an emergency affecting WINTRUST SPORTS COMPLEX is a cooperative effort between on-site departments, contractors and their staff as well as local governmental agencies. The Emergency Plan is for full and part-time arena employees as well as employees of contract companies.

WINTRUST SPORTS COMPLEX contracts for event security and Emergency Medical Services and off duty Village of Bedford Park Police Officers. These services are intended to serve as the first line of defense. The Incident Commander will direct local authorities be notified.

## **EMERGENCY ALERT**

An emergency is defined as any condition that exists, that endangers the safety of occupants in the facility, or results in property damage.

Conditions requiring the activation of the Emergency Plan are anticipated to be but not limited to, active shooter, bomb threats, civil disturbances, fire, hazardous material incidents, severe weather, and terrorist threats.

WINTRUST SPORTS COMPLEX may receive notice if emergency information via NOAA weather radio, outdoor warning siren, local media, or alerts from Federal, State, or local agencies.

Any staff member receiving information regarding an emergency will immediately notify the MOD for dissemination to the IC.

Emergencies should be reported by use of the radio system and/or telephone. All employees should familiarize themselves with the closest locations for any emergency equipment.

## **CHAIN OF COMMAND**

If the Incident Commander is unavailable and no other Director is on scene, the MOD becomes the acting Incident Commander.

Immediately upon notification of an emergency the Incident Commander will contact the General Manager. It is possible that the Incident Commander must take emergency action before contacting the General Manager.

**MEDIA COMMUNICATIONS**

While media personnel should always be dealt with courteously, under no circumstances should any WINTRUST SPORTS COMPLEX personnel give any statement on or off the record to media/press personnel. Direct all media questions to the General Manager.

**COMMUNICATIONS**

**HOUSE COMMUNICATIONS (Primary)**

The following communication should be used when alerting emergency personnel and clearing radio traffic

| Management          |                             | Phone        |
|---------------------|-----------------------------|--------------|
| Nicholette D'Andrea | General Manager             | 815.325.2220 |
| Jennifer Quinlan    | Asst. General Manager       | 773.490.0128 |
| Ryan Martinez       | Facility Operations Manager | 773.319.8859 |

**ALTERNATIVE COMMUNICATIONS (Backup)**

- Emergency Public Address System
- Phone lines and Cell phones
- Radios (Law Enforcement, EMS, Fire, County Emergency Management)
- Group Text Message Alert System

**PROCEDURES**

**MEDICAL EMERGENCIES**

Individuals with minor medical problems of the "band aid" type should be directed to the nearest First Aid Office. Individuals with more serious problems should not be moved; notify MOD.

**GENERAL RESPONSE**

When calling for help, report:

- The location of the emergency.
- The phone or location calling from.
- What happened?
- How many people are involved and approximate age(s).
- What is already being done?

Note - Employees are not expected to render direct first aid to an individual unless properly trained to do so. At most events at WINTRUST SPORTS COMPLEX, there is Medical staff that has the primary responsibility to render assistance as needed.

Employees who are injured should report any injury to their supervisor.

Nearest Hospitals include:

Advocate Christ Hospital  
4440 W 95<sup>th</sup> St, Oak Lawn, IL 60453

## FIRE

Learn the location of the closest emergency exit in your area and identify alternate emergency exit routes to use if the exit closest to you is blocked. While fire extinguishers are provided throughout WINTRUST SPORTS COMPLEX, you should use them only if you are trained or familiar with their use.

## GENERAL RESPONSE

If obvious evidence of a fire exists, dial 911 and/or notify the MOD. Escort any occupants out of the danger area in a calm, orderly manner. Do not attempt to put out a fire yourself unless you are trained to do so.

You need to provide the following information when notifying 911/MOD:

- Your name and the exact location of the fire.
- Type of material burning - paper, electrical, oil, etc.
- How widespread the fire is.
- Exact location of the nearest entrance to the fire.

Unless instructed otherwise or in imminent danger, all personnel should remain at their assigned areas to help prepare for a possible evacuation. The Incident Commander will notify local authorities, when necessary, of the emergency. Media management with local and national media will be coordinated by the General Manager.

If employees are to evacuate, they should ensure that all guests are clear from their area and proceed to the closest exit. After the evacuation of guests, employees should report to their designated outside assembly area, so that the whereabouts may be established. Once outside, **DO NOT RE-ENTER THE BUILDING** for any reason, until approved by the appropriate authorities. Generally, only the facility directly affected will be evacuated. Other facilities will evacuate as directed by the Incident Commander.

All staff including part-time staff will meet in the following designated outside assembly area: **Front parking lot near the main entrance**. Staff will be accounted for by their respective manager, using staffing lists. Once staff is accounted for, they will be re-assigned to assist with crowd control.

MOD should meet the Fire Department in the service yard to direct them to the proper location.

## FIRE ALARMS

Upon hearing a fire alarm, your response can vary from non-event or event day.

### Non-Event & Event Policies

**Non-event:** Alarm is sounding, you should evacuate the building. If alarms are being tested, announcements or emails will be sent in advance.

**Event:** Alarms sounding during events will be reviewed to determine false alarm or actual fire. If actual fire, 911 will be dispatched and evacuations will occur per City Fire Department. Building announcements will be made through public address system via the Fire Alarm Panel.

## General Policies

- **Anytime** you hear an alarm run for an extended period, evacuate the building.
- When exiting a building, **do not** prop open doors, this will only add oxygen to the fire. Close all doors behind you when exiting.
- Always exit at a safe distance away from the building reporting to the designated assembly area.
- Assist in determining who is present at your location and who might be missing. **DO NOT** go back into the building.
- Stay at the designated assembly area until you receive an “**ALL CLEAR**” to return to the building.

***REMAIN CALM AND FOLLOW THE INSTRUCTIONS YOU ARE GIVEN.***

## SEVERE WEATHER PREPAREDNESS

The intent of WINTRUST SPORTS COMPLEX's Severe Weather Plan is to provide a guideline for the method of notification and the need to protect employees, guests, vendors, and contractors in the case of severe weather approaching the WINTRUST SPORTS COMPLEX, City, State. The plan is to be implemented with the cooperation of the venue Incident Command Staff, Village Emergency Management, and the National Weather Service. The plan establishes shelter-in-place methods, routes, and locations of all safe areas inside the WINTRUST SPORTS COMPLEX. This plan is specifically written with tornados in mind, but other types of severe weather may require similar action on the part of the Arena Incident Command Staff.

### Tornado Watches

Tornadoes within 3 miles/20 minutes

Winds of 35 mph or greater/20 minutes

Severe Thunderstorm Watches

Hail of 1 inch or greater/20 minutes

Any Ice/2-4 hours

Snow 2 inches or greater/2-4 hours

### Non-Event working day

Upon being notified of severe weather within the metro area, the MOD will issue an all-employee email notifying all employees of the impending storm. At this time, the Incident Command structure will be implemented.

Upon the issuance of a Tornado Warning within our polygon area, Incident Command will issue Shelter-in-place. Administration staff will be notified of any updates.

Employees will shelter-in-place in the employee break room (Operations Hallway) and the Thunder Locker room. All employees will remain in place until “ALL CLEAR,” is given.

### Event working day

The MOD will monitor weather reports from the Storm Prediction Center in the days leading up to the event. Once a severe weather potential has been identified Administration/Event Staff will be notified.

MOD will work directly with private metrology staff to determine specific weather details for event time(s). Upon Watches/Warnings being issued for County, Administration/Event Staff will be notified, and Incident Command structure will be implemented.

Weather briefings will take place between the Incident Command staff and Team Members as needed. Information will be disseminated by MOD to staff.

## **Tornado Warning Issued (Staff Procedures)**

Event Staff assigned to Lobbies A, B, C – usher guests into the service level (Entrance B service level along the walls to administration entrance) or into the bowl to shelter-in-place and encourage them to remain there until “ALL CLEAR,” is given.

Event Staff assigned to Bowl/Floor – Shelter-in-place and encourage guests to remain in their seats until “ALL CLEAR,” is given.

Event staff assigned to Suites/Loge/Club Seating –

Suites – usher guests out of the suites into the D5 stairwell and encourage them to remain there until the “ALL CLEAR,” is given.

## **Public Announcements**

### **Public Announcement A (moving all guests into the bowl)**

“Attention. Attention. Attention. MAY I HAVE YOUR ATTENTION PLEASE. We are experiencing severe weather. For your safety, please stay inside the main building area. Stay away from all glass, including the outside hallways and main lobbies. The event has been suspended, but we plan on resuming once conditions are safe. We will begin giving weather updates shortly, please listen carefully to the upcoming announcements. Thank you”

\*\*Repeat this announcement as needed

### **Public Announcement B (resuming event after moving all guests into bowl)**

“Attention. Attention. Attention. MAY I HAVE YOUR ATTENTION PLEASE. The severe weather has passed. We will resume the event momentarily. Thank you.”

\*\*Repeat this announcement as needed.

### **Public Announcement C (ending the event after moving all guests into bowl)**

“Attention. Attention. Attention. MAY I HAVE YOUR ATTENTION PLEASE. Due to current weather conditions, we will not be able to continue the event this evening.

### **Public Announcement D (concert ends, and severe weather is serious enough for patrons to be in danger if they leave the building)**

“Attention. Attention. Attention. MAY I HAVE YOUR ATTENTION PLEASE. We are experiencing severe weather OUTSIDE. For your safety, please move inside the main building area IMMEDIATELY. Stay away from all glass, including the outside hallways and main lobbies. We will begin giving weather updates shortly, so please pay attention to the upcoming announcements. Once conditions are safe, we will direct you to the nearest exits.

## **RAIN/SEVERE THUNDERSTORMS/HEAVY RAIN**

During most rain, events action will not be necessary. Our MOD will monitor the weather throughout the day. If rain will be happening throughout the event, we will inform guest services to put out plastic umbrella bags to help with the spread of wet surfaces. We will also place wet floor signs around the entrances to help inform our guests of the potential for slick flooring. Operations will also place door mats at all entrances.

In instances where there is lightning or heavy rain/wind that makes it unsafe for guests to stay outside we will work with our clients on event days to open the building in advance to create shelter for guests, or we will postpone the doors opening until after the severe weather event.

### **Rain/Windstorm Preparations**

Certain preparations should be taken before large rain/windstorms to avoid damage to the venue or even injury to personnel and patrons. Listed below are specific Rain/Windstorm preparations recommended by SFC and its venues.

- Clean off any debris around roof drains to ensure clear flow
- If parapet drains are located around roof perimeter, confirm they are also clear
- Confirm that all parking lot\loading dock\driveway area storm drain grates are clear of any debris
- Open cell cooling towers are likely to overflow their pans. Confirm that overflow drains are clear
- Remove any banners that are attached to building if you think wind may damage them or rip them off
- Relocate or tie down any loose equipment that is stored outside. This may include trash receptacles which can be moved inside for duration of the storm
- Operate building HVAC system such that there is positive building pressure in the facility. This will minimize water ingress.
- Confirm that floor scrubbing equipment, flashlights, radios, cell phones, are all fully charged pre-storm
- If the building has an emergency generator, get fuel topped off prior to storm arrival
- Purchase or confirm operation of a small sump pump with enough discharge hose to drain any barrel that is needed to catch potential roof leaks
- Have 4 to 6 barrels/buckets available to deal with roof leak issues. If more practical, have tarp (s) available to divert leakage away from sensitive equipment. (Or do both to have some flexibility)
- Confirm that scissor lift/boom lift is fully charged or fueled in case needed to deal with leak issues.
- If catering company or tenants have equipment stored outside, have them remove or relocate to minimize any potential damage to the building by it blowing around.

## **LIGHTNING**

If there is lightning in the area, then there is no place safe outside. It is our responsibility to help direct our guests indoors. The MOD will monitor the weather and inform staff if there is the potential for lightning in the area. If it is determined that we have lightning approaching on an event day we will work with our client to create a safe environment for all guests. If possible, we will open doors early to allow any guests waiting outside to enter the facility. If this is not possible, we will have messaging to ask guests to not line up outside and return to their vehicles until it is safe.

We will have constant communication for the client to work on delaying or opening doors at a different time to move the push at doors away from the potential lightning threat. It will be our goal to not have guests waiting in line outside during any lightning storms.

## SEVERE HEAT

We will go into severe heat response if the heat index is going to be 100 degrees. There will be the highest risk when guests or staff are outside for prolonged periods of time.

**Staff:** For staff working outside in extreme heat we will do the following:

- We will provide water for staff to take to their deployments.
- Ten by ten tents, golf carts and other ways to create a shady area will be used to limit sun exposure.
- Staff will be given more frequent breaks
- Dress code will be relaxed to be able to wear clothing that will protect them from the heat.
- Supervisors will check on staff more frequently to help prevent and look for heat related illnesses

**Guests:** For guests waiting outside in extreme heat we will do the following:

- We will provide water jugs outside for guests to stay hydrated.
- Staff will monitor the crowd to check for heat related illnesses.
- We will encourage guests not to line up outside or go to areas of the building with shade.
- If management deems it necessary based on the event EMS will be brought in early to help react to any heat related illnesses.

### Heat Related Illnesses:

**Heat Cramps** - Muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are often the first signal that the body is having trouble with the heat.

If these symptoms are observed:

- Get the person to a cooler location and remove excess clothing.
- Give cool sports drinks. Do not give liquids with caffeine or alcohol. Discontinue liquids if victim is nauseated.
- Seek medical attention if: the cramps do not subside in an hour, the victim has heart problems, or is on a low-sodium diet

**Heat exhaustion:** Typically occurs when people exercise heavily or work in a hot, humid weather place where body fluids are lost through heavy sweating. Symptoms include heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headaches, nausea, fainting. If not treated, the victim's condition will worsen.

If these symptoms are observed:

- Move victim to air-conditioned place and lie down. Loosen or remove clothing.
- Cool the victim by placing them in a cool shower or bath, or by applying cool, wet cloths.
- Give sips of water or cool sports drinks containing salt and sugar. Do not give liquids with caffeine or alcohol. Discontinue liquids if victim is nauseated.
- Seek immediate medical attention if there is no improvement, the victim is unable to take fluids, vomiting occurs, or any symptoms are severe.

**Heat stroke** is a life-threatening condition. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly. Symptoms include extremely high body temperature above 103°F, hot dry red skin, rapid strong pulse, headache, dizziness, nausea, confusion, unconsciousness.

If these symptoms are observed:

- Call 911 or emergency medical services or get the victim to a hospital immediately. Delay can be fatal.
- Until the emergency medical personnel arrive on scene or during transport to the hospital, move the person to a cooler location, cool by removing clothing, bath, sponging, applying a cold wet sheet.
- Do not give the victim fluids to drink.

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If these symptoms are observed:

- Call 911 or emergency medical services or get the victim to a hospital immediately. Delay can be fatal.
- Until the emergency medical personnel arrive on scene or during transport to the hospital, move the person to a cooler location, cool by removing clothing, bath, sponging, applying a cold wet sheet.
- Do not give the victim fluids to drink.

## **FLOODING**

Flooding can be caused by multiple reasons. Many are due to weather events, such as heavy rain or waterway overflow. It can also be caused inside of facilities due to toilets overflowing, water main breaks or clogged drains.

### **Flooding outside the facility:**

If there is a potential of flooding outside the facility, we will work with management and any clients in the building to have a plan of action. In some cases, the threat could be severe enough to call for a cancellation or postponement of the event. We will follow the same structure of severe weather as already explained in this document.

### **Flooding inside the facility:**

If anyone sees or hears suspicious water in the building, they should immediately contact the security MOD. MOD will immediately contact engineering to help mitigate and diagnose the cause of the flooding. Engineering/Operations will determine the course of action to help remedy the situation. Management will help to determine if any events need to be postponed due to building damage or flooding cleanup.

## Basic Safety Tips

- Turn Around, Don't Drown!®
- Avoid walking or driving through flood waters.
- Do not drive over bridges that are over fast-moving floodwaters. Floodwaters can scour foundation material from around the footings and make the bridge unstable.
- Just 6 inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- If there is a chance of flash flooding, move immediately to higher ground.
- If floodwaters rise around your car but the water is not moving, abandon the car and move to higher ground. Do not leave the car and enter moving water.
- Avoid camping or parking along streams, rivers, and creeks during heavy rainfall. These areas can flood quickly and with little warning.

## HEAVY SNOW

In the case of heavy snow, the General Manager will decide if it is still possible for staff to come to the building. Security will monitor the weather and help to keep everyone apprised of the situation. If an event is in the building the GM, MOD, and client will decide on cancelling the event, postponing, or moving forward.

- Drive only if it is necessary. If you must drive, keep your supervisor informed of your schedule and route. Supervisors should contact all employees with any changes in work schedule.
- Operations will oversee clearing sidewalks and parking lots.
- Employees should walk carefully on snowy, icy, walkways.
- If you must go outside, wear several layers of loose-fitting, lightweight, warm clothing rather than one layer of heavy clothing.

## FACILITY LOCKDOWN

**Emergency Facility Lockdown:** In the case of an emergency where it is deemed by Security that the facility should lock down the following will occur:

Security MOD is notified of the emergency or monitors the suspicious activity through surveillance.

Law Enforcement and GM/MOD is notified of the emergency.

All exterior doors/gates are locked, and outside access will be denied.

All employees are informed through the text alert system and email.

Employees will remain in the building until given all clear by Security

## BOMB THREAT

If a telephone bomb threat is received during a non-event day, immediately notify the General Manager and the Security Manager or their designee(s) by radio or cell phone. The Security Manager or his/her designee will become the Incident Commander and will inform 911 of the threat. The SEMP Team that is available will be directed to meet at the MOD for instructions. The SEMP Team will also notify their employees to assist in the search if available and meet at the MOD.

## BOMB THREAT EVALUATION

The receptionist and all other persons who answer published telephone numbers shall be briefed on the procedures for handling bomb threats. Bomb threat checklist forms will be distributed to all employees and kept available for use.

### Definitions

**Bomb:** An explosive device fused to detonate under specified conditions; explosive and incendiary by type.

**Threat:** An indication of something impending, an expression to inflict evil, injury or damage.

**Search:** To look on, in and around furniture, chairs, closets, drawers, etc.

### **The Most Common Reason for Making a Bomb Threat are:**

The caller wants to create an atmosphere of anxiety and panic, which will, in turn result in a disruption of normal activities at WINTRUST SPORTS COMPLEX.

The caller has definite knowledge of the bomb and wishes to minimize risk of injury to others.

### **Non-specific Threats:**

Non-specific threats are the most common type. The caller simply advises there is a bomb in the WINTRUST SPORTS COMPLEX.

### **Specific Threat:**

A specific threat is less common, but more likely to involve an actual explosive device. This type of threat usually provides information regarding the bomb, its placement, its construction, the rationale behind the attack, or the detonation time. The caller may also indicate knowledge of or about the physical layout of the site, particulars of WINTRUST SPORTS COMPLEX business, relay information about remote control switches, name an individual as a target or identify themselves as a representative of a terrorist organization. When a specific threat is received, serious thought should be given to the possibility of an actual explosive device

## BOMB SEARCH GUIDELINES NON-EVENT DAYS

Personnel familiar with WINTRUST SPORTS COMPLEX and its contents will conduct the bomb search. All search activities should be conducted with two-member teams (if enough personnel are present), under the direction of the Incident Commander.

**NOTE:** It is important to understand this is a bomb search plan and **NOT** a bomb disposal plan. **NOBODY** but a bomb disposal expert should ever touch a suspected bomb.

## GENERAL RESPONSE

After receiving a bomb threat an Incident Commander will be named by the General Manager (GM), or the Manager on Duty (MOD).

The department employees assigned to the search by the SEMP Team will be notified by radio to report to a safe location by the MOD. They will be given a Bomb Threat Checklist to complete upon their arrival along with flashlights (to be returned).

Each team will be assigned designated area(s) to search, following the Bomb Search Checklist. In addition to specific public and/or personnel work areas, all restrooms, concession stands, storage rooms, janitor closets, waste receptacles, fire extinguishers, stairways and hallways in each assigned area should be searched. Wintrust Sports Complex staff will be responsible for searching the facility as listed on their Bomb Search Checklist. Additional assignments may be necessary.

Search teams should be equipped with a flashlight which will be distributed by the MOD. When searching for a suspected bomb, look for any object that is out of place or doesn't belong in that area. While conducting the search, also be watchful of any suspicious acting person(s).

When conducting searches in view of the public, try to appear as calm as not to alert guests to what is occurring. Conduct your search under the pretext of an inventory of products or equipment repair. As the search of each area is completed, an "all-clear" report should be reported to the Security MOD. Unless instructed otherwise, all search personnel should return their paperwork to the Security MOD and see if additional help is needed such as in the bowl.

If a suspicious object or package is located, the search team should not touch, move, or jar it in any way. The removal or disarming of a bomb must be left to the experts.

Upon discovery of a suspicious object or package, one team member will secure the area, begin an orderly evacuation of the immediate area, and maintain a minimum distance of 300 feet from the object with a concrete barrier in between if possible. The other team members will notify the Incident Commander or Law Enforcement official on scene by use of a radio or cell phone.

If Law Enforcement is not on Scene, the Incident Commander will notify 911 a suspicious package was found. Security will lock down the building.

When the building is placed on lock down, the box office will place pre-printed signs in their lobby indicating temporarily closed. The administration office will also place a sign at the entrance indicating we are temporarily closed.

Never say "*Bomb*" or "*Bomb Threat*" over the radio. Use "**Code 26**"

Marketing will handle all media requests and coordinate with County Communications and Community Initiatives.

## **BOMB SEARCH GUIDELINES PRIOR TO EVENT DOORS**

Personnel familiar with WINTRUST SPORTS COMPLEX and its contents will conduct the bomb search. All search activities should be conducted with two-member teams (if enough personnel are present), under the direction of the Incident Commander.

**NOTE:** It is important to understand this is a bomb search plan and **NOT** a bomb disposal plan. **NO ONE** but a bomb disposal expert should ever touch a suspected bomb.

## **BOMB SEARCH GUIDELINES DURING EVENT**

Personnel familiar with WINTRUST SPORTS COMPLEX and its contents will conduct the bomb search. All search activities should be conducted with two-member teams under the direction of the Incident Commander.

**NOTE:** It is important to understand this is a bomb search plan and **NOT** a bomb disposal plan. **NOBODY** but a bomb disposal expert should ever touch a suspected bomb.

## **GENERAL RESPONSE**

After receiving a bomb threat an Incident Commander will be named by the General Manager, Assistant General Manager or the Manager on Duty.

The Incident Commander will notify the SEMP Team, Sheriff Supervisor, and City Police Bomb Squad if available to meet at the Sheriff's Office.

An assessment will be made to determine if the WINTRUST SPORTS COMPLEX Pre- event search has been conducted and an additional search needed.

The department employees assigned to the search by the ERT will be notified by radio to report to the Sheriff's Office. They will be given a Bomb Threat Checklist to complete upon their arrival along with flashlights (to be returned).

Each team will be assigned designated area(s) to search, following the Bomb Search Checklist. In addition to specific public and/or personnel work areas, all restrooms, concession stands, storage rooms, janitor closets, waste receptacles, fire extinguishers, stairways and hallways in each assigned area should be searched. Venue staff will be responsible for searching the facility as listed on their Bomb Search Checklist. Additional assignments may be necessary.

When searching for a suspected bomb, look for any object that is out of place or doesn't belong in that particular area. While conducting the search, also be watchful of any suspicious acting person(s). When conducting searches in view of the public, try to appear as calm and nonchalant as possible so as not to alert guests to what is occurring. Conduct your search under the pretext of an inventory of products or equipment repair.

As the search of each area is completed, an "all-clear" report should be reported to the Security MOD. Unless instructed otherwise, all search personnel should return their paperwork to the Security MOD and see if additional help is needed such as in the bowl.

If a suspicious object or package is located, the search team should not touch, move or jar it in any way. The removal or disarming of a bomb must be left to the experts.

Upon discovery of a suspicious object or package, one team member will secure the area, begin an orderly evacuation of the immediate area and maintain a minimum distance of 300 feet from the object with a concrete barrier in between if possible. The other team members will notify the Incident Commander or Law Enforcement official on scene by use of a radio or cell phone.

If Law Enforcement is not on Scene, the Incident Commander will notify 911 a suspicious package was found. The Security MOD will lock down the entire building. Upon their arrival they may take over command and the possibility of evacuation will be strong.

When the building is placed on lockdown, the box office will place pre- printed signs in their lobby indicating temporally closed.

The administration office will also place a sign at the entrance indicating we are temporally

## **BOMB SEARCH CHECKLIST**

Each department will be assigned a coordinator and a check list to search for the facility. Once the search is completed of each area, a determination will be made to call 911 or call all clear. Incident Command will make the call

## **UNATTENDED PACKAGES**

If you see an unintended package, you should first determine if it looks suspicious. If it looks to be hidden or obviously suspicious you should contact SEMP Team immediately.

In a scenario where it is a bag that is unattended, but not necessarily out of place, you should ask those around you if it is there bag. If no one claims it you should contact SEMP Team. SEMP Team will then notify the authorities, and you will follow the same procedures outlined in the bomb threat scenario above.

## **EVACUATION**

### **THE INCIDENT COMMANDER WILL MAKE ALL DECISIONS REGARDING AN EVACUATION OF GUESTS AND/OR EMPLOYEES.**

The decision to evacuate all or SHELTER –IN-PLACE of WINTRUST SPORTS COMPLEX will depend upon the nature of the emergency and the area affected. In general, the question that needs to be asked is:

*Given the circumstances (or potential circumstances), is the condition of the public improved or likely to improve by having them exiting WINTRUST SPORTS COMPLEX?*

Generally, there are no clear-cut criteria that can be used in deciding to evacuate WINTRUST SPORTS COMPLEX. However, the following should be considered:

- Loss of life or major injuries has occurred or are occurring
- Loss of life or major injuries is likely to occur, unless individuals are evacuated
- Property damage is likely to occur in areas where individuals are located

The evacuation process must take place with the working personnel on hand. Emergency personnel assignments may vary according to the number of personnel that are actually working at the start of the emergency.

## GENERAL RESPONSE

The Incident Commander will notify staff of the emergency situation and alert staff to prepare for either an evacuation, or Shelter-in-place. All management staff will monitor the radio for further instructions.

Ticket Takers will be instructed to clear all obstructions from the entrances and open all exit doors.

Door guards, custodial staff and, if needed, ushers will open all exit doors and make sure area is clear for an evacuation.

When WINTRUST SPORTS COMPLEX has been prepared for an evacuation; an announcement will be made instructing guests to exit WINTRUST SPORTS COMPLEX. If possible, the highest- ranking member of management should make this announcement in full view of the guests.

Once the announcement has been read, all ushers should position themselves to assist guests in the evacuation. Door guards and custodial staff will also assist at the exits. When necessary, special assistance will be provided to guests with disabilities.

All guests on the floor/risers/lower/upper level seating will exit WINTRUST SPORTS COMPLEX by walking out to the concourse and going down the stairs located at **Stairway A1** (SW corner), **Stairway B2** (West side), **Stairway B3** (NW corner), **Stairway C4** (NE corner) and **Stairway D5** (SE corner) of WINTRUST SPORTS COMPLEX. All guests should be directed to the concourse level in order to reach the stairs. The decision to use ground level doors for floor level guests will be made by the Incident Commander.

**The elevators should not be used in an evacuation during a fire alarm.** During other evacuations, guest with disabilities may be escorted in the elevators by Guests Services, Sheriff's Officers, T-Shirt security and other Venue employees. During a fire alarm, Guests Services, Sheriff's Officers, T-Shirt security and other Venue employees will assist guests with disabilities down the Stairways to the ground level doors.

Once WINTRUST SPORTS COMPLEX has been evacuated, a sweep will be conducted, and the EOC will be notified with an "**ALL CLEAR**". At that time, all staff and non- SEMP Team personnel should also evacuate WINTRUST SPORTS COMPLEX and report to the designated outside assembly area (Bus Transit Center), so that whereabouts may be established. Once outside WINTRUST SPORTS COMPLEX, **DO NOT RE- ENTER THE BUILDING** for any reason, until approved by the appropriate authorities.

All staff will meet at the Bus Transit Center.

Staff will be accounted for by their respective manager, using staffing lists. Once staff is accounted for, they will be re-assigned to assist with crowd control.

Staff assistance related to crowd control will consist of keeping guests at least 300' from emergency services, directing guests to their vehicles if the area around WINTRUST SPORTS COMPLEX is to be cleared and giving information to guests once directed by the Incident Commander. Other duties may be assigned depending on the severity of the situation.

Under no circumstances should staff release information or answer questions relating to the reason for the evacuation. The General Manager, Assistant General Manager or the Director of Sales and Marketing will release all information.

**BOMB THREAT TELEPHONE LOG**

**BOMB THREAT**

If you receive a call stating there has been a bomb placed in or around the building or there will be, it is important to take all calls seriously. Obtain as much information as possible while trying to keep the caller on the line. While speaking to the caller, try to gather information by answering questions like the following:

Callers exact wording:

- 
- Where is the bomb going to explode? \_\_\_\_\_
  - Where is it right now? \_\_\_\_\_
  - What kind of a bomb is it? \_\_\_\_\_
  - What does it look like? \_\_\_\_\_
  - What will cause it to explode? \_\_\_\_\_
  - What is your name? \_\_\_\_\_
  - Where are you? \_\_\_\_\_
  - Why did you do this? \_\_\_\_\_

Phone number receiving call: \_\_\_\_\_ Length of call: \_\_\_\_\_  
Time of call \_\_\_\_\_ Date of call: \_\_\_\_\_ Callers Sex: \_\_\_ Age: \_\_\_ Accent: \_\_\_\_\_

Callers Voice (check all that applies):

|  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Angry          | <input type="checkbox"/> Excited        | <input type="checkbox"/> Slow            |
| <input type="checkbox"/> Rapid           | <input type="checkbox"/> Soft           | <input type="checkbox"/> Normal         | <input type="checkbox"/> Distant         |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Nasal          | <input type="checkbox"/> Stutter        | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Disguised Voice |
| <input type="checkbox"/> Foreign         | <input type="checkbox"/> Familiar       | <input type="checkbox"/> Other _____    |  |

Background Noise (check all that applies):

|                                 |                                |                                    |  |
|---------------------------------|--------------------------------|------------------------------------|--|
| <input type="checkbox"/> Street | <input type="checkbox"/> Music | <input type="checkbox"/> Airplanes | <input type="checkbox"/> House (Dishes, TV, etc) |
|---------------------------------|--------------------------------|------------------------------------|--|

PA System  
 Office Machinery  
 Voic  
 es  
 Factory Machinery  Animal Noise  Static  
 Clear  Other \_\_\_\_\_  
 Local Call  Long Distance

Well Spoken  
 Taped Message  
 Message Read  
 Other  
 Language (check all that applies):  
 Irrational  Incoherent  
 ul  Fo

Message taken by (print): \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_

- When the caller hangs up, notify the Manager on Duty of the situation.
- **DO NOT** pass this information on to anyone who does not need to know.
- **DO NOT** hang up the phone after the call has ended.

## HAZARDOUS MATERIAL INCIDENT

Hazardous materials are defined as any solid, liquid or contained gaseous material that may cause serious problems (such as personal injury, death and or pollution of land, air or water) if handled improperly. Federal and state public health and environmental safety laws currently regulate materials considered hazardous.

Depending on the size and location of the hazardous material incident and the direction the hazardous material may be blowing, either evacuation or sheltering could be used. The incident could be a transportation accident, explosion, fire or release of toxic materials, causing environmental contamination and injury or loss of life to persons coming in contact with or inhaling the material.

Notification of a hazardous material incident occurring off-site that may affect WINTRUST SPORTS COMPLEX will be received from local government agencies.

If anyone has reported to them, or personally observes, any hazardous material incident that occurs **on-site**, the Security MOD and local government agencies should be immediately notified. These individuals should remain available to the Fire Department to answer questions on what they saw.

## GENERAL RESPONSE

The Incident Commander will notify the **911** with the following information:

- The nature of the incident.
- Location and area affected.
- Name of the material(s) released, if known, and quantity.
- Injuries and/or property damage.
- All Security MOD decisions will be based upon recommendations made by the City Fire Department.
- If conditions warrant, protective sheltering (Shelter in place) and/or evacuation may be initiated. If an evacuation is initiated, individuals from the affected areas must be quarantined in a location separate from unaffected individuals until they can be questioned, decontaminated or released.
- If protective sheltering (Shelter in place) is warranted, the Security MOD will notify emergency personnel to close and lock all doors, turn off the ventilation system and notify all guests and workers to remain indoors until it is safe to go outside.

## TRAIN ACCIDENT

In the event of a train derailment/accident with a subsequent hazardous materials release into the atmosphere, the Incident Commander will determine the emergency level and appropriate response. Security will communicate with staff through the text alert system, email and over the radio.

If anyone sees a train derailment contact Wintrust Sports Complex SEMP Team immediately. They will call 911 to dispatch the proper authorities.

**Level One:** Minor derailment with no, or small, release of non-hazardous material. No or minor risk to WINTRUST SPORTS COMPLEX. No evacuation necessary. All staff or guests will need to be directed away from the accident.

**Level Two:** A derailment causes a major explosion, fire or chemical release affecting WINTRUST SPORTS COMPLEX.

Incident Commander or Local Authorities will make the determination on if an evacuation or lockdown will take place.

If there is a chemical release:

- Security will lock all doors.
- Engineering will turn off all ventilation including furnaces, air conditioners, vents, and fans.
- Seek Shelter in an interior room. This would be the employee break- room by operations, or the Thunder Locker Room.
- Seal the room with duct tape and plastic sheeting.
- 

If it is deemed necessary to evacuate the building:

- All individuals are to evacuate WINTRUST SPORTS COMPLEX. It is important to not go out the east side of the building due to the proximity of the railroad. All guests and staff should be directed out of the west side of the building.
- Move away from the threat by moving upwind of the incident. Try not to inhale gases, fumes or smoke. Be aware of wind direction.
- If you are in a vehicle, close all windows and turn off car heater/air conditioner fans that could allow hazardous fumes to vent into the vehicle.
- Whether on foot or in a vehicle you should well away from the incident before stopping.
- Once you are in a safe location, you should immediately notify your supervisor so that they can account for your whereabouts.
- See Evacuation section for more information on evacuations.

## **MASS DISASTER**

Mass disaster can include facility damage, numerous injuries and/or deaths, and a high level of confusion and hysteria. Such an occurrence might be caused by weather conditions, accidental structural collapse, and fires or by human accident or design. As a result, local government agencies, medical units and volunteers, along with all working personnel are needed to effectively handle the situation. Triage areas, along with additional disaster service locations, will be established in key areas throughout WINTRUST SPORTS COMPLEX to accommodate guests as well as employees.

## **ASSUMPTIONS**

Tornadoes, floods, blizzards and other kinds of natural disasters can affect WINTRUST SPORTS COMPLEX. Major accidents such as plane crashes; explosions and accidental releases of hazardous materials (see the section on Hazardous Materials) are occurrences that could affect WINTRUST SPORTS COMPLEX.

Civil disturbance and other forms of public disorder can affect WINTRUST SPORTS COMPLEX

If it is a natural or technological emergency or disaster situation, the fire department typically would be the lead agency.

If a civil disturbance or threat condition the County sheriff's Department would be the lead agency.

If the emergency or disaster is in combination of hazards and threats, a unified command consisting of both agencies as lead may occur.

If a biological attack is determined, the health department may also become part of the unified command.

## **GENERAL RESPONSE**

Notification and direction for a mass disaster affecting WINTRUST SPORTS COMPLEX will come through the EOC. The Incident Commander will immediately activate the EOC.

County Sheriff's Office is notified.

The EOC will instruct all working personnel to assume their preplanned emergency assignments.  
The EOC will call other personnel as needed.  
Triage areas will be set up as needed.

## **ROBBERY**

### **GENERAL RESPONSE**

In the Event of a Robbery:

- Always remember that your safety, the safety of co-workers, and that of guests is the most important consideration in a robbery and that cash can always be replaced. Therefore, take no action that will jeopardize personal safety. Don't argue with the suspect or try to stop him/her
- Consider any firearms displayed by the suspect(s) to be loaded
- Try to remain calm and do exactly what is demanded by the suspect(s)

During a robbery:

- Observe all physical characteristics of the robbery suspect:
- Facial characteristics, complexion, hair
- Clothing worn, head to foot
- Speech, mannerisms
- Scars, deformities
- Suspects(s)'s method(s) of operation
- Note method/direction of travel and description/license plate of vehicle used
- Describe type of weapons used if any were displayed.
- If more than one suspect is involved, study the nearest one. Don't try to observe all suspects in detail. Do not stare at suspects, this might alert suspect to your actions

After the Robbery

The ability of the police to arrest the robbery suspect is largely dependent on how quickly they are notified. You should:

- Call 911 immediately
- Notify Security MOD personnel: 440-9033
- Lock all doors to the premises to prevent the suspect(s) from returning if confronted by Law Enforcement
- Ask witnesses to the robbery to stay inside the premises until the police arrive
- Do not discuss suspect description(s) or actions with other witnesses
- Note and protect any evidence left by the suspect(s)

## **ACTIVE SHOOTER**

**Definition: ACTIVE SHOOTER** - *“An individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms”*

### **SECURE IMMEDIATE AREA**

If you can evacuate – **Run!**

- Quickly determine the most reasonable way to protect your own life
- Guests are likely to follow the lead of employees - If there is a safe path to get out of the building - **go!**
- Have an escape route and plan in mind

- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape

If you must stay in the building – **Hide!**

- Lock and barricade doors if possible
- Do not restrict your options for movement
- If your area cannot be secured see if you can safely move to an area that can be secured
- Turn off lights
- Close blinds/Block windows
- Turn off radios/Silence cell phones
- Get on the floor and away from windows and doors
- Keep yourself and others calm, quiet, and out of sight.
- Take adequate cover or protection; i.e., concrete walls, thick desks, filing cabinets (cover may protect you from bullets)

As a last resort, and only when your life is in imminent danger, attempt to incapacitate the active shooter -

**FIGHT!**

- Acting as aggressively as possible against him/her
- Throwing items, improvising weapons
- Yelling
- Commit to your actions
- Backup anyone taking action against a shooter, piling on, attack as a united front

**CONTACT AUTHORITIES**

Call 911

If you cannot speak, leave the line open and allow the 911 dispatcher to listen

Only after calling 911, and if possible, call Security at 9033

**REPORT TO AUTHORITIES**

Your specific location: building and office, including the floor you are on

Number and location of assailants, shooters' identification (if known), including gender, physical features, clothing description, and other information such as weapon type, separate gunfire, explosions, etc.

Number and type of injuries; number of people at your specific location

**POINTS TO CONSIDER**

Attempt to rescue people only if it can be accomplished without further endangering self or others

The safety of the masses is more important than the safety of the few

If you decide to flee because you are in the open and cannot find a safe place or because you decide it is safer to flee:

Have an escape route and plan in mind (see attached photos)

Do not carry anything with you

## **LAW ENFORCEMENT RESPONSE**

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

Law Enforcement officers will bypass you to search for the shooter and stop the killing

Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment

Officers may be armed with rifles, shotguns, handguns

Officers may shout commands, may push individuals to the ground for their safety

### **How to react when law enforcement arrives:**

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
- If you are wounded or with someone who is wounded, wait for rescue teams to aid you and others
- Remain calm, and follow officers' instructions
- Wait for an "all clear" signal or message to emerge from a secure area
- Do not go home until law enforcement authorities have instructed you to do so

## **CIVIL DISTURBANCE**

WINTRUST SPORTS COMPLEX does have defined protest zones. These are in front of the circle drive, the grassy area by Entrance B and the grassy area between Lot 4 and the 13 spaces on the north wall. Authorities or SMG Security will ask groups to congregate in this area if demonstrating.

Civil disturbances include riots, demonstrations, threatening individuals or assemblies that have become disruptive.

If you observe such disturbances:

- Call the Security MOD who will dial 911, if necessary.
- Do not provoke or become part of the disturbance
- Secure your work area, log off computers and secure sensitive files
- Remain inside and away from doors and windows if the disturbance is outside.

If you are confronted by angry, belligerent, or violent individuals, use the following steps when communicating with them.

- Remain calm
- Be courteous and confident
- Allow the opportunity for the person to express their feelings and concerns
- Listen respectfully and objectively

- Alert SCC immediately if a threat exists
- Notify your supervisor as soon as you are able
- Do not corner or crowd the hostile individual
- Do not attempt to touch the individual
- Do not blame anyone
- Do not “blow off” the hostile individual

Remember that most demonstrations or protests are peaceful. If you feel unsafe, stay away from the situation and alert security as soon as possible.

## **FOOD BORNE**

If you receive a complaint, complete the Foodborne Illness Complaint Report in the SEMP Communications Plan. PLEASE NOTE: Fill out a separate complaint form for each complainant's call.

- Remain polite and concerned during conversation.
  - Get as much pertinent information as possible without excessive pressure.
  - Don't argue, but don't admit or deny liability. For example:
  - Do Say: I'm am sorry you're are not feeling well.
  - Do Not Say: I'm sorry our food made you sick.
  - Let the person tell the story. Don't introduce symptoms.
  - Don't diagnose or play doctor.
  - Thank the person for their time and cooperation. Let them know you will respond.
  - Isolate product in question.
  - Refrigerate any remaining product in question. Store separately and clearly label “Do Not Use.”
- 
- Retrieve any original packaging if possible for manufacturer information, batch number, etc.
  - First contact the facility's General Manager, then:
  - Contact Account Executive
  - Contact Risk Management, Bruce Rector
  - Forward the Foodborne Illness Complaint Report and Form C to corporate.
  - Evaluate the complaint.
  - Examine report for consistency.
  - Did complainant eat all or part of suspect food? Severity and duration of illness is often related.
  - How many other people were served, or portions sold of suspect food?
  - Were there any other complaints?
  - Respond to complaint.
  - Review food production process and make corrections as needed.
  - Decide whether the complaint is valid.
  - If it is determined to be an unrelated incident, decide if any good will should be extended.
  - If complaint is valid, obtain outside help for the rest of investigation as needed. Consult with your Regional Manager to determine the appropriate parties to contact : Local Health Department Corporate Attorney, Risk Management Insurance Agent City Officials
  - File complaint report for future reference.
  - Follow all SFC guidelines for communications with media regarding the crisis or complaint.

## EARTHQUAKE

### During An Earthquake

#### If you are inside a building:

- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground (before the earthquake drops you!)
- Cover your head and neck with your arms to protect yourself from falling debris.
- If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
- If no sturdy shelter is nearby, crawl away from windows, next to an interior wall. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- In a stadium or theater: Stay at your seat or drop to the floor between rows and protect your head and neck with your arms. Don't try to leave until the shaking is over.
- Then walk out slowly watching for anything that could fall in the aftershocks.
- If getting safely to the floor to take cover won't be possible:
- If getting safely to the floor will be difficult, actions before an earthquake to secure or remove items that can fall or become projectiles should be a priority to create spaces.
- Identify an away from windows and objects that could fall on you. The Earthquake Country Alliance advises getting as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels, bend over, and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available.

#### If you are in a moving vehicle when you feel the shaking:

- It is difficult to control a vehicle during the shaking. If you are in a moving vehicle:
- stop as quickly and safely as possible and stay in the vehicle.
- Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped.
- Avoid roads, bridges, or ramps that the earthquake may have damaged.

#### After an Earthquake

When the shaking stops, look around. If the building is damaged and there is a clear path to safety, leave the building and go to an open space away from damaged areas.

- If you are trapped, do not move about or kick up dust.
- If you have a cell phone with you, use it to call or text for help.
- Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.
- Once safe, monitor messages sent by SCC, local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- Check for injuries and provide assistance if you have training. Assist with rescues if you can do so safely.

Use extreme caution during post-disaster clean-up of buildings and around debris. Do not attempt to remove heavy debris by yourself. Wear protective clothing, including a long-sleeved shirt, long pants, work gloves, and sturdy, thick-soled shoes during clean-up. Do not do any clean up until given the go ahead by emergency

responders.

Be prepared to “Drop, Cover, and Hold on” in the likely event of aftershocks.

## **STRUCTURAL COLLAPSE**

A structural collapse could occur because of construction catastrophes, earthquakes, fire, terrorism, or severe weather. In any instance where a structural collapse is apparent, we will immediately go into an evacuation of the facility and follow evacuation procedures.

If there is damage to the building, or the potential of a collapse, call SMG Security if you are able.

Wintrust Sports Complex, if still functional, or staff will immediately call 911.

A full evacuation of the building will take place based on WINTRUST SPORTS COMPLEX evacuation procedures.

Staff will be accounted for at our meet up location by the bus depot.

Our Insurance provider will be contacted by SFC Legal.

No one will reenter the building until given the okay by local authorities or an engineer.

## **LOST CHILD**

**Prevention:** To help minimize the number of lost children, WINTRUST SPORTS COMPLEX has instituted Tag-a Tot. This program is administered by the Guest Experience Department.

Signing up is simple:

Stop by any arena entrance when you arrive to an event.

Visit website to complete an online form and bring with you at the next event.

After signing up, the child will be given a numbered wristband which will coincide with the information on your form. This information will be always kept confidential and will be used only to locate a child that has been separated from their parent/guardian.

The following information is required:

- Child’s Name
- Parent / Guardian Name
- Phone Number During The event
- Seat Location

**Lost Child at Event:** If a guest comes up to you at an event and informs you that there is a lost child you should do the following:

Get a description of the child (name, clothing, race, height, age, location they were last seen etc.). Never leave the guest who is looking for the child.

Immediately call security with this information.

Security will do an all call to inform all staff of a lost child. A Sherriff’s Officer will be dispatched to help with the situation.

All available staff will help to locate the child.

Once the child is found, they will be brought to the location of the adult looking. Security will do another all call

to call of the search.  
If the child is not found the proper authorities will be contacted.

## **WATER SUPPLY**

### **What to do in a water emergency**

There might be times in an emergency where it is necessary to stop water service to the arena. This could be due to a burst pipe or contamination in the water system. The following procedures explain the necessary steps to turn off the water system. If you come across a water emergency call Security Command Immediately. If an engineer is onsite they will call them to handle the situation. If they are offsite and security determines the water needs to be shut off they will follow the below steps.

Water Shutoff (Wet sprinkler and Domestic Water) – Both of these systems are fed off the same service from the city and split outside the building in the water shutoff vault. This is where we would want to shut off the water to isolate us from the city water supply completely. Each individual service can be isolated inside the building at its respective shut off valve, but the fire sprinkler system has piping inside the building that could potential leak and cause damage unless the shutoff in the water vault was used. For Emergency procedures, this is where we would want to shut off city water service. In the photo below, the manhole on the right of the photo is for domestic water and the manhole on the left is for the Fire sprinkler system. The valves can be shut off using a 12” adjustable wrench once the manhole cover has been removed.

Domestic Water shut off inside the building – The domestic water shutoff inside the building is located in the, **intentionally left blank**, of the chiller room, behind chiller #1. Pictured below.

Fire Sprinkler System shut down – The fire sprinkler system **MUST** be shut down electrically **BEFORE** shutting off its water supply. Failure to do so will result in damage to the fire pump! The photo below shows the Fire Sprinkler control cabinet. The lever on the right (Emergency Generator Power) must be turned off first. The levers are labeled and must be operated in their proper order.

Fire Sprinkler system main water shutoff – The photo below shows the main water shutoff for the fire sprinkler system. Both the valve and the control panel are located in, **intentionally left blank**.

## **NATURAL GAS PIPELINES**

WINTRUST SPORTS COMPLEX is fed with natural gas. If a gas leak is detected, or another gas emergency please call SMG Security. They will inform engineering, or if engineering is offsite the below instructions shows how to turn off the gas service to the building.

Natural Gas Shutoff – To shut off our natural gas service to the building, the valve is located outside of the building. A 12 inch to 24-inch adjustable wrench can be used to operate the valve. In the photo below, the valve is on the left about midway up the pipe.

## **PROPANE EXPLOSIONS**

All propane is stored in the loading dock compound secured in a storage cage. Propane will only be brought out of the storage area when it is in use.

It is unlikely that a propane tank would explode, but a leak could be dangerous to those around it.

Please follow the following procedures if you suspect a leak or see/hear an explosion:

- Immediately notify SEMP Team. If necessary, they will dial 911.

- Engineering/Operations will be notified and will call the propane company if necessary.
- If it is safe to do so, turn off the gas to the propane tank.
- Evacuate away from the loading dock area in case of an explosion.
- Do not return to the area until we are given the “all clear” by operations, local authorities, or the propane company.

## ELECTRICITY/UTILITY/POWER FAILURE

### Electricity

Westar Electric feeds us two circuits from their sub-station. One of their circuits feeds 3 quads (B, C, and D) of our building and the other circuit feeds 1 quad (A). Each quad has a main switch that can be opened to shut down power to the building. We have to do this by quad. We do not have the capability to throw one switch and kill power to the entire building. That can only be accomplished by contacting the electric companies Distribution center via our Customer Representative. Currently investigating if we could have a direct number to this center in cases of severe emergencies.

The procedure to open the switches is simply to press the red button on the switch with an O on it that says “Push to open”.

In case of a power failure on either circuit by electric company at WINTRUST SPORTS COMPLEX, there is a generator that will power limited resources for the building. The generator will power enough emergency lighting for egress. If you are in the bowl, for instance, and we lose power to quad A’s feed, then the sports lights and most concourse lighting in quad A would go out while all the quartz lights in the bowl would come up to 100% and lighting in quad A concourses would be minimum lighting. Enough for guests to find their way to an exit.

The Generator takes 4 seconds from a loss of power for it to start. It’s a near instantaneous switch from normal power to emergency power.

The generator does not support any office resources, such as computers or air conditioning except for the server room. There is a split system installed in the server room so the servers are air conditioned by generator power. A portion of the security cameras are on generator power and some of the monitors in the security office.

On a full tank of fuel, the generator will provide power for 48 hours.

## TERRORISM

**Weapons of Mass Destruction:** Nuclear explosions can cause significant damage and casualties from blast, heat, and radiation but we can keep our guests/staff safe by knowing what to do and being prepared if it occurs.

A nuclear weapon is a device that uses a nuclear reaction to create an explosion.

Nuclear devices range from a small portable device carried by an individual to a weapon carried by a missile.

A nuclear explosion may occur with or without a few minutes warning.

Fallout is most dangerous in the first few hours after the detonation when it is giving off the highest levels of radiation. It takes time for fallout to arrive back to ground level, often more than 15 minutes for areas outside of the immediate blast damage zones. This is enough time for you to be able to prevent significant radiation exposure by following these simple steps:

## GET INSIDE

Get inside the nearest building to avoid radiation. Brick or concrete are best.

Remove contaminated clothing and wipe off or wash unprotected skin if you were outside after the fallout arrived.

Go to the rooms on the interior of the event level. Stay away from the outer walls and roof.

## STAY INSIDE

Stay inside for 24 hours unless local authorities provide other instructions.

Family should stay where they are inside. Reunite later to avoid exposure to dangerous radiation.

## STAY TUNED

Tune into any media available for official information such as when it is safe to exit and where you should go.

Battery operated and hand crank radios will function after a nuclear detonation.

Cell phone, text messaging, television, and internet services may be disrupted or unavailable.

## HOW TO STAY SAFE IN THE EVENT OF A NUCLEAR EXPLOSION

### What to do NOW:

#### Prepare

- Identify shelter locations. This will typically be the Thunder Locker Room of the Employee Break Room in the Operations hallway.
- While commuting, identify appropriate shelters to seek in the event of a detonation.
- Outdoor areas, vehicles, mobile homes do NOT provide adequate shelter. Look for basements or the center of large multistory buildings.
- Make sure you have an Emergency Supply Kit for places you frequent and might have to stay for 24 hours. It should include bottled water, packaged foods, emergency medicines, a hand-crank or battery-powered radio to get information in case power is out, a flashlight, and extra batteries for essential items. If possible, store supplies for three or more days.

### What to do DURING:

#### Survive

- If warned of an imminent attack, immediately get inside the nearest building and move away from windows. This will help provide protection from the blast, heat, and radiation of the detonation.
- If you are outdoors when a detonation occurs take cover from the blast behind anything that might offer protection. Lie face down to protect exposed skin from the heat and flying debris. If you are in a vehicle, stop safely, and duck down within the vehicle.
- After the shock wave passes, get inside the nearest, best shelter location for protection from potential fallout. You will have 10 minutes or more to find an adequate shelter.
- Be inside before the fallout arrives. The highest outdoor radiation levels from fallout occur immediately after the fallout arrives and then decrease with time.
- Stay tuned for updated instructions from emergency response officials. If advised to evacuate, listen for information about routes, shelters, and procedures.
- If you have evacuated, do not return until you are told it is safe to do so by local officials.

### What to do after:

#### Be Safe

- Immediately after you are inside shelter, if you may have been outside after the fallout arrived:
- Remove your outer layer of contaminated clothing to remove fallout and radiation from your body.
- Take a shower or wash with soap and water to remove fallout from any skin or hair that was not covered. If you cannot wash or shower, use a wipe or clean wet cloth to wipe any skin or hair that was not covered.
- It is safe to eat or drink packaged food items or items that were inside a building. Do not consume food or liquids that were outdoors uncovered and may be contaminated by fallout.

- If you are sick or injured, listen for instructions on how and where to get medical attention when authorities tell you it is safe to exit.

## **ACCIDENTAL/INTENTIONAL RELEASE (CHEMICAL, BIOLOGICAL AND RADIOLOGICAL)**

If there is a chemical, biological or radiological release outside the facility we will follow lockdown procedures to keep the spill from

- Immediately contact SMG Security if there is suspicion of an accidental release.
- Define the impacted area and immediately evacuate the building, if possible.
- If you are unable to evacuate then we will go into lockdown in the facility.
- SMG Staff will not be involved in responding to the accidental release. Authorities will respond to the emergency.
- If it is a chemical spill outside of the facility it will be determined if it is okay to evacuate for Incident Command and local authorities.
- **After a Chemical Emergency**
- Do not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so.
- A person affected by a chemical agent requires immediate medical attention from a professional. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others.

### **Decontamination guidelines are as follows:**

- Use extreme caution when helping others who have been exposed to chemical agents.
- Remove all clothing and other items in contact with the body.
- Cut off clothing normally removed over the head to avoid contact with the eyes, nose and mouth.
- Put contaminated clothing and items into a plastic bag and seal it.
- Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate them and then rinse and dry.
- Wash hands with soap and water.
- Flush eyes with water.
- Gently wash face and hair with soap and water before thoroughly rinsing with water.
- Proceed to a medical facility for screening and professional treatment.

### **During a Radiological Dispersion Device (RDD) Event (Dirty Bomb)**

While the explosive blast will be immediately obvious, the presence of radiation will not be known until trained personnel with specialized equipment are on the scene.

If the explosion or radiological release occurs inside, get out immediately and seek safe shelter. Otherwise, if you are:

#### **Outdoors**

- Seek shelter indoors immediately in the nearest undamaged building.
- If appropriate shelter is not available, cover your nose and mouth and move as rapidly as is safe upwind, away from the location of the explosive blast. Then, seek appropriate shelter as soon as possible.
- Listen for official instructions and follow directions.

## Indoors

- If you have time, turn off ventilation and heating systems, close windows, vents, exhaust fans, and clothes dryer vents.
- Seek shelter immediately, preferably underground or in an interior room of a building, placing as much distance and dense shielding as possible between you and the outdoors where the radioactive material may be.
- Seal windows and external doors that do not fit snugly with duct tape to reduce infiltration of radioactive particles. Plastic sheeting will not provide shielding from radioactivity nor from blast effects of a nearby explosion.
- Listen for official instructions and follow directions.

## After a Radiological Dispersion Device (RDD) Event

After finding safe shelter, those who may have been exposed to radioactive material should decontaminate themselves. To do this, remove and bag your clothing (and isolate the bag away from you and others), and shower thoroughly with soap and water. Seek medical attention after officials indicate it is safe to leave shelter. Contamination from an RDD event could affect a wide area, depending on the amount of conventional explosives used, the quantity and type of radioactive material released, and meteorological conditions.

Follow these additional guidelines after an RDD event:

Continue monitoring messages from Security MOD, whether you have evacuated or sheltered-in-place. Do not return to or visit an RDD incident location for any reason.

## During a Biological Threat

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine exactly what the illness is, how it should be treated, and who is in danger.

Follow these guidelines during a biological threat:

- Watch TV, listen to the radio, or check the Internet for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed and where you should seek medical attention if you become ill.
- If you become aware of an unusual and suspicious substance, quickly get away.
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief or towel.

Depending on the situation, wear a face mask to reduce inhaling or spreading germs.

If you have been exposed to a biological agent, remove and bag your clothes and personal items.

Follow official instructions for disposal of contaminated items.

Wash yourself with soap and water and put on clean clothes.

Contact authorities and seek medical assistance. You may be advised to stay away from others or even quarantined.

If your symptoms match those described and you are in the group considered at risk, immediately seek emergency medical attention.

Follow instructions of doctors and other public health officials.

If the disease is contagious expect to receive medical evaluation and treatment.

For non-contagious diseases, expect to receive medical evaluation and treatment.

In a declared biological emergency or developing epidemic avoid crowds  
Wash your hands with soap and water frequently.  
Do not share food or utensils.

**After a Biological Threat**

Pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand.

The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

Visit the Centers for Disease Control and Prevention for a complete list of potential agents/diseases and appropriate treatments.