

SECURITY & LIFE SAFETY

Emergency Coordinators,
Assistant Coordinators &
Building Occupants
Life Safety Manual
At Royal Centre Building



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Section 1 - General Information

STAFF AND TENANT SERVICES CONTACTS AND NUMBERS

Brookfield Properties (Vancouver) Ltd.

219 - 1055 West Georgia St.,

Vancouver, B.C. V6E 3P3

Main Phone: (604) 689-1711 Fax: (604) 685-1294

Name	Title	Local	Direct Line	Cell; Blackberry
BISSETT, Vicki	Property Manager	800	604-602-4800	604-834-9744
SMITH, Dave	Manager, Operations	805	604-602-4805	604-841-8875
Brookfield Properties Tenant Services/Reception		604-689-1711		
Tenant Service Centre		310SERV (7378)		
Brookfield Properties Security (Paladin Security)		604-689-1711 (233)		
Concierge - Vancouver (by Eservus)		604-687-0744		
Emergency Phone No.		604-669-0233		
Standard Parking		604-602-9644; 604- 602-9669		
Elevator Company - Emergency Call Out		1-800-233-6847		
Site ID# T100322-01		Code FV 312212		
Fire System Monitoring - Emergency Call Out		604-232-2407		
		Code VF 8128		

<u>Other Important Numbers</u>	
Police, Fire or Ambulance	911
Vancouver City Police	911; 604-717-3321
Vancouver Fire Department	911; 604-665-6000
BC Ambulance Service	911; 604-872-5151
Client Service Manager, CSM, Dave Cook	Direct: 604-296-3105 Cellular: 604-418-9908
Paladin Security Group Ltd. - Main Office	604-677-8700
PSG Operations Centre	604-296-3105
Field Manager - Cellular	604-505-1562
Zone 1 Supervisor - Cellular	604-761-4046

Introduction

This manual will outline extensive procedures in case of an emergency

This manual will outline extensive procedures in case of an emergency. Regular meetings will be scheduled for Emergency Coordinators and their assistants, however should you have any questions or concerns with respect to this manual, please contact the Operations Manager who is in charge of the Building Security & Life Safety at 604-689-1711.

Royal Centre management office would like to ensure that safety of their tenants is a priority. As a required safety precaution, each floor shall have at least five Emergency Coordinators. A minimum of one Emergency Coordinator and one Assistant Coordinator should be appointed from each tenant. For a single tenanted floor, there should be two Emergency Coordinators appointed per floor. All Emergency Coordinators are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plans. Do not let an emergency be the first time you learn about safety equipment. Know where your safety equipment is and how to use it.

Studies have shown that total evacuation is not practical or generally necessary in high rise buildings due mainly to excessive evacuation times. Buildings of 120 feet (39.3 meters) in height use a system of partial evacuation. This means that only the occupants of the floor or floors involved in an emergency situation are evacuated immediately. The remainder of the building would be evacuated as quickly as conditions warrant. This will be accomplished by the use of the voice communication system wherein instructions will be given as necessary.

Total building evacuation is necessary only in the case of a serious Fire or Bomb Threat or other major emergency.

As Emergency Coordinators, please familiarize yourself with the following:

- **location of the nearest Fire Alarm Pull Stations (FAPS)**
- **alarm signals**
- **evacuation procedures**
- **emergency exits**
- **fire extinguisher locations**
- **all floor Emergency Coordinators**

We will be pleased to speak to you and your company personally about all emergency procedures of the building. Should you require further copies of this manual, please contact our office at 604-689-1711 or visit our website @ www.royalcentre.com.

Fire Alarm Pull Stations

There are a minimum of two (2) pull stations on each floor. They are located next to the stairwell doors on each floor. Become familiar with the pull stations on your floor.

Alarm Signals

There are two (2) alarm speeds. The first speed is twenty (20) beats per minute. The second is one hundred twenty (120) beats per minute. On the following pages are steps to follow in case either alarm starts to ring.

Evacuation Procedures

Maintain your evacuation plan. Meet with all the Emergency Coordinators on your floor once every four months to review your evacuation plan. Make certain that you always have:

- enough Emergency Coordinators and alternates assigned to your floor
- a specific quadrant assigned to each Emergency Coordinator and alternate
- a current list of people who need extra assistance
- enough buddies assigned to help people requiring extra assistance

Cardiac patients, disabled people, pregnant women, and persons with sports injuries are examples of people who may require assistance. Buddies and the person they will assist should agree beforehand on how they will evacuate down the stairwells if the need arises.

Safety Equipment

In an emergency we all need quick access to safety equipment. Keep the area surrounding fire alarm stations, fire extinguishers and stairwell doors free of obstructions.

Section 1 – General Information

OBJECTIVES OF THE PLAN

The main objectives for this plan are:

1. Preparation
2. Prevention
3. Training
4. Cooperation
5. Response

The plan will outline how to respond to the type of alarm heard over the building announcement system, whether to standby until further notice or evacuate. It will also define the duties and responsibilities of the building Emergency Response Team.

Because fire is an ever-present threat, the most effective fire prevention measures are those where all occupants maintain prevention through proper control of hazardous materials and other fire hazards in the building on a daily basis.

In addition, training on preparation, prevention and evacuation through Fire Drills and Orientation meetings will be conducted at least once a year to ensure that all building occupants are familiar with the plan. Additional training will be available upon request.

No Fire Alarm emergency will be overlooked as a nuisance or false alarm. They will all be treated as priority one, life-threatening alarm. There is a reason for the system to have been activated and until, such time, the Fire Department gives the All Clear to return to a normal status in the building, the alarm will continue. The value of the human life far exceeds assumption in any case of emergency.

If a fire does occur, the success or failure of the building Fire Safety Plan will depend on the building occupants. Therefore, factors such as complacency need to be removed immediately.

Other emergencies, such as earthquakes, medical and bomb threats, will also be addressed in this plan. Your co-operation to initiate this Plan and make it effective will assist Brookfield Properties in providing all our tenants with a safe and comfortable working environment.

Section 1 - General Information

LIFE SAFETY SYSTEMS - AN OVERVIEW

Mission Statement - to be a pre-eminent real estate company in North America, enhancing asset value for our customers, building strong relationships with our tenants, and fostering highly motivated and professional teams of employees who are relentless in their commitment to outstanding service.

As one of the largest owner/managers of office towers and shopping complexes throughout North America, we take pride in the standard of excellence and the level of service we dedicate to our tenants. We are committed to providing you with safe, comfortable and sophisticated surroundings.

ROYAL CENTRE

Royal Centre is a double - stairwelled, fully sprinklered office tower that has a life safety system in place to provide all our tenants with protection during an emergency. The Life Safety system consists of:

1. A computerized, state of the art, Fire Alarm System which is monitored on the main floor by a trained Security Officer and an off site monitoring company twenty four hours a day.
2. A complete sprinkler system on each floor.
3. Smoke and heat detectors on each floor, which, when activated will register on the Fire Panel and prompt the Security Officer to take corrective measures, immediately. In addition activating the Fire Alarm signals.
4. A public address system located within the Fire Panel that has speakers located throughout each floor of Royal Centre.
5. 2 Pull Stations and 2 Fire Extinguishers on each floor.
6. An Emergency Coordinator system on each floor.
7. The capability of bringing all elevators to the ground level.
8. Two separate emergency stairwells that run from the 37th floor to the main floor. Stairwells on each floor, Yellow, Blue for both High Rise and Low Rise.
9. Emergency Telephone on each floor elevator (lobby).

10. Automatic smoke removal from each floor via the return air dampers.
11. Emergency lighting throughout the building.
12. Signage in each elevator lobbies indicating evacuation procedures and routes.
13. The following floors are floors that can be re-entered should the stairwell being used become inaccessible. Cross-over floors: 35, 33, 28, 27, 22, 21, 20, 16, 11, 6, 5, 4, 3rd floor (south side) to mezzanine - low rise then switch to high-rise lobby yellow stairwell.

The Fire Alarm system consists of two stages, once an alarm is activated.

The "**Alert signal**" - **20 beats per minute** advises all occupants to standby and await further instructions.

The "**Evacuation signal**" - **120 beats per minute** advises all occupants to evacuate the floor immediately via the nearest stairwell. This signal will sound on the floor that is in alarm, the floor above and below that floor.

VOICE COMMUNICATION SYSTEM

This system consists of loudspeakers in the ceilings of each floor and exit stairwells which are connected to the Fire Panel in the main lobby of the tower. A specially designated telephone for the specific use of the floor Emergency Coordinator(s) is located in the elevator lobby of each floor and is connected directly to the Fire Panel.

Section 2 - Fire Safety Plan

ROYAL CENTRE EMERGENCY RESPONSE TEAM

The Emergency Response Team for Royal Centre consists of:

1. Building Staff - Security Officers, Engineers and the Office staff.
2. Emergency Coordinators and Assistants (formerly the Emergency Coordinators and Deputy Wardens) for each floor.

As a required safety precaution, each floor shall have at least two (2) Emergency Coordinators and four Assistants. In the case of a multi-tenant floor, each company shall have one Emergency Coordinator and two Assistants.

All Coordinators and Assistants are to be appointed by their respective companies and will be identified by wearing the red hard hats with the Royal Centre Safety Team logo on them.

Responsibilities of the Emergency Coordinator:

- Identify yourself as the Emergency Coordinator during an emergency by putting your red hard hat.
- Must be in complete charge of their floors for the safety of all persons (including visitors) during any emergency.
- Be authoritative and responsive.
- Must know the difference between the two alarm signals.
- Have a location on your floor where the Safety Team can briefly meet during the emergency.
- Must know the location of Pull Stations (by Blue & Yellow Exit Stairwells) and Fire Extinguishers.
- Appoint as many Assistants as possible, who will and can assume the Coordinator's duties during Coordinator's absence or required assistance during the Alarm.
- Appoint two (2) able bodied persons to each Physically Challenged occupant on your floor.
- Advise your floor of the pre-arranged meeting location. In this case it is the adjacent plaza of 1075 West Georgia Street.
- Know who the Physically Challenged are on your floor, keep a log and provide Security with a copy.
- Notify Security once an evacuation (if required) of your floor is complete.
- Notify Security of any problems encountered during the Alarm or Evacuation, after the building is back to normal status.

Responsibilities of Assistants:

- Assume the role of Emergency Coordinator in their absence.
- Assist the Emergency Coordinator during an alarm by either conducting a floor search or assisting with the evacuation.
- Assist with the evacuation of the Physically Challenged.
- Assist the Emergency Coordinator to ensure that all occupants on your floor comply with and know the Fire Safety Plan.

Section 2 - Fire Safety Plan

DUTIES OF THE EMERGENCY COORDINATOR (ECO) DURING AN ALARM

1. Upon hearing the Fire Alarm each Emergency Coordinator (ECO) will immediately cease work, wear his Red Hard Hat, identify themselves as the ECO and check their floor and stairwells for evidence of smoke or fire.
2. Each ECO is responsible to coordinate and facilitate the efficient and immediate assembling of all occupants (including visitors) on their floor for a possible evacuation.
3. With no evidence of smoke or fire, station one Assistant at each Exit Stairwell door.
4. Meet with all your Safety Team in a pre-arranged location on your floor.
5. Direct all able bodied occupants to assemble at the nearest Exit Stairwell and prepare for a possible evacuation.
6. Each ECO is responsible to insure that all offices, work stations, meeting rooms, closets, kitchens and washrooms on their floor have been vacated and that once vacated all doors have been closed and latched.
7. Each ECO is to ensure that two (2) able bodied persons are assigned to each physically challenged persons to help with their possible evacuation. (See procedures for "Evacuation Of Physically Challenged Persons") .
8. Once all the occupants of the floor have assembled at the Exit Stairwells, everyone must then wait quietly for instructions that will be given over the public address system. The Fire Code requires that the Fire Alarm signal (bells or tones) ring uninterrupted for one (1) full minute. Therefore, your first announcement will come in no sooner than after one (1) minute of the Alarm.
9. Listen closely to all instructions given. **Remember**, there is a fire emergency somewhere in the building and we are investigating the source of the alarm, which may result in a possible evacuation of your floor.
10. If an evacuation is required, each ECO shall coordinate an orderly and calm evacuation down the stairwell and out and away from the building or to a Cross Over Floor.
11. It is the responsibility of each ECO to report to the Security Officers in the lobby, after the evacuation is complete. Notify the Security Officer, if there are any physically challenged persons who may require rescue assistance by the Fire Department from their floors.

12. If possible assemble all your floor occupants in one area outside the building and wait for the All Clear signal from the Security Officer to return to the building. Make sure that building exits and entrances are kept clear for the Fire Department.

If during an emergency there are any persons who will not comply with the Fire Safety Plan and have every intention to stay in their meeting or office, then that person should be reported to Security immediately. This complacency can jeopardize the safety of other occupants and the Fire Department, who must, then, risk their lives to attend that particular floor.

Similarly, any person who does not listen to the ECO or the instructions over the public address system should not be confronted but instead be reported to Security, immediately.

After any Fire Alarm emergency, a full debriefing shall occur between the Emergency Coordinators and Brookfield's Life Safety and Security Team.

Section 2 - Fire Safety Plan

EMERGENCY EVACUATION PROCEDURES - For Emergency Coordinators/Assistant Emergency Coordinators

SLOW "ALERT" ALARM (20 beeps per minute)

1. Remain in office and advise employees to wait for further instructions over the voice communication system.
2. Emergency Coordinators should start to prepare for evacuation. Emergency Coordinators and Assistants should meet in a pre-arranged location. Women in high heeled shoes should take them off.

FAST "EVACUATION" ALARM (120 beeps per minute)

1. Put on red hard hat.
2. Instruct employees to exit their office and lineup by the door to the exit stairwell leaving office doors open.
3. Have Assistant Warden(s) check all areas (i.e. washrooms, storage areas, offices, conference rooms, etc.). This is to ensure no individuals have been forgotten or thieves are hiding and are waiting for the floor to empty out to steal items left behind. **Wardens should close the door after checking the room.**
4. Designate one person unless wheelchaired, then two persons, for each mobility impaired person, if applicable.
5. Pick up fire phone for further instructions (i.e. if stairwells are blocked or obstructed).
6. Start evacuation procedures of employees unless otherwise instructed by security.
7. After all Emergency Coordinators have cleared the building, one Warden should report to the Security Front Desk to advise that all are clear on their floor. They should also report the number of mobility impaired persons if any and their location. (Note Emergency Coordinator should also report any other pertinent information such as other dangers, i.e. bomb threats, suspicious packages, hazardous material spills, flood).
8. Report in writing any violation of regulations for immediate investigation and corrective action.

LIFE SAFETY SYSTEMS

Royal Centre is a double stairwell, fully sprinklered tower office building which has a life safety system in place to provide all occupants with adequate protection before, during and after an emergency.

The following list of functions are some of the many capabilities of our life safety system:

- individual floor alarm annunciation
- individual floor trouble annunciation for the systems wiring and devices
- direct signaling of the Vancouver Fire Department
- two-way individual floor voice communication on elevator lobby Fire Fighters' phone
- one-way all call communication (the speaker system)
- automatic shutdown of ventilation fans
- manual control of dampers for smoke exhausting
- alarm at security desk for control panel
- 24 hour off-site monitoring service of fire systems by Vancouver Alarm

On each floor, there are a series of manual and automatic fire protection devices. Near the exit stairs on each floor, portable dry chemical extinguishers are located in wall cabinets and are useable on ALL types of fires. Manual pull stations are mounted on the wall.

In addition, each floor contains automatic thermal (heat) detectors and smoke detectors working on the ionization principle. The entire building is equipped with automatic ceiling sprinklers. It is important that stairwell doors are kept closed during normal operation to ensure the effectiveness of the life safety system.

Section 2 - Fire Safety Plan

IF YOU DISCOVER A FIRE

Anyone seeing smoke or fire shall immediately:

1. Leave the fire area.
2. Close and latch all doors behind you. This isolates the fire.
3. Activate the nearest Fire Alarm Pull Station.
4. Telephone 911 and inform them of a fire at; Royal Centre, 1055 West Georgia Street. Stay on the line with 911 until they advise you to hang up.
5. Advise all other occupants on your floor.
6. Advise all other occupants on the floor of the fire to leave the building via the nearest stairwell exits.
7. Fight fire with fire extinguisher if comfortable doing so.
8. Leave the floor as soon as everyone has been notified of the fire.
9. **DO NOT USE THE ELEVATORS** (they are grounded to the main lobby when fire alarm system is activated)
10. Report to the Security Officer in the main lobby, if there are any details pertinent to the fire alarm or if there is anyone on the floor, that may require a rescue or assistance by the Fire Department.
11. Once you have exited the stairwell into the main lobby, proceed quickly to the designated off-site evacuation area outside of the building away from all main building entrances and exits. Do not stand or block any access routes that will be used by the Fire Department to enter Royal Centre. In addition, do not stand around in the lobby of Royal Centre until such time the Fire Department has given the All Clear signal.

Evacuation = down the stairs, out and away from the building.

12. Stay away from the building, keeping the entrances clear until such time an All Clear as been given by the Fire Department and or the building Security.

DESIGNATED OFF-SITE EVACUATION AREA For Occupants

Plaza of 1075 West Georgia Street

Section 2 - Fire Safety Plan

IF YOU DISCOVER A FIRE cont...

FIRE EXTINGUISHER

If used properly...

A portable fire extinguisher can save lives and property by putting out a small fire or containing it until the fire department arrives. It is important to know that fire extinguishers are not designed for use on large or spreading fires.

Even when used on small fires they are effective if you remember the following:

- The extinguisher must match (be rated) for the type of fire you are trying to extinguish.
- The operator must know how to use the extinguisher.
- You will not have time to read the instructions during an emergency.
- The extinguisher must be within easy reach and in good working order.
- You must have a CLEAR ESCAPE ROUTE from the fire area. Ask these questions before using the extinguisher.
- Will this fire extinguisher put out the fire?
- Have you alerted others about the fire?
- Have you called the Fire Department?
- What happens if I can't extinguish the fire?

If the fire is small, you may attempt to extinguish or isolate the fire by using a fire extinguisher. Do not attempt to contain a large fire. If you are unsure, do not attempt to deal with the fire:

Remember to use the PASS System:

- Pull the pin.
- Aim the fire extinguisher.
- Squeeze the handle.
- Sweep across the fire.

If the first attempts to put out the fire do not succeed, evacuate the building immediately.

If a person's clothing has caught fire, instruct them to Stop, Drop and Roll and assist them in smothering the fire. (fire extinguisher can be used).

Section 2 - Fire Safety Plan

BLOCKED EXITS

If the stairwell you are exiting in becomes inaccessible and/or smoke is visible, proceed immediately to the nearest Cross-over floor and utilize the other stairwell if it is safe to do so. Cross over floors are: 35, 33, 28, 27, 22, 21, 20, 16, 11, 6, 5, 4, 3rd. Then exit to south rear plaza. If your access into both stairwells is blocked by heat, fire or smoke:

1. Immediately direct everyone in or at the stairwell back onto the floor.
2. Insure that both stairwell doors are closed and latched.
3. Immediately call 911 and inform them of your situation, giving them your specific location and number of people that are there with you. Do not hang up the phone until the 911 dispatcher tells you to do so.
4. Advise the floor occupants to go to sinks in the kitchen or water coolers to wet down material, towels, clothing etc. These items can be used to place around the stairwell door openings to prevent the spread of heat or smoke.
5. Assemble all floor occupants in a safe area of the floor, preferably, on the street side of the floor. This will help the Fire Department with a visual of your exact location. Placing a large "X", made from sheets of paper, on the street side window of your floor can assist the Fire Department with your location. Do Not Break or Smash Any Windows/Glass.
6. If smoke does start developing on your floor; **Remember**, Hot air (smoke) rises, so get down on your hands and knees, closer to the floor, where the air is fresher, cleaner and cooler.
7. Stay where you are as this will make it easier for the Fire Department to locate you.

Section 2 - Fire Safety Plan

POWER FAILURE

Royal Centre is equipped with two (2) generators; one generator for the Tower and the second for the Retail, Pavilion and Underground Parking, which automatically supply electrical power to the life safety system. Power will be supplied to operate emergency elevators, the fire pump, emergency lighting and the public address system. If emergency lighting does not activate, please phone **604-689-1711** and notify the management office immediately.

You will be kept apprised, by way of the Public Address System, of the extent and duration of the power outage as information becomes available from the City of Vancouver.

Section 2 - Fire Safety Plan

FIRE PREVENTION

Be aware of fire and life safety hazards that may be on or around your floor or workspace. As an occupant of the building and a link in the safety factor, you play a major role. Here are some things that you can look out for on a daily basis and know:

- Accumulations of combustible materials, rubbish or flammable liquids in undesignated areas.
- Dangerous ignition sources. (e.g. worn out extension cords, too many plugs in one outlet, oily rags, overheating equipment which may need maintenance)
- Royal Centre is a non - smoking building.
- Do not use any space heaters.
- If possible do not use live Christmas Trees during the festive season.
- Defective fire or exit doors (e.g. door does not latch properly, open properly and has problems with the hardware).
- Any stairwell / fire / exit door found wedged open must be immediately closed and reported to Security.
- Defective fire exit lights or inadequate lighting in public corridors and stairwells - report it to Security immediately.
- Obstructed exit / stairwell routes.
- Obstructed or inoperative fire fighting equipment.

All Fire and Life Safety hazards discovered must be reported, immediately, to Security.

Section 2 - Fire Safety Plan

MOBILITY IMPAIRED OCCUPANTS

The physically challenged person can be anyone who suffers from or has the following:

- Anxiety attacks
- Asthmatic
- Claustrophobic
- Heart condition
- In a wheel chair
- Injured limb
- Obesity
- Pregnant
- On crutches

Basically, anyone who requires assistance down stairwells is defined as physically challenged.

The Mobility Impaired Person:

It is the responsibility of the mobility impaired person to inform the employer or tenant of ones inability to evacuate the building during an emergency.

It is the responsibility of both the **ECO** (Emergency Coordinator) for your floor and the mobility impaired person to communicate the extent of assistance required during an alarm and how long the person will be mobility impaired (e.g. if pregnant or leg is injured).

Any occupant that may require assistance during an evacuation;

1. Advise the **ECO** so that a pre-emergency plan can be established to help them.
2. Assisting the **ECO** in appointing Assistants (co-workers) to assist you during an alarm.
3. Willingly and actively participating in evacuation drills.

Section 2 - Fire Safety Plan

MOBILITY IMPAIRED OCCUPANTS cont..

General

1. The ECO is responsible for the mobility impaired persons on their floors.
2. The ECO shall maintain a record of who requires assistance, for how long and how much assistance will be required. In addition, that record shall be provided to Security as well and updated as required.
3. The ECO shall appoint two (2) able-bodied persons to each mobility impaired person and ensure that a pre-arranged practiced plan for their evacuation has been established.
4. The ECO shall make arrangements as to which assistants are assigned to which mobility impaired person.

During the Alarm

1. Upon hearing the Fire Alarm, the assigned Assistants would immediately go to meet their assigned mobility impaired person(s) and escort them to the Elevator lobby.
2. If the fire is on your floor, immediately, evacuate the mobility impaired from the floor down the nearest Exit stairwell. Moving them at least two floors down below the Fire floor. Ensure that either the ECO or another Assistant is notified of the location of the mobility impaired after the evacuation down.
3. If unable to evacuate safely, the two Assistants shall stay with the mobility impaired person and advise the ECO that additional assistance is required. The ECO or Assistant shall immediately notify the Fire Department (by calling 911) of the location and number of mobility impaired persons who require assistance.
4. Return to your floor or building only when the All Clear has been given by Security over the public address system.

Section 2 - Fire Safety Plan

MOBILITY IMPAIRED OCCUPANTS cont..

EVACUATION PROCEDURES FOR MOBILITY IMPAIRED OCCUPANTS

A mobility impaired person is anyone who requires assistance down the stairwells including heart condition, broken leg, pregnancy, etc. This may be of a permanent or temporary nature.

- Make sure that all floor Emergency Coordinator(s) are aware of any mobility impaired persons and their condition.
- The Emergency Coordinator is to choose as many people who are capable of handling mobility impaired persons as required to assist in the evacuation. Two should be adequate per mobility impaired person.
- Move the mobility impaired person to an area next to the stairwell and advise via the fire phone of the person's condition. If told to evacuate the floor, wait for the main flow of people to pass before starting to descend. Alternatively, they may be taken down the elevator by the Fire Department, depending on their condition.

Mobility Impaired Person _____

Emergency Coordinator _____ Phone _____

Assistant #1 _____ Phone _____

Assistant #2 _____ Phone _____

Mobility Impaired Person _____

Emergency Coordinator _____ Phone _____

Assistant #1 _____ Phone _____

Assistant #2 _____ Phone _____

Mobility Impaired Person _____

Emergency Coordinator _____ Phone _____

Assistant #1 _____ Phone _____

Assistant #2 _____ Phone _____

Section 2 - Fire Safety Plan

DUTIES - BUILDING STAFF

The building Emergency Response staff consists of:

1. Two (2) Security Officers.
2. Two (2) building Engineers.
3. One (1) Parkade Security Officer.
4. Brookfield Properties' Life Safety and Security Team who appoints the Fire Safety Director.

When an Alarm sounds:

1. The Security Officer at the desk immediately telephones 911 and informs them of a Fire Alarm situation. An off-site monitoring company also telephones 911 to advise the Fire Department of an alarm status at Royal Centre.
2. The Security Officer checks the Fire Panel, located behind the security desk, for the location of the floor in alarm and the type of alarm initiated.
3. The Security Officer recalls all elevators to the lobby level if fire is not on ground floor.
4. The Security Officer radios the two Engineering staff to respond to the floor in alarm to confirm whether it is a working fire or non-threatening alarm. (The Fire Code requires the alarm to sound uninterrupted for one (1) full minute before any announcements can be made.)
5. After one (1) minute, the Security Officer will make an announcement advising the building occupants on what to do. (e.g. which floors should be evacuating and which floors should be standing by for further information). The announcements will be made about every three to five minutes depending on the status of the alarm.
6. Before the Fire Department arrives, the Engineering staff will have relayed to Security the status on the floor in alarm, so that any pertinent information can be passed onto the Fire Department when they arrive.

(The Fire Code also requires that the Alarm continue to ring until such time the Fire

Department has given the All Clear for a reset or signal silence.)

7. Once the Fire Department arrives they will be advised of the situation and will check the floor in alarm to either extinguish the working fire or confirm a nuisance alarm.
8. Once the Fire Department have checked the floor in alarm and given the All Clear to reset, the Security Officer staff shall do the following:
 - a) Make an announcement stating that the Fire Department has given the All clear to silence the signal and that the building fire system will be reset shortly.
 - b) Advise the building Engineers of the situation, who will then, reset the Fire Panel after doing a complete check of the Fire System.
9. After a reset of the Fire Panel has been done, the Security Officers shall advise the evacuees to re-enter the building in an orderly manner and assist with providing, prompt, elevator service.
10. Security Officer will also confirm elevators have been released.

REMEMBER

- ❑ The Fire Alarm signal cannot be silenced until the "All Clear" has been given by the Fire Department.
- ❑ The Fire Code requires the Fire Alarm to sound uninterrupted for one (1) full minute before any announcements can be made.
- ❑ No telephone calls will be answered at the desk until such time the emergency has been attended to and the Fire Panel reset.
- ❑ The priorities are to ensure that there is no real working fire or a threat of a fire in the building during any emergency and that our tenants and visitors are safe.

04/21/10

Section 2 - Fire Safety Plan

SUMMARY

Upon hearing the Alarm

1. Immediately cease work and prepare for a possible evacuation.
2. Do not panic. Stay calm.
3. Follow the instructions from your **ECO** (Emergency Coordinator) and the public address announcements.
4. Offer assistance to the **ECO** if they require it.
5. If an evacuation is required, then, walk; do not run down the Exit stairwells. Do not push or jostle, as this will only create more panic and hazards.
6. Once you reach the lobby of Royal Centre, quickly move away from the exits to allow others behind you to emerge safely.
7. Do not block any entrances that the Fire Department will require to access the building. Stand clear of all entrances.
8. **Do not re-enter** the building until the All Clear has been given by the building staff.

When you discover a Fire

1. Leave the fire area immediately.
2. Close and latch all doors behind you.
3. Activate the nearest Fire Alarm Pull Station.
4. Phone 911 and inform them of a Fire at Royal Centre, 1055 West Georgia Street.
5. Advise all other occupants on your floor to leave the building using the nearest Exit stairwell.
6. Leave the floor as soon as everyone is notified of the Fire.
7. Report to Security in the main lobby with any pertinent details of the Fire.

REMEMBER

- Only attempt to extinguish a Fire if safe to do so. Never let the fire get between you and the exit. However, if you are unsure, let the building sprinklers and the Fire Department do their job.
- Do not enter any area from which heat appears to be coming. Always check the door handle first as a precaution to see if it is hot. Even if the handle is warm, do not enter that room.
- Do not use the Elevators. All elevators are recalled and grounded on the main floor whenever a Fire Alarm is activated.

Section 3 - Earthquake Preparedness

EARTHQUAKES

British Columbians live in an earthquake-active region, where some of the largest earthquakes in the world have been known to occur.

In the southwest corner of British Columbia, there is an earthquake nearly every day. Although some are too small to be felt, the ones that have been felt create confusion and panic.

The largest recorded earthquake in Canada (7.3 on the Richter scale) rocked Vancouver Island, in 1946. The damage was slight. However, the earthquake in California (7.1 on the Richter scale) did major damage to 1200 commercial properties in the nearby City of Oakland. Experience has show that even moderate earthquakes will put many commercial enterprises out of business and cause severe hardship for others. The 1983 earthquake in California permanently closed one quarter of the businesses in downtown Coalinga. Many of the surviving businesses took years to return to normal operation.

Seismic experts are predicting a destructive earthquake for the west coast of British Columbia. When will it happen? Even they do not know.

What is an earthquake?

The surface of the earth is always moving. Large segments of the earth's crust or plates are continually shifting against each other. These movements cause stress to build up within the crust. Consequently, the strain becomes too great; the stressed plates break suddenly, causing an earthquake.

An earthquake is the rapid, sometimes violent, shaking and moving of the earth's surface that follows the sudden release of energy from the stressed plates. The breaking or snapping of the rocks, beneath the earth's surface, causes a vibration or "seismic waves", this is the earthquake. Dependent on the amount of stress build up and the strength of the plates, the greater the stress build up release, the larger the earthquake.

How do you know when an earthquake is happening?

The vast majority will not know that an earthquake is happening until either it is too late or when it is has past.

Many people who have experienced an earthquake state that they heard a very loud noise or roar. This is the noise of the rock breaking, beneath the earth's surface. The noise may then be followed by a minor ground movement and then major movement which could include rolling up and down and sideways. If in a tall building, a swaying motion may be felt.

How long will it last?

The initial earthquake could last anywhere from a few seconds to a couple of minutes. However, it will seem longer than that. After the initial earthquake, sometime later (often hours or days), aftershocks may occur. On a few occasions, aftershocks have been known to be more destructive and longer than the original earthquake.

What to do?

As we cannot prevent an earthquake, we can prepare for it.

Prepare now:

- to minimize and avoid injury.
- to minimize the damage to your business operation and your home.
- to survive, after an earthquake, for at least 72 hours, on your own.

Preparing now could save the lives of your family, co-workers, business and most importantly, your own life.

Section 3 – Earthquake Preparedness

WHAT TO DO BEFORE AN EARTHQUAKE

General Preparedness

- Be prepared to survive for at least three days on your own.
- Take a first aid course. It could save lives.
- Develop a plan for your home, work, and practice drills.
- Know where the safe areas are: against inside walls, under sturdy tables (not glass), desks or supported doorways (be careful of the swinging door)
- Know where the dangerous spots are in your house: windows, mirrors, hanging objects, fireplaces, and tall-unsecured furniture.
- Make sure your family, especially children know what to do if they are at home, school, or if the family is separated.
- Keep a list of emergency numbers.
- Arrange a contact who lives out of the province or a contact who does not live in the area, so that family members, who may be separated can call and use them as a relay centre.
- Have an alternative family/friend rendezvous point that you or your family can use, if getting home is difficult.
- Know how to shut off utilities (gas, water, oil or electricity), **if** it is deemed necessary to do so.
- Make a list of where the emergency supplies are stored and what is stored.
- Get together with your neighbours and share an emergency plan.
- Fasten your hot water tank/heater in place.
- Assemble a couple of family survival/emergency kits.

Getting Started:

- Prepare a basic family emergency kit that will be useful after an earthquake. (See attached list)
- Secure tall heavy furniture which could fall over, such as book shelves, cabinets, stereos and wall units. Place heavy items, like books and picture frames on lower shelves. This will prevent them from becoming projectiles during the earthquake.
- Put latches on cabinet doors and fridge doors to prevent items being thrown all over the floor.
- Secure hanging items like plants and mirrors. Heavy duty velcro is an ideal fastener and costs very little.
- Store flammable or hazardous liquids in the garage or outside.
- Do an inventory of what is required for your survival during and after an earthquake and stock up on it, now.

Section 3 - Earthquake Preparedness

FAMILY EMERGENCY KIT

Every household should have at least two or more kits available in case of an emergency. The basic kit, in a Rubbermaid container, can be as follows:

- Food - Keep a supply of non-perishable canned and dehydrated foods. Canned juices and fruit include candy and chocolate. Rotate these items periodically. In addition, you will have food left in the fridge, use that first and then use your emergency supplies. **Remember:** a can opener.
- Water - have at least four litres of water per person, per day, in a tight-capped non breakable container. (for a minimum of 3 days). Change the water periodically in your kit. Remember you will also have water supply from your hot water tank and toilet reservoir. If water is still running, fill your bath tub and other containers.
- Water purification tablets.
- Shelter - Plastic tarp, small tent, emergency "space" blanket or large garbage bags, sleeping bag.
- Battery Operated AM/FM Radio - with extra batteries. Do not store the batteries in the radio.
- Flashlights - with additional batteries.
- Matches and Candles.
- Basic First Aid Kit - with instructions. The kit should include over the counter medicine. Prescription medicine and eyeglasses should also be included.
- Clothing - Additional warm clothing, heavy shoes, gloves and hats.
- Cash - Include coins for pay phones. Banks will be shut down too.
- Emergency buddies - for children and adults (favorite toys or family photographs).
- Tools - To shut off gas supply, if needed.
- Toiletries - Toilet paper, soap, toothbrushes, toothpaste, handtowels, sanitary napkins (these also make ideal bandages as they are hygienic absorbents).

The above is an example of a basic kit that you should have for your home.

Section 3 - Earthquake Preparedness

EARTHQUAKE PREPAREDNESS AT WORK

At work, securing your work area should be a priority. In addition, a work place emergency kit and or a personal kit should be maintained.

The personal kit can contain the following:

- Battery Operated AM/FM radio - with extra batteries.
- Flashlight.
- High-energy food bars, Candy and water.
- Small Photographs of your family or friends
- Piece of paper with your name, address and medical information.
- A pair of durable shoes or runners.
- Extra pair of eyeglasses.
- Medication/First Aid Kit.

The Office Emergency kit should contain:

- An industrial First Aid Kit - along with trained staff who have completed first aid courses. Include blankets and over the counter medication.
- Battery Operated AM/FM radio and Flashlights - with additional batteries.
- Water and Non perishable food supply - for at least three days per person.
- A Plan Of Action - To tend to any emergencies and or injuries within your tenant space. A contingency plan will assist in trying to get your business operational, after an earthquake. A list of the Emergency Coordinators and Assistants should be inserted, too.
- Whistles.
- Boot up diskettes - For your computer systems.
- Emergency contacts - Who live outside of the area or Province, but are part of your organization.
- Tools - Some tools to assist, in case of emergency.

A majority of the injuries or deaths that occur when an earthquake strikes happen due to the hazards in the workplace and home. Falling and flying objects are the main cause of casualties. At work, simply, standing back and taking a look around your work station and imagining what will fall off or become a projectile, should the building sway or shake, and securing it, is a start to preparedness.

- Ensure that your workspace is safe.
- Use heavy duty velcro to fasten down computers, telephones and other heavy objects on your desk.
- Ensure that there is room or space, under your desk, that you can crawl into during an earthquake.
- Use the chair as a shield from flying debris like broken glass.
- Secure any overhead objects that may fall onto your workspace.

- Ensure all file cabinets, bookshelves and heavy equipment have been bolted to structural walls.
- Ensure that all kitchen cabinets and file cabinets are either locked or have latch restraints.
- Remove heavy and fragile objects from high shelves and place on lower shelves.
- Attempt to hang heavy items such as pictures, plants and mirrors away from workstations or anywhere people sit.

- Establish an education and employee awareness program for all new employees.
- Have the company's vital records duplicated and stored off site.
- Ensure that all computer information and transactions are updated and recorded onto disks, regularly.
- Ensure that there are employees trained in basic First Aid and CPR.
- Ensure that a contingency plan is in place after the earthquake.

Section 3 - Earthquake Preparedness

WHAT TO DO DURING AN EARTHQUAKE

STAY CALM. DO NOT PANIC.

During an earthquake, your behavior is critically important. Protecting yourself and then assisting others is crucial for an emergency plan to be successful and for your survival.

If you are in a building stay there:

- Do not exit the building, use stairwells or elevators. There maybe debris falling that could cause injuries.
- REMEMBER:** DUCK, COVER AND HOLD. Take cover under sturdy furniture and protect your head, neck and face. (See attached page for Duck, Cover and Hold procedure)
- If there is no sturdy furniture around, then, crouch in an interior corridor or hallway. Alternatively, brace yourself in an interior doorway, ensure door is held open.
- Move away from windows and protect yourself from broken and/or flying glass.
- Attempt to stay near the core of the building.
- No open flame, no smoking or matches to be lit.
- Remain in your safe area until the shaking has stopped. Be prepared for aftershocks.

If you are outdoors:

- Do not enter a building. Again, falling debris and shattering glass can do serious harm.
- Move away from buildings, trees, power lines and avoid other falling objects.
- Find a clear area and stay there.

If you are in a crowded place:

- Promote calm. Seek shelter under sturdy furniture. Do not move to the exits.

If you are in your car:

- Pull over to an area which is clear of any trees, overpasses, bridges or power lines. **Remain in your car**, put on your handbrake. Wait until the shaking stops. Do not attempt to cross bridges after an earthquake. Keep the roads clear for Emergency crews.

Section 3 - Earthquake Preparedness

WHAT TO DO AFTER AN EARTHQUAKE

- Be prepared for aftershocks.
- Check and have your own injuries treated, first.
- Wear sturdy shoes and gloves.
- Assist your family or co-workers. If any injuries, treat immediately.
- Check utilities in your area and do not shut them off unless there is a problem.
- If there is a gas leak, open windows and immediately shut off the gas at the main valve. Then evacuate the area.
- Do not smoke or light candles. Put out any fires with an extinguisher.
- Check for structural damage of your area and if it is not safe to stay, then be prepared to evacuate.
- Replace all telephone handsets. This will assist in getting the telephones back into operation, quicker.
- Do not use the telephone except in an extreme (life-threatening) emergency.
- Check food and water supplies. Use the food supplies from the freezer and fridge before using emergency supplies.
- Do not use unvented heaters, BBQ's or camp stoves, indoors.
- Turn on the radio for instructions and news reports.
- Confine and soothe pets. They require assurance too.
- Do not flush the toilet, if the sewage line is broken.
- Do not use your vehicle. The streets are to be kept clear for emergency vehicles.
- Secure your premises or area against intruders.

Section 3 - Earthquake Preparedness

EARTHQUAKE - SUMMARY

BEFORE

1. Prepare now for any type of emergency.
2. Check with your insurance broker to ensure that you have an adequate earthquake policy and see what it covers.
3. Ensure that your family and co-workers know what to do and are prepared. Practice the plan.
4. Ensure emergency survival kits for your home, workplace and your vehicle are in place. Include the basics food, water and first aid kit.
5. Know the safe areas in your house and workplace.
6. Know the danger spots in your house and workplace and avoid them in the emergency.
7. Safeguard your house and workplace by restraining heavy equipment.
8. Train in First Aid courses and CPR. It will save lives.
9. Keep a list of emergency numbers.
10. Keep a small amount of cash available.

DURING

1. Remember: Duck, Cover and Hold.
2. **If Indoors** - stay there. Get under sturdy furniture and protect yourself from falling and flying objects. If in a hallway, crouch against an inside wall and cover head and neck protecting face.
3. **If Outdoors** - get into an open area. Move away from tall buildings, trees and power lines.
4. **If Driving** - pull over to a clear area and stop. Engage the handbrake. Avoid stopping near overpasses, trees, power lines and on any ramps. Remain in your vehicle until the shaking stops.
5. **If in a Crowded place** - avoid heading towards the exit. If possible, find sturdy furniture to take shelter.

AFTER

1. Attend to your own safety first.
2. Be prepared for aftershocks.
3. Assist family and co-workers, if first aid is needed.
4. Check structural damage and utilities. Evacuate if required.
5. Extinguish any small fires.
6. Initiate the emergency plan.
7. Work together as a team with your neighbors and or co-workers.
8. Be prepared to be on your own, with your family or co-workers for a couple of days before any type of assistance from the government or emergency crew arrives.

Section 4 - Medical Emergency Procedures

WHAT CONSTITUTES A MEDICAL EMERGENCY

Building occupants may become ill or be injured from a variety of sources. Listed below are a few conditions that can constitute a medical emergency:

- Anxiety attacks
- Back problems
- Choking
- Diabetes
- Drug overdose or addiction related illness
- Epileptic seizures
- Exposure to hazardous materials
- Heart problems
- Heat or Cold Exposure
- Pregnancy
- Slip and Fall injuries
- Unconscious person

In fact, any medical condition or situation that requires immediate response whereby an individual is in danger is an emergency.

Remember:
Call 911 & Building Security at 669-0233

Section 4 – Medical Emergency Procedures

MEDICAL EMERGENCY PROCEDURES

DIAL 9-1-1

1. Report the injury or illness and request an ambulance.
2. Give the dispatcher your name, telephone number, location of emergency, building address, and advise them to pull up to **(main entrance, 1055 West Georgia Street).**
Gurneys will fit into the freight elevators.)

CALL 604-669-0233 ROYAL CENTRE EMERGENCY HOT LINE.

1. Advise the Security Desk that an ambulance has been called.
2. Relay your name, telephone number, company name and location of the emergency.
3. Royal Centre Security will:
 - Respond if additional assistance is required
 - Secure a freight elevator
 - Meet the EMS attendants
 - Direct EMS to the location of the medical emergency

Section 4 – Medical Emergency Procedures

WHEN A MEDICAL EMERGENCY OCCURS.

Before checking into any medical situation, always, assess the area and ensure that there is no danger to you or the injured person.

- Check for unconsciousness:
 1. Shout at casualty
 2. Tap or gently shake shoulder
 3. Call for help. Have someone call 911
 4. Have someone call building Security, 669-0233 and advise them of situation.

- If no response from casualty:
 1. Check for breathing
 2. Look for chest movement
 3. Listen for breathing
 4. Feel for breath on your cheek.

- If injured person is unconscious but breathing or starts to vomit:
 1. Place in a recovery position (onto their side, so that a clear passage way is maintained)
- If breathing is easy but injuries apparent, do not move the victim.

- If victim is not breathing and injuries suspected:
 1. Commence CPR (If trained) with minimum neck movement
 2. Alternatively, seek assistance from building Security or others, who are trained.

CPR should only be performed if the casualty is:

1. Unconscious and
2. Not breathing and
3. Pulseless

Moreover, the person performing CPR is trained, able and confident.

Section 4 - Medical Emergency Procedures

TYPES OF MEDICAL EMERGENCIES?

❑ **If anyone is choking:**

1. Ask them if they are choking. If they can speak or cough, then, the airway is open enough for them to force the obstruction out.
2. Reassure the casualty. Do not hit or pat them on the back.
3. If casualty cannot speak, standing behind them, locate hip bones and wrap your arms around the casualty's waist.
4. Place a fist, just above the navel, with one hand and grasp it with your other hand.
5. Perform inward and upward thrusts until the airway is clear of the obstruction.
6. If the casualty becomes unconscious, while performing this movement, then begin artificial respiration (If trained) or seek assistance.

❑ **Signs of a heart attack:**

1. Heavy or squeezing pain in chest area, arms or jaw.
2. Shortness of breath, sweating and weakness.
3. Nausea and or vomiting.
4. Indigestion and belching.
5. Fright.
6. Denial of heart attack.

❑ **What to do if anyone has a heart attack:**

1. Call 911 and advise building Security.
2. Help casualty to rest.
3. Assist casualty to take correct dose of medication, if prescribed.
4. Reassure casualty, that help is on the way.
5. Loosen tight clothing (tie, belt or collar).
6. Keep casualty quiet and rested but avoid physical restraint.

Section 4 – Medical Emergency Procedures

WHEN A MEDICAL EMERGENCY OCCURS cont.

❑ What to do if anyone is bleeding:

1. Ensure your own safety as well as the casualty's.
2. Assist casualty to sit or lie down.
3. Call 911 and advise building Security, ph: 604-669-0233
4. Reassure casualty, that help is on the way.
5. Loosen clothing to expose wound.
6. Using sterile cloth/dressing, apply direct firm pressure over the dressing.
7. Elevate limb, if fracture is not suspected.
8. Apply bandage.

If bleeding is severe, then follow above steps, applying more dressing and ensure casualty receives immediate medical attention.

Note:

If there are embedded objects protruding through the skin, bandage around them maintaining the pressure. Do not attempt to remove them.

❑ Nosebleeds

1. Seat casualty with head tilted forward.
2. Have casualty pinch nostrils for 10 minutes.
3. Reassure casualty and ask him to avoid nose blowing for several hours.
4. If bleeding continues, call 911 and advise building Security.

❑ Poisoning

1. Ensure safety.
2. Notify 911 and Building Security at 604-669-0233.
3. Identify the source of the poison and container.
4. Telephone the Poison Control Centre (604) -682-5050 to obtain more information.
5. Ensure contents or source of poison is relayed to the Paramedics upon their arrival.
6. If casualty is in an area where fumes have overcome them, immediately, remove them from the area. Move casualty to area where there is fresh air.

Section 4 – Medical Emergency Procedures

WHO SHOULD LOOK AFTER MEDICAL EMERGENCIES?

In addition to the building Security and staff, the Emergency Coordinator's and Assistants on each floor shall also be responsible for handling any type of medical emergency upon their floors.

Basic first aid training would be an asset as it can have a widespread use and not be limited to medical emergencies that occur in a normal environment. It can also be performed if an earthquake occurs or other related emergencies.

It is imperative that building Security is advised of all emergencies, so that additional assistance can be rendered as well as ensuring that elevators are locked off for the Paramedics and hallways and entrances cleared. This will expedite the access to and from the building by the Paramedics.

During any type of medical emergency, call 911 and then call building Security on the Emergency line: 669-0233 and advise of the incident taking place and, if additional, assistance is required.

Section 5 – Bomb Threat Procedures

BOMB THREAT

Why would I receive a threat?

There are many logical reasons as to why a bomb threat would be received. The most common ones are:

1. Disgruntled employee.
2. Domestic dispute carried over to the workplace.
3. Terrorist activity.
4. Caller wants to create panic.
5. Caller wants to disrupt a particular facility's normal operation due to company's line of work.
6. Caller is a third party and has knowledge or believes that an explosive device has been or will be placed and wants to minimize injury or damage.

Whatever the reason for the call, there shall be a reaction to it. In today's society, no call of this nature is to be taken as a joke or crank call until such time building staff and the local authorities have investigated and deemed it as a non-threatening call.

Bomb Threats

Bomb threats are delivered in a variety of ways. Majority of them are called into the target on the telephone or communicated through a third party. In addition, threats can be made in writing or through a recording device.

Being Prepared

Proper planning and training will instill confidence and remove panic. Panic, a most contagious human emotion, it is a sudden, unreasoning and infectious terror. Once panic sets in then the chances of injuries and damage will increase. In the context of a bomb threat, panic is the ultimate achievement of the caller. Being prepared overcomes your fears and most of all panic.

In the same way, steps are taken to follow Fire, Earthquake and medical procedures to prevent injuries, so should steps be taken to plan for a threat, should a call ever be received.

Section 5 – Bomb Threat Procedures

RESPONDING TO BOMB THREATS

This is for all personnel, especially those at the telephone switchboard, in what to do should a bomb threat call be received.

On the attached page is a Bomb Threat Checklist and Bomb Threat debriefing form, use these forms whenever you receive a bomb threat. These are designed to guide you through handling a bomb threat call and to assist you in obtaining the most useful information required.

When a bomb threat is received:

1. Listen and remain calm. Do not let the caller know you are upset or scared.
2. Do not interrupt the caller.
3. Attempt to keep the caller on the line or talking for as long as possible. (Use questions on the checklist)
4. Obtain as much information as possible.
5. Do not hang up or disconnect your telephone, even after the caller hangs up.
6. Contact your immediate Supervisor.
7. Notify building Security at **669-0233**.
8. Wait for further instructions. Do not leave your desk.
9. Do not create panic by alarming other people on your floor.
10. Remain calm.

The building staff along with local authorities will take immediate action to respond to this situation.

Most important thing to do is remain calm.

The building staff will conduct a thorough check of the property. Only, if it is considered a danger to anyone, will an evacuation be done.

Bombs/Exploding devices

Bombs can be constructed to look like anything nowadays. In fact, only the imagination and resources of the bomber limit them.

Bombs can be left anywhere and delivered in any unsuspecting manner.

Being prepared and planning will provide all of us an advantage over the threat. Keeping an eye on our environment and monitoring what happens within our spaces and building, reporting unusual activities or packages, on a daily basis is the best prevention and safeguard.

Section 5 – Bomb Threat Procedures

BOMB THREAT-CHECKLIST

INSTRUCTIONS: Be Calm, Be Courteous, Listen, Do Not Interrupt the Caller. Notify your Supervisor and Security immediately.

Date: _____ Time: _____ am/pm Duration of Call: _____

Exact Wording of Threat:

Questions To Ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Where are you calling from? _____
9. What is your name and where do you live?

() Was Caller's voice familiar (Specify) _____

() Caller was familiar with area and building _____

SECURITY EMERGENCY NUMBER: 669-0233

Section 5 - Bomb Threat Procedures

BOMB THREAT-DEBRIEFING FORM

Reporter's Name: _____ Telephone Number: _____
 Company Name: _____ Floor: _____ Department: _____
 Telephone Number at which call was received: _____
 Location of Telephone: _____
 Time of Call: _____ am/pm. Date call received: _____
 Duration of Call: _____

Characteristics of Caller

Sex of Caller:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
Approximate Age of Caller: _____			

Did Caller reveal any identifying particulars (Nicknames, familiarity with staff) _____

Did Caller sound familiar (Specify): _____

Caller's Voice:

Normal	Angry	Calm	Soft	Nasal	High-pitched	Stutter	Lisp	Deep
Slurred	Loud	Raspy	Accent	Fast	Intoxicated	Broken	Crying	Excited

Threat Language:

Well Spoken	Vulgar	Irrational	Incoherent	Taped	Message read by Caller
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Background Noises:

Quiet	Vehicle Traffic	Payphone	Food Court	Mall	Machinery / Factory			
Cafe	Airport	Voices	TV	House	Office	Animals	Parking Lot	Cellular
Other: _____								

Name of Supervisor/person who was initially notified about call: _____

Time of notification: _____

Remember talk to no-one except as instructed by your Supervisor/Security/Building Management.
 Review the forms and ensure that all information is completed.

Remain Calm: Security Search Teams will attend.

Section 6 - Threatening/ Nuisance Calls

HOW TO HANDLE THREATENING/NUISANCE CALLS

Nuisance calls are an interruption to your business. It is the desire of the caller to create either confusion or panic.

Threatening or nuisance calls can also be interpreted as harassment or obscene calls. However, do not confuse them with a bomb threat call, that is a serious and desperate call for attention.

The best way to handle nuisance calls is to hang up. Even then, with safety being a priority, calls like this should not be taken lightly.

The current technology can provide the ability to manage these unwanted calls, effectively. Majority of the features available can be purchased through the local telephone companies. Examples of the common ones are as follows:

- Call Display - This feature shows the name and telephone number of the caller.
- Call Screen - This feature forwards the call to a pre-recorded message. Similar to an answering machine.
- *69 - This feature provides the number of the last person that called. Press * 6 9 on the dial.
- *57 Call Trace - This feature provides legal evidence of a harassing or obscene call. Press * 5 7 to trace the last call placed. Ensure that the time and date of the call are noted in a report and keep it updated. After three successful calls have been traced, contact the local Police department and advise them of the abusive or nuisance calls.

Summary

At any time should a call be received, which is a threat to your life, contact the local Police and building Security immediately. Building Security will assist in many ways up to and including "Safe Walk" escort to and from the building, to the parkade and nearby transit. Call the Security Emergency number at 669-0233 for assistance.