

FIRE SAFETY AND EMERGENCY PROCEDURES *for* **Enterprise Square**



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Purpose of this Booklet

This booklet contains information regarding emergency situations, evacuations procedures, as well as the roles and responsibilities of building occupants during emergency situations.

All occupants of Enterprise Square should become familiar with their roles, responsibilities, and procedures contained in this booklet, as you will not have time to review it should an actual emergency arise.

The intent and purpose of these procedures are to offer our tenants a structured response to most situations that could occur in the building. There may be a situation where some improvisation may be necessary in which case common sense and sound judgment will be necessary.

Keep in mind that physical safety takes precedence over anything else.

Important Telephone Numbers

Emergency Service Numbers

Edmonton Police Services(EPS), Edmonton Fire Department(EFD), or Emergency Medical Services(EMS) - **(DIAL) 9-1-1**

Non-Emergency Service Numbers

Edmonton Police Services Non-Emergency Line (DIAL) - 780 - 423 - 4567

Edmonton Fire Department (DIAL) - 780 - 469 - 3800

Edmonton Medical Services (DIAL) - 780 - 442 - 0976

Poison Control Centre (DIAL) - 1 - 800 - 332 - 1414

Health Link (DIAL) - 8-1-1

City of Edmonton (DIAL) – 3-1-1

Security Numbers

24-7 Security Manager (DIAL) - 587 - 984 - 4385

24-7 Security Desk (DIAL) - 780 - 428 - 1541

BentallGreenOak Service Numbers

ClikFix Tenant Services (DIAL) - 1 - 866 - 254 - 5349

BGO Management Office (DIAL) - 780 - 990 - 7000

BGO Building Manager (DIAL) - 780 - 990 - 7004 & 780 - 446 - 5373

BGO Health & Safety (DIAL) - 780 - 990 - 7013

Introduction

BentallGreenOak Management places a priority on the safety of their tenants and we would be pleased to speak to you and your company about all emergency procedures of the building. Should you have any questions or concerns with respect to this manual or with respect to emergency planning in general, please contact the Building Manager (Erin White) at 7809907004

This manual outlines the procedures in case of an emergency. In particular, the manual highlights self-evacuation as the primary response to any alarm.

Do not let an emergency be the first time that you learn about safety equipment and the evacuation procedures. Know where your safety equipment is and how to use it.

As Occupants, familiarize yourself with the following:

- Location of the nearest fire alarm pull stations (FAPS)
- Location of the nearest emergency exits
- Fire extinguisher locations
- Help Stations
- Evacuation procedures
- All respective Floor Wardens

FIRES CAN OCCUR THROUGH ACTS OF COMMISION, OMMISION, AND EVEN EQUIPMENT FAILURE.

THE BUILDING AND ITS OCCUPANTS ARE SAFE IF THESE SYSTEMS ARE RESPECTED.

Life Safety Systems

Enterprise Square is designed to meet high standards of life safety, and includes such features as:

2.1 Elevators: During an alarm activation, the elevators touch pads will go blank, and the elevator will home to the main floor to ensure there are no elevator entrapments.

2.2 Sprinkler Systems: The entire building including the parkade is protected by ceiling mounted, heat activated, automatic sprinklers.

2.3 Heat & Smoke Detectors: The entire building is protected by heat & smoke detectors for early detection of potential fires.

2.4 Fire Extinguishers: There are fire extinguishers in every main hallway, emergency stairwell, and mechanical room. Individual Occupied Tenant spaces have extra extinguishers outside of the base building system. Please review your individual spaces to familiarize with these locations.

2.5 Smoke Exhaust: The Building is equipped with emergency exhaust fans which will quickly exhaust smoke from the building. Building HVAC Fan systems will shut down to prevent spread of smoke throughout the floors.

2.6 Electronic Help Stations:

2.6.1 Locations: Enterprise Square Parkade (east & west walls), Concourse lobby near LRT Entrance, Main Floor Washroom Hallway in 1-046, Top of East and West Escalators on the 2nd Floor, In the Emergency Stairwell landing in Stairwell on the 3rd Floor in hallway 3-127.

2.6.2 These Stations contact the Security Desk directly, and can be used for Security Assistance such as medical emergencies, Threats, etc.**2.7 Emergency Stairwells:** There are 8 emergency stairwells to manage traffic flow as well as 6 Stair wells with cross over sections in case debris has blocked a stairwell. In case of emergency ensure that the emergency doors stay closed as they will provide a measure of fire protection when closed.

2.8 Automatic Roll-Shutters (Concourse LRT & 102 St. Pedway): In case of an emergency alarm within the building both roll shutters will automatically close to ensure no one can enter the building during an emergency. In case of an emergency alarm each respective roll-shutter will automatically close to protect tenants from a potential fire, smoke hazards, or inadvertently entering an emergency in progress.

Safety Suggestions for All Tenants

General Hazards

- Do not block any emergency exits
- Keep all hallways, common areas, and corridors free of obstructing items at all times
- Ensure that all stairwell doors remain closed at all times
- Do not hang any objects or items from sprinkler heads or piping
- Smoking is a major cause of fires; many fire related incidents are connected to careless smoking practices. Enterprise Square is a non-smoking building. If you see anyone onsite smoking please report it to security immediately.
- Avoid accumulating large amounts of combustible materials such as paper and boxes in your premises. Materials such as boxes, etc. stored on shelves must have a clearance of 18" below and around sprinklers heads as per NFPA code 13.

Electrical Hazards

- Avoid using electric heaters or electronics/appliances that can cause combustion. A suitable option for electric heaters for example are "Cozy Leg" style warmers, if necessary, as they are designed to not cause combustion through proper use.
- Replace any electrical wiring that is defective, frayed, or cracked.
- All extension cords should be protected from physical damage and should never be run under mats or carpets.
- If a circuit breaker fails, discontinue using the device that caused the failure. Contact ClickFix Tenant Services at [1-866-254-5349](tel:1-866-254-5349) and inform them of the breaker failure.
- If power bars are required for workstations, each power bar should provide circuit protection.

Preparations for Emergency Evacuation

It is of the utmost importance to BentallGreenOak management and staff that all building occupants are safely evacuated from the building during an alarm response. To ensure this we believe that preparations must be made and reviewed multiple times a year in order to maintain a structured response to any situation that may occur in the building.

Working After Hours

Should any work after business hours or weekends, Your Supervisor and Security must be made aware of your presence. If you are ever working after hours, you must either sign in to the “After hours Log book” located at the security desk or email the Security at esqsecurity@bentallgreenoak.com. Another option is to call the Security Desk to report in at 780428-1541. Security will use these Check-ins to contact these Tenants to ensure they are safely evacuated from the building in the event of Emergency. Security will check on the Tenants Hourly

1) When you call

- provide Your name, exact location and telephone number for your workplace
- Emergency contact name and telephone number (optional)
- Your estimated time of departure
- contact security if there are any changes

2) When Working alone

- You must Notify your supervisor
- You Must Notify Security
- Sign in to the “After Hours Log book”
- provide Your name, exact location and telephone number for your workplace

3) Plan Ahead

- When possible, plan to work with a colleague or carry a cell phone.
- Close and lock doors after normal hours. Plan your emergency exits; know about safe places to go to in your workplace.
- Do you know the locations of Emergency Phones and telephones, and how to call Building Security if you need help?
- Think ahead about how you would respond to various situations if confronted by a suspicious person or if you receive an unwanted telephone call.

4) Preventive Workplace Actions

You can reduce the risk by being mindful of persons loitering near your workplace Notify Building Security (780-428-1541) immediately if you receive harassing or threatening telephone calls.

If you feel uncomfortable after a person enters your workplace Call building security (780-428-1541)

November 2021

Mock Emergency Drills

Ensure that twice per year, aside from fire drills, a walk-through of the evacuation process with your occupants - (This would include leaving your office and proceeding through an emergency exit to safety) This should be a planned event that is coordinated with building security.

As per fire code, BentallGreenOak will conduct an emergency fire drill twice per year. These are random and tracked to ensure any deficiencies are noted so they can be communicated directly back to the Fire Wardens.

Roles and Responsibilities

BentallGreenOak

It is the responsibility of all BentallGreenOak staff and management to ensure that the buildings life safety systems are maintained, fully operational, and up to date with safety inspections. To conduct these inspections, notification will be provided to the Tenants advising them of space entries and Fire Bell Testing/Ringing.

Tenants

It is the tenant's responsibility to maintain and know your life safety manual.

- Meet with all the Floor Wardens on your floor(s) a minimum of once every three months to review your evacuation plan.

Make certain that you always:

- Have enough Floor Wardens and alternates assigned to your area.
- Maintain accurate records of Floor Wardens and alternates.
- Outline specific responsibilities and roles for Floor Wardens. Have these written down in case an alternate is unfamiliar with their responsibilities, a laminated quick card listing their role is recommended.
- Have a current list of people who are mobility impaired or require extra assistance.
- Assign enough buddies to help people requiring extra assistance – (Minimum of two buddies)
- Keep areas surrounding fire alarm stations, fire extinguishers, and stairwell doors free of obstructions.
- Inspect Tenant Owned Fire Extinguishers once per month. Instruction can be provided by BentallGreenOak.

Floor Wardens

As a required safety precaution, each floor shall have a minimum of two (2) Floor wardens. A minimum of one (1) Floor Warden should be appointed from each tenant on a multi-tenant floor. For a single tenant floors, there should be a minimum of two (2) Floor Wardens appointed per floor. All Floor Wardens are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plans.

Day to Day, Roles and Responsibilities

- Check the floor area daily for faulty conditions such as propped open fire doors, exit or stairwell lights that are out, if firefighting equipment is inoperative or obstructed, or any other unsafe conditions.**
- Any problems or unsafe conditions should be reported to KlikFix Tenant Services at (1866254-5349)**
- To ensure that all people on the floor are aware of emergency evacuation procedures, in particular new staff members.**
- To be aware of any people on the floor who are mobility impaired and may require assistance, assign (2) personnel to each mobility restricted personnel and ensure a prearranged plan for mobility restricted evacuation is established.**
- To always ensure that a knowledgeable delegate is available in the absence of the Floor Warden.**
- Keep the Chief Warden (780-428-1541) aware of any permanent change in people designated as Floor Warden.**

November 2021

Individuals with Mobility Restrictions

Pre-planning is the responsibility of your company. It is the responsibility of anyone wishing or requiring assistance to identify themselves to their manager or Chief Floor Warden. Please inform Security of anyone who is mobility restricted so they can inform the Edmonton Fire Department once onsite.

A mobility-restricted person is anyone who requires assistance down the stairwells including, but not limited to, heart condition, broken limbs, sports injury or pregnancy, etc. This may be of a permanent or temporary nature.

Mobility-restricted individuals are not to self-evacuate. Instead, they are to assemble with their (2) pre-determined helpers, proceed to the mobility designated area on your respective floors, and await rescue from Emergency Response personnel.

(The mobility designated area is the elevator lobby for every respective floor)

Alarm Response Emergency Evacuation Procedures

When an emergency arises, the Floor Warden is in charge during normal working hours. The Security Guard is in charge whenever a Floor Warden is not available, pending the arrival of the Fire Department.

Roles and Responsibilities

BentallGreenOak

All BentallGreenOak staff respond to the main lobby to ensure sufficient staff to manage:

- Tenant movement through the lobby and to ensure that tenants are moving to the offsite muster point (Located in the top platform of the Bay/Enterprise LRT station).
- That the ground floor emergency exit doorways are kept clear for exit from emergency stairwells.
- To ensure that the building is in a ready and made safe condition prior to giving an “ALL CLEAR” to Security. Tenants and Guests cannot re-enter the Building until an “All Clear” is given by Security.

Tenants

It is each tenant’s responsibility to perform their role in the event of an emergency.

1. Terminate all telephone calls, close all file cabinets, desk drawers, etc.
2. Pick up your purse, wallet, keys and outdoor clothing. Ensure that you have safe footwear available to exit stairs and be prepared for all weather conditions.
3. Proceed to the nearest emergency fire exit. Press push bar for 15 seconds to unlocked emergency exit. (Do not be alarmed by the electronic tone when depressing the push bar)
4. Proceed down the emergency exit stairwell to the main floor. (All stairways lead to the concourse, please ensure that you evacuate on the Main Floor (Ground) Level Only.
5. Once at the main floor emergency exit, if available, pull the blue pull station down to release the maglock; on doors with a push bar, pull up on the push bar and push forward.
6. Exit the building and proceed to the pre-determined muster point (Located in the top platform of the Bay/Enterprise LRT station).
7. Wait for your Floor Warden or Security to give an “All Clear” before re-entering the Building.

1. Put on identifying red baseball cap and vest. Contact Security if you require more or for replacements.
2. Meet with all the designated Floor Wardens in your area to determine available resources and assign responsibilities, as necessary.
3. Make occupants aware of all emergency stairwell exits.
4. Assign mobility helpers to help people who are mobility impaired.
5. Direct all occupants to the nearest emergency exit with instructions to evacuate at the ground level.
6. Direct all mobility impaired people to the elevator lobby with two pre-selected helpers.
7. Check all offices and washrooms to ensure a complete evacuation.
8. Ensure that all doors are closed, in particular the emergency stairwell exit doors.
9. Leave the floor via the stairwell and promptly report to security at the 103 St. South entrance.
 - Is your floor completely evacuated?
 - Are any people left behind on your floor?

The Floor Warden may be assigned a crowd control or liaison role by building security. If not...

10. Join other occupants at the designated muster point (Located in the top platform of the Bay/Enterprise LRT station).
 - There will be a minimum of two (2) Floor Wardens per office in Enterprise Square (one main and one alternate)
 - It is the Floor Warden's responsibility to ensure that a knowledgeable designate is available in their absence.
 - The Floor Warden should be the last person to leave the floor. Do not remain on the floor for a person who refuses to evacuate. Should this occur, please notify Security.

Individuals with Mobility Restrictions

Alarm Response

1. Terminate all telephone calls, close all file cabinets in your premise, desk drawers, etc.,
2. Pick up your purse, wallet, keys and outdoor clothing. (Very important when it is cold)
Await the arrival of your (2) pre-determined helpers.
(Helpers should be informed and aware of their roles)
3. Proceed to the elevator lobby on your floor with your helpers

After Business Hours

All occupants working in the building outside of business hours should have checked in with security prior to starting work.

Alarm Response

1. Evacuate to the elevator lobby on your floor as listed above.
2. Call 9-1-1 to advise the Fire Department dispatch of your location and what floor you are on. If you do not have access to a phone, you may use the help stations to reach security.
3. Remain in the elevator lobby until advised of “All Clear” by security or are rescued by emergency response personnel.

If you signed into the “After Hours LogBook” but did not report to security, emergency response personnel will assume that you are still on the floor and require assistance to evacuate.

Shelter In Place

In an emergency, you may be told to “shelter in place,” a precautionary measure to keep you in a safe indoor location. You may be told to shelter in place during a large hazardous chemical release, to avoid violent crime, or when safe evacuation is not possible.

1. If you are instructed to shelter in place, Enter the nearest building, if you are not already indoors. Close and lock exterior doors and windows.
 - Turn off fans, heating and air conditioning systems
 - Stay near a working phone or internet device – but avoid using your phone unless necessary to minimize load on cellular networks, which are needed by emergency responders.
 - Monitor university social media and website for updates and instructions.
2. *Be prepared to shelter in place*
 - Spend a few moments evaluating your workplace, classroom, or other places you frequent; identify spots that could provide protection if needed

Parkade

DO NOT ATTEMPT TO REMOVE ANY VEHICLE FROM THE PARKADE DURING AN ALARM.

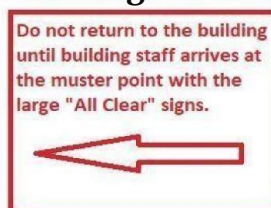
The obvious prime source of fire in the parkade is an automobile. The parkade is fully equipped with a sprinkler system; however, this may not be effective against a fire inside an automobile. It should be remembered at all times that the greatest danger from an automobile on fire is the explosion of gasoline and as the parkade is confined, smoke and/or the products of combustion constitute a great hazard.

All Clear

A number of steps need to be taken by building personnel after an alarm condition is resolved to prepare the building for normal operation. This includes resetting the alarm system and resetting the elevators.

Tenants will not be able to return until building personnel have taken these steps and provided the “all clear notification”.

- Tenants will be notified that the building is ready for occupation by a visual all clear indicator at the muster point (Located in the top platform of the Bay/Enterprise LRT station) and a PA announcement throughout the building.



Concourse



- Emergency Stairwells



- Emergency Exit Doors

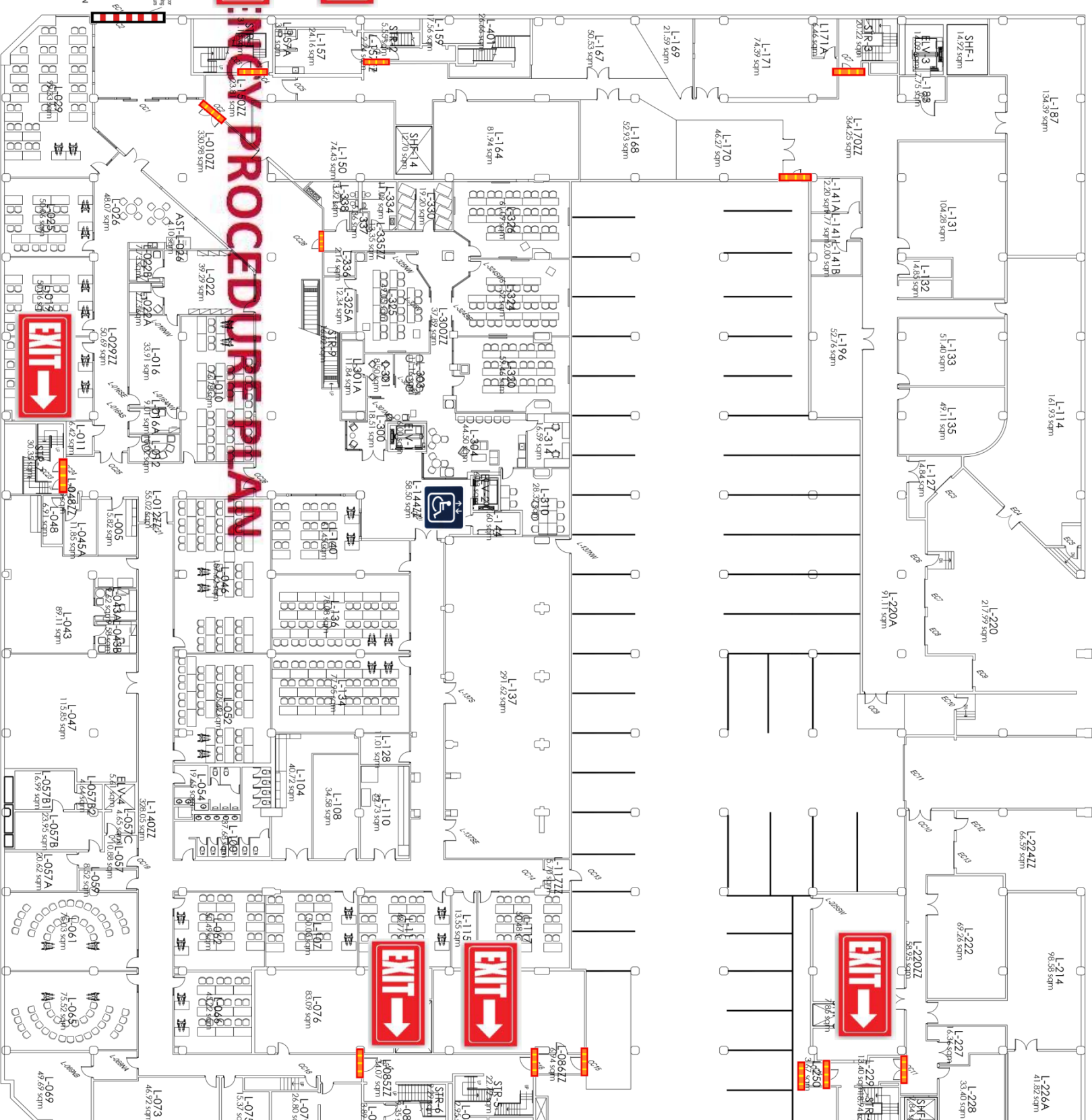
- Mobility Restriction

- Rescue Location

- Evacuation Routes

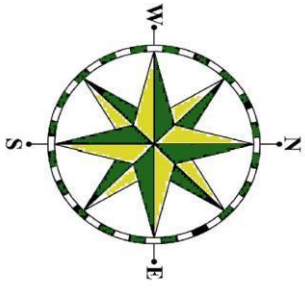


- Roll shutter, no exit (closes during alarm)



EMERGENCY PROCEDURE PLAN

MAIN FLOOR



- Emergency Exit Stairwells
- Emergency Exit Doors
- Mobility Restriction Rescue Location
- AED

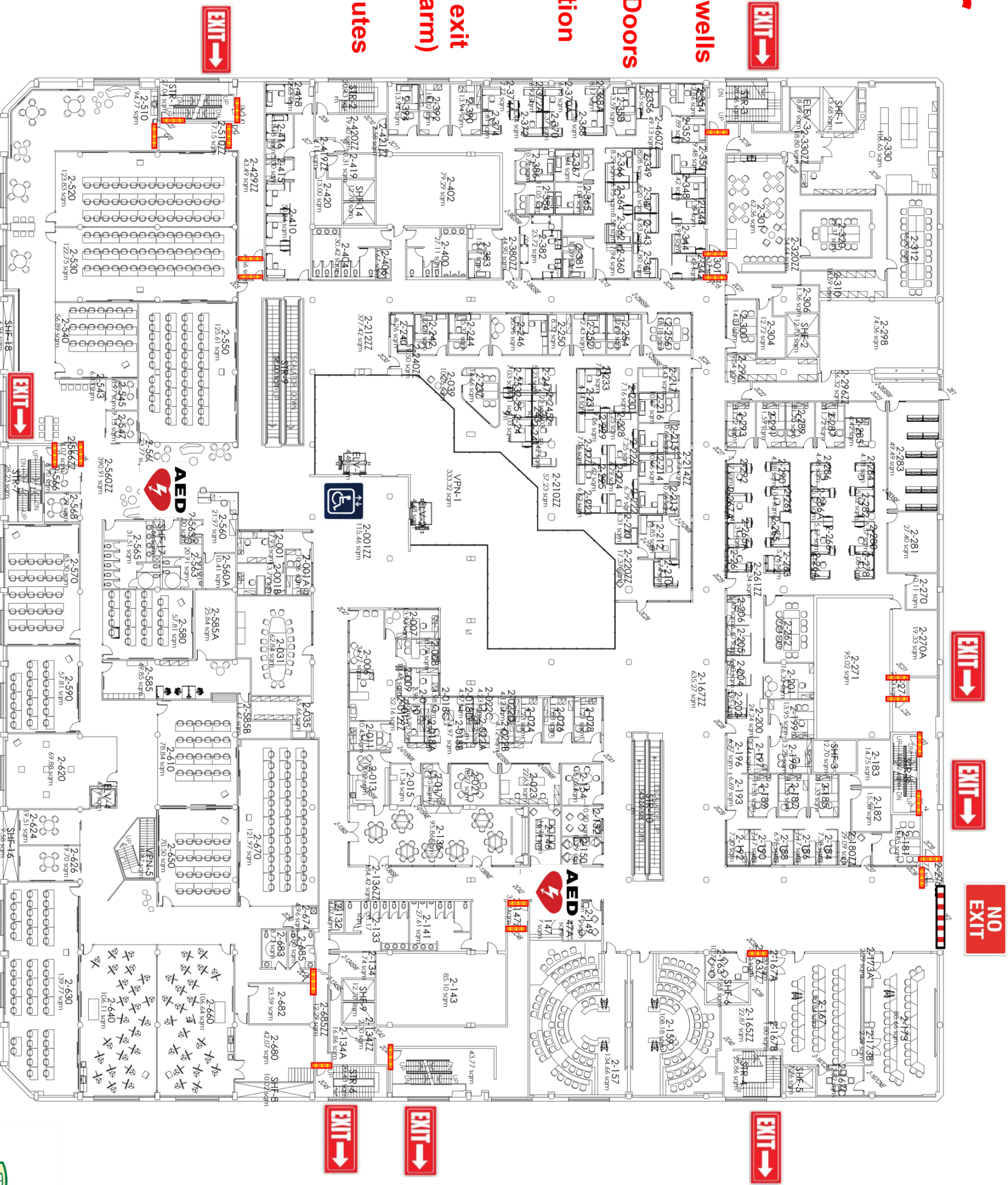


EMERGENCY PROCEDURE PLAN

2nd Floor



- Emergency Starriwells
- Emergency Exit Doors
- Mobility Restriction Rescue Location
- Roll shutter, no exit (closes during alarm)
- Evacuation Routes
- AED



EMERGENCY PROCEDURE PLAN

3rd Floor



- Emergency Stairwells



- Emergency Exit

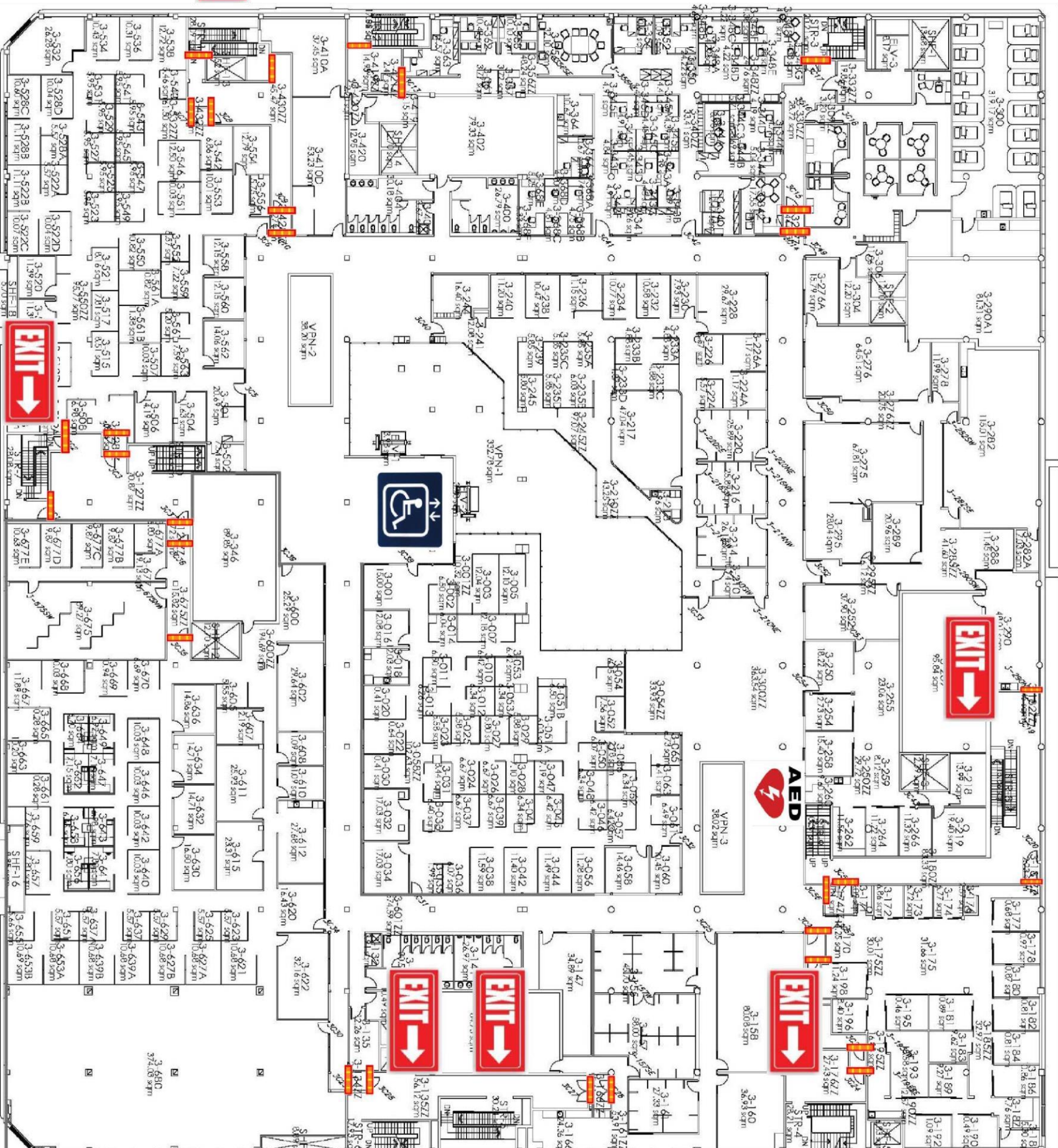
Doors



- Mobility Restriction
Rescue Location

- Evacuation Routes

- AED



EMERGENCY PROCEDURE PLAN

4th Floor

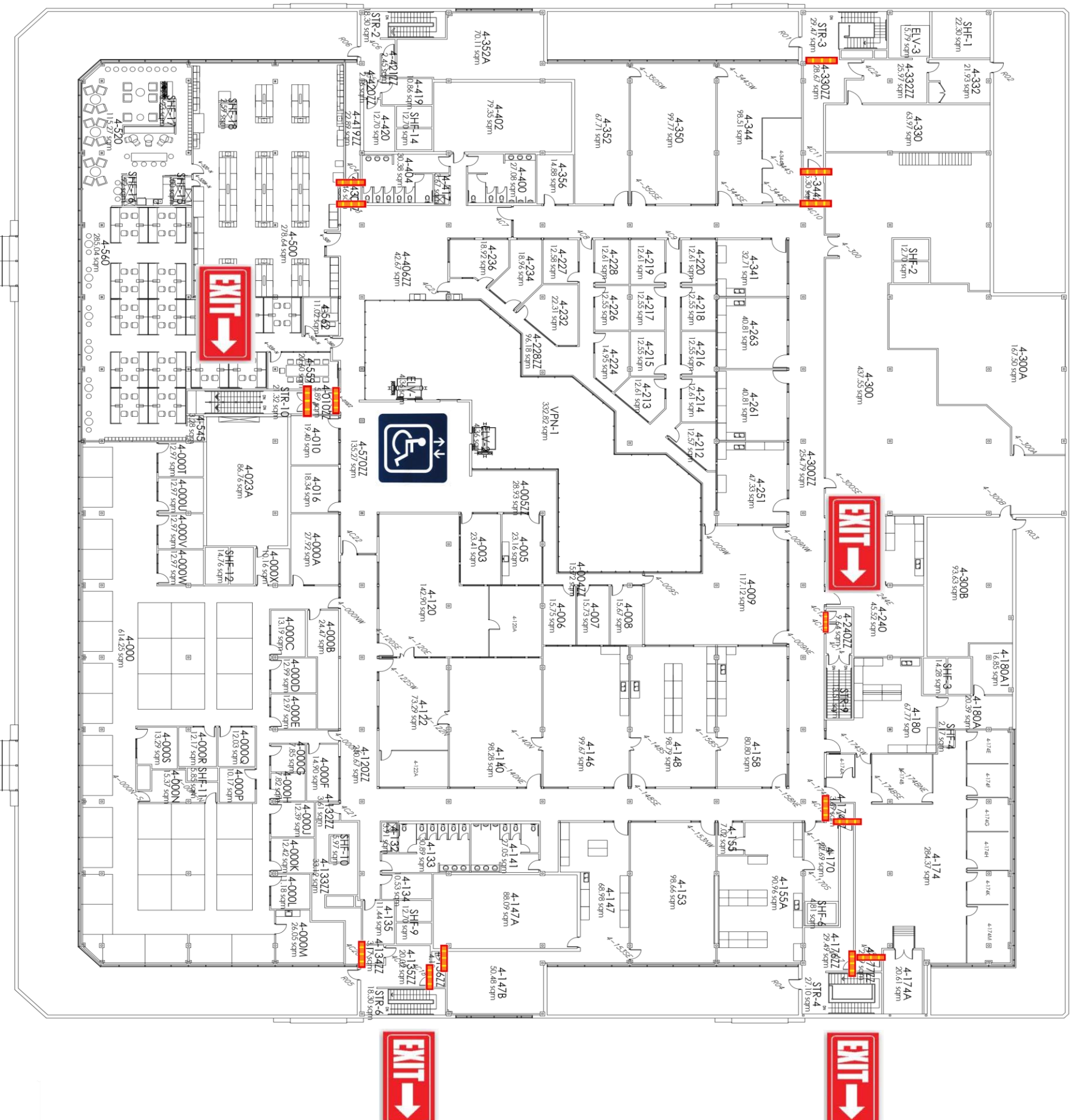


- Emergency Stairwells

- Emergency Exit Doors

- Mobility Restriction Rescue Location

- Evacuation Routes



EMERGENCY PROCEDURE PLAN

Medical Emergency Procedures

If someone is injured or becomes critically ill, follow these procedures to ensure the fastest response:

1. **Dial 9-1-1**
2. Report the injury or illness and request an ambulance. Give the dispatcher:
Address: 10230 Jasper Avenue – On Jasper Avenue between 102 and 103 Streets
3. Relay your name, telephone number, company name, and location of the emergency
4. **Call 780-428-1541 (24 Hours) Enterprise Square Security**
5. Advise that an ambulance has been called.
6. Relay your name, telephone number, company name and location of the emergency.

Enterprise Square Security will:

1. Dispatch security for immediate first aid/CPR/AED response
2. Secure a freight elevator
3. Meet the EMS on 103 Street North, 102 Street North, or Jasper Avenue
4. Direct EMS to the location of the medical emergency within the building
5. Render assistance, if qualified to do so

An Automated Electronic Defibrillator (AED) is available at the security desk and all security officers are trained in its use. Other locations of AEDs at Enterprise Square include 2-500 by Reception, 2nd floor south hallway by Northeast Escalators, 3rd floor by University of Calgary 3-250 Entrance

First Aid Kit Locations

1. **Enterprise Square Second Floor Office Area:**
 - Engaged Workforce Behind the pillar in 2-230
 - MACT kitchenette area (2-360)
 - Staff Lunchroom (2-301)
 - Duplicating and Mail Room (2-334)
2. **Second Floor Classroom area:**
 - Welcome/Reception Desk (2-500)
3. **Enterprise Square First Floor:**
 - Security Desk (1-003) includes AED
4. **Enterprise Square Concourse Level:**
 - Student Lounge in Red pod (L-026)
 - ELS Student Center (L-314)
 - ELS instructor room (L-043)

Power Failure Procedures

In the event of a Power failure:

- Turn off all electrical equipment. This will lessen the electrical load on circuits once the power is restored.
- Stand by for notification of the cause and duration of the power loss from Building Management. Building Management will then give occupants further instructions regarding the situation.

The building's life safety and emergency exit lighting are connected to an emergency generator that can provide power up to 24 hours.

Weather- Related Emergency Procedures (Incl. Tornado)

Report any suspected weather emergencies, including tornados, to building security. Follow the instructions of building personnel.

1. Power down all electrical equipment
2. Move critical belongings away from windows and secure in an enclosed room.
3. Get portable AM/FM radio, if available, and turn to local news station to monitor conditions
4. It is recommended that Tenants have available flashlights as a precaution.
5. If required to leave your area, use the stairwells and not the elevators.
6. If road conditions are such that it would be dangerous to travel, make arrangements to stay at a local hotel. If necessary, be prepared to ride out the storm in the building, at the discretion of building management.
7. Keep telephone conversations to a minimum when advising family of your location and intentions for dealing with the storm.
8. Maintain a safe distance from windows and any unsecured objects.
9. If the windows break or it becomes evident that they will break due to high wind velocities, proceed into a safe location within the building.
10. Protect yourself by taking cover in a stairwell or under a sturdy piece of furniture away from exterior walls, and hang on, protecting your head and neck.
11. Notify building personnel of any physical damage or personal injuries.

Should relocation within the building be required, follow the direction of building personnel.

Hazardous Materials Procedures

In the event of a spill or exposure to hazardous materials:

- **DIAL 9-1-1**
- Report the hazardous material release.

Give the dispatcher:

- Address: 10230 Jasper Avenue – On Jasper Avenue between 102 and 103 Streets
- Relay your name, telephone number, company name, and the location within the building.

Keep all nonessential people at a safe distance from the spill or exposed substance.

Contact building security at 780-428-1541 and advise them of the current situation.

Follow instructions of emergency responders or building personnel and if relocation within the building is required, follow the direction of building personnel.

Active Shooter Procedures

If you hear sounds that you suspect may be gunfire, act immediately following the “get out, hide, fight” response:

1. Get Out

- Quickly leave the area if it is safe to do so, leaving your belongings behind.
- Warn but do not wait for others.
- Once you are in a safe location, call 911

2. Hide

- If you cannot escape, get out of sight.
- Lock and block doors, turn out lights and silence your electronic devices.
- Hide under a desk or behind furniture or equipment.
- Stay silent and still and listen.
- If possible, call 911 Try to communicate silently: use text messaging, social media, or put a sign in a window.
- Stay in your hiding place until emergency responders arrive; they will guide you and help you.

3. Fight

- If you cannot escape or hide, fight. This is an extreme response and appropriate only when you are in immediate danger.
- Commit to your actions and behave as aggressively as you can.
- Use makeshift weapons such as furniture, backpacks, and fire extinguishers.

Violent Persons Procedures

If you are ever caught in a situation where an individual is agitated and threatens physical violence, your priority must be to remove yourself from the situation.

1. **Remain calm**
2. **Do not confront the violent person. Get away and go to a safe place**
3. **If possible, notify others in the area to leave the area if they can do so safely.**
4. **Report the event as soon as possible to 9-1-1 and to building security at 780-4281541**
 - **If your life is in imminent danger, only you can decide to take physical measures to protect yourself.**
 - **Wherever possible, keep the individual away from you and your colleagues by locking doors behind you and blocking them with furniture. Put distance and barrier between you and the assailant.**

Suspicious Behavior and Individuals

Those with Criminal intent often signal their intentions before committing a crime. By paying attention and reporting suspicious behavior you can help to reduce possible crime in Enterprise Square. If you see someone who you suspect shouldn't be in a space or in the building. Call building security at 780-428-1541 Or call emergency services 9-1-1

1. **Identifying suspicious behaviour**
 - **Attempting to open multiple doors or to enter restricted areas without authorization**
 - **Loitering around locked doors or near bike racks**
 - **Carrying valuable property at unusual times of the day while attempting to conceal It.**
 - **Acting bizarrely**
2. **If you witness suspicious behaviour**
 - **Remain at a safe distance. Do not confront the individual.**
 - **Call Building Security (780-428-1541)**
3. **If you are Confronted with a suspicious individual inside your space**
 - **Call building Security (780-428-1541)**
 - **Inform the individual they need to leave and are trespassing**
 - **Call 9-1-1 and stay on the line with the operator**

Suspicious Package Procedures

If you notice a suspicious pack inside of Enterprise Square, Please:

Notify Security at 780-428-1541 of:

- The location of package
- The reason you suspect the package
- The description of package

After notifying security:

- **Do not touch or attempt to open the package**
- Contact the Edmonton Police Service at 780-423-4567

Bomb Threat Procedures

When a bomb threat is received:

1. Listen carefully and remain calm
2. Do not interrupt the caller
3. Attempt to keep the caller talking
4. Obtain as much information as possible using the questions on the attached “Telephone Bomb Threat Checklist” form
5. Ask as many questions as possible on the checklist and take down the information
6. Do not hang up or disconnect your telephone, even after the caller hangs up.
7. Contact your immediate supervisor

Use another telephone line to:

1. Call 9-1-1 and report everything to the police
2. Call Enterprise Square Security at: 780-428-1541
3. Return to your desk. Wait for further instructions.
4. Remain calm and do not cause any panic by alarming anyone else. The police, security, maintenance and management personnel will be dispatched immediately to your area and they will decide what course of action is appropriate.

Should relocation within the building be required, follow the direction of building personnel.

BOMB THREAT TELEPHONE PROCEDURE

What time is the bomb going to explode?				
Where is the bomb?				
What does the bomb look like?				
Where are you calling from?				
Why have you placed the bomb?				
Will you tell me your name?				
Determine as much of the following information as possible:				
Sex	Male	Female	Approximate age?	
Accent	English	French	Other:	
Voice	Loud	Soft	Other:	
Speech	Fast	Slow	Other:	
Clarity of voice	Good	Nasal	Lisp:	Other:
Manner	Emotional	Calm	Vulgar	Other:
Background noises heard:				
Caller's voice was familiar?			Yes	No
Caller is familiar with area? Why?				
Personal details the caller revealed about his or herself?				