



Information & Resources **NATO SUMMIT**

Issue V

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More Than 100 Attend Open Security Meeting April 17

Insight on common protest tactics and crisis communications planning were among the topics addressed at an **Open Security Committee** meeting April 17 held at the Aon Center Auditorium.

The meeting continues efforts by **BOMA/Chicago** to help prepare members for any potential emergencies during the upcoming NATO Summit. More than 100 BOMA/Chicago members attended the morning event, which included presentations by four experts.

Below are bullet point highlights from each presentation. Special thanks to **Thomas Begg and Matt Amato of Jones Lang LaSalle** for hosting the meeting.

On March 20, a crowd of 450 **BOMA/Chicago** and **Greater North Michigan Avenue Association** members learned ways to prepare for the May 2-21 NATO Summit during four presentations. [Click here](#) to download a pdf report of highlights from that meeting.

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The Federal Perspective on the NATO Summit

Charles DuShane, Department of Homeland Security

- The three "R's" to a security plan are the basis to any security threat, including the NATO Summit: Readiness, Response and Recover.
- Preparing for the NATO Summit is a solid foundation for future security threats.
- The majority of protestors will be at McCormick Place and Museum Campus.
- Road closures will likely begin early Saturday morning and will conclude on Monday afternoon.
- There are currently no plans to block/fence the CBD/Financial District.
- The largest inconvenience for building owners and managers throughout the NATO Summit will be created by motorcades.
- Building owners and managers must make important operational decisions and should not change those decisions based on criticisms from media or protestors.



Crisis Communications for Building Owners & Managers

Nick Kalm, Reputation Partners

- Many different situations may arise during the **NATO Summit**, but it is the building owners/managers' responsibility to communicate to tenants, building staff, employees and potentially the media
- Poorly handled incidents can taint organizations and/or personal reputations for years, and lead to a loss of:
 - Tenants (current and perspective)
 - Employees (current and perspective)
 - Financing/pending deals
 - Credibility
- Best practice crisis communications includes:
 - **Preparation**
 - Consider the warning signs
 - Monitor NATO Summit coverage in local media, BOMA's NATO alerts, BOMA's NATO web page, agitators' blogs, subscribe to NotifyChicago and CP3, etc.
 - Heightened interest in your building by protestors/media
 - Unusual/suspicious activity around your building
 - Unusual activity by tenants/spike in tenants complaints
 - Identify vulnerabilities
 - Pinpoint potential communications breakdowns
 - Test security and life safety equipment
 - Review insurance coverage
 - Develop crisis communications plan
 - Identify and be prepared to communicate with all key stakeholders
 - Inform tenants what to expect from management
 - Establish crisis communications team
 - Train spokespeople
 - Create a bulleted list of talking points/key messages
 - Prepare crisis materials

Common Protest Tactics: Recognition & Response

Dave Beeman, Securitas

- The **Chicago Police Department** has a strong track record of working with protestors in a civil manner
 - Chicago is one of the only cities where police were able to avoid violent interaction with protestors during the Occupy Wall Street protests
 - CPD treats protestors as individuals, not mobs
- The protestors will likely be more of a nuisance than a true security threat
- There are three different types of protests:
 - **Traditional**
 - Some are permitted and some are not permitted
 - Protestors want to be seen and heard
 - Some protestors are designated "arrestables" and plan to be arrested
 - **Direct Action**
 - Focus on a specific company/public figure
 - Aggravate the private sector
 - Will record and edit videos to portray the protestors' point of view
 - **Black Bloc**
 - Believe the more damage they cause to a city, the less likely another city is to host a similar event
 - Small group of committed anarchists
 - May use a traditional protest to mask their efforts
 - Damage property using blunt tools such as hammers and bicycle "D" locks
- The three different types of protestors are:
 - **Leaders**
 - Professional agitators with a history of coordinating protests
 - **Observers**
 - Protest participants
 - Bystanders
 - **Recorders**
 - Media
 - Attorneys
- Be aware of protest warning signs, including:
 - **Sounds**
 - Drums, horns, megaphones, etc.
 - **Equipment**
 - Chains, bicycle "D" locks, etc.
 - **Clothing**
 - A large group of people that dress alike
 - Some may remove stickers from their clothing to affix to private property
 - **Visuals**
 - Signs, banners, etc.
 - Congregation of a large group of people
- Isolate the protestors by locking your building's door and/or elevator
- Implement crisis plan
 - Communicate with tenants, protestors, staff, police, and other stakeholders

- A fact sheet for your building
- Updated stakeholder (tenants, employees, building staff, etc.) contact lists
- Template press releases/holding statements
- Ensure your website can be easily updated
- Ensure all communications materials can be externally accessed
- **Execution**
 - Face crisis head-on
 - Implement crisis communications plan
 - Update messages/materials as appropriate
 - Issue statements
 - Become the preferred source of information
 - Be clear on what you can/can't talk about
 - Keep answers brief
- **Recovery**
 - Proactively communicate
 - Send emails to tenants, staff, employees, etc. asking if you can help in any way
 - Track effectiveness
 - Discuss with crisis communications team
 - Update crisis communications plan to reflect key learnings.

Major Event Planning: How Local Government Can Assist

Commander Neill Sullivan, CPD Retired

- Take a "**360 degree**" perspective when preparing life safety and emergency preparedness procedures
- The goal is that a protest event does not escalate into an issue
- Identify threats
 - Consider key locations and targets for protestors
 - Iconic buildings
 - Multinational companies' headquarters or locations
 - Financial district
 - Determine if a threat is possible or probable
 - Consider the scale of the protestor group
 - Look beyond demonstrators to larger-scale threats
- The private sector has representation with OEMC and other security initiatives/resources
- The majority (roughly 60 percent) of protestors are malleable and do not have a significant stake in the event
- Public transportation and bicycles are the most commonly used methods of transportation for protestors
- Attorneys work with protestors and will record the encounter if you violate any of their rights
- Ensure your building's radio system is up-to-date
- Possible incidents include:
 - Wedges - protestors blocking traffic intersections or highways
 - Using private property (rolling dumpsters or

- Avoid giving protestors an ultimatum
- Communicate in private
- Record all events and communications

- newspaper boxes) as weapons
- Cyber attacks
- Urban "flash mobs"

Reminder: Register for CP3 and Send Word Now

Here are two measures you can take to better prepare your property and team for the **NATO Summit**, as well as other emergencies.

FIMS Registration

Designate an authorized person to register your property with the City's **Facility Incident Management System (FIMS)** database to ensure that your critical contact information is available to first responders, and to receive up-to-date information from the City of Chicago. Access the system by using the [Chicago Public Private Partnership \(CP3\) portal](#). This database will maintain building and contact information for key personnel. It will also be used to issue access credentials to secured areas should they become necessary. Follow this procedure:

1. Designate the authorized person to enter data into the data. Only one person per building should be responsible. There is an expedited vetting process that BOMA/Chicago has worked out with the Chicago Police Department.
2. Review the [CP3 Data Entry Worksheet](#) to determine what information will be necessary to enter into the CP3 system. Gather the information and use the [CP3 Instructions](#) to register your critical information.

Send Word Now

Update the critical building contact information BOMA/Chicago's Send Word Now (SWN) system. BOMA/Chicago will use SWN to relay critical information and updates to each building's managers, security director, and engineer. To request a copy of the **SWN Data Update Form**, contact Ron Tabaczynski at rtabaczynski@bomachicago.org