



**Life Safety Manual** ▶ Hudson's Bay Centre

**For:**

**Fire Wardens,  
Retail/Restaurant/Medical Staff  
& Occupants of**

**Hudson's Bay Centre**

July 27<sup>th</sup>, 2018

**Brookfield**

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## 1 IMPORTANT TELEPHONE NUMBERS

Fire / Emergency	<b>9-1-1 (Emergency)</b>
Security Desk	<b>(416) 928-9058</b>
Brookfield Tenant Service Centre Water - Electrical - Building Hazards	<b>310-7378 (SERV)</b>
Property Management Office	<b>(416) 963-2424</b>

## 2 FIRE & LIFE SAFETY FEATURES

Hudson's Bay Centre (2 Bloor Street East) is of non-combustible construction and consists of an office tower, concourse level, parking levels and The Bay Retail Store.

The property is fully sprinklered and protected by a two-stage fire alarm system that includes "Alert" and "Evacuation" tones and messages. Voice communication (PA System) messages will instruct tenants during a fire alarm or other emergency. Speakers are located throughout the building. The floor in alarm known as the fire floor, the floor above and the floor below will receive evacuation tones and messages. An alert will sound at the security desk and security will do alert announcements to all other floors. Pull stations and other fire alarm devices are located throughout the building. The passenger elevators will be recalled to the ground floor during a fire alarm. The fire alarm system is monitored by an offsite fire alarm monitoring company as well as monitored 24/7 by on-site staff.

Fire hose cabinets are located throughout the building and contain a fire hose for firefighting, a fire department connection valve and a fire extinguisher. Other fire extinguishers are located as required.

Crossover floors which provide access to an alternative stairwell in the event that your stairwell becomes unusable are located every five floors or less and are distinguished by signs in the stairwells.

An emergency generator supplies emergency power to all life safety systems in the event of a power outage.

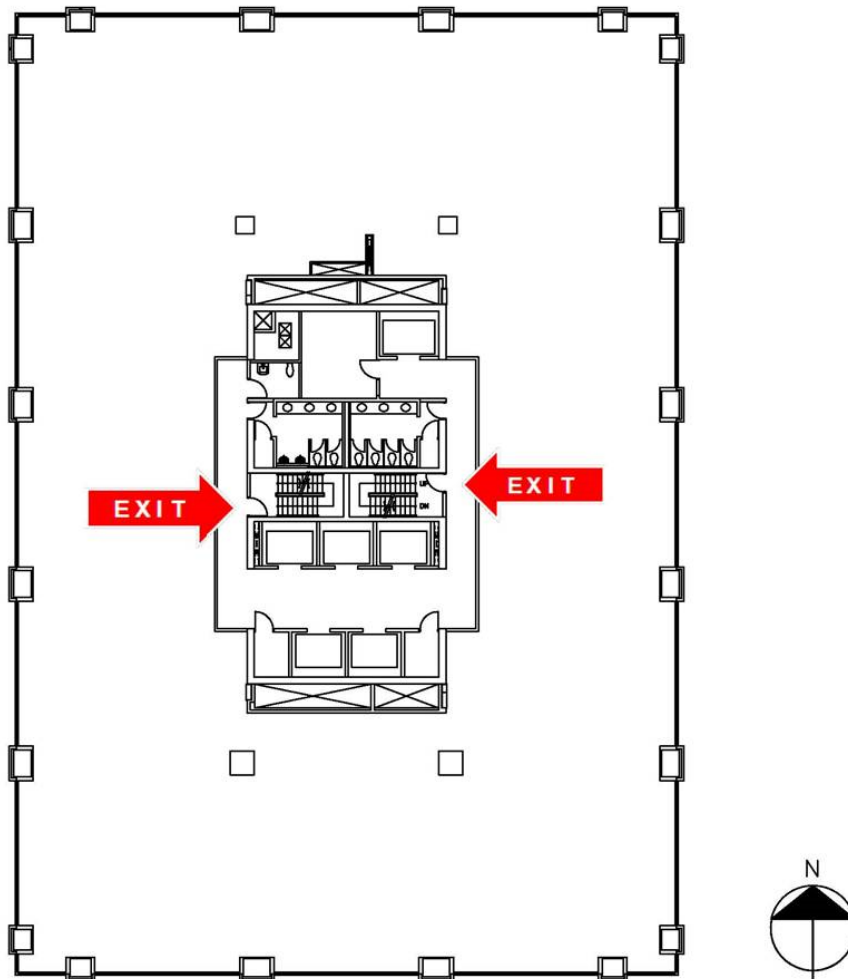
Security are certified in first aid and will attend all medical emergencies with a trauma bag and AED. The building has multiple automated external defibrillators (AED's) which are portable devices that check for heart rhythm and can send an electric shock to the heart to try to restore a normal rhythm.

The building is equipped with an emergency alert system which allows property management to send out mass notifications to phones, emails, texts, etc. Property management will use the emergency alert system during emergencies to notify key tenant contacts.

Security personnel are on site at all times and will assist with responding to any emergencies.

### 3 TYPICAL OFFICE FLOOR PLAN

The two main exit stairwells are located on the east and west sides of the core. The life safety equipment including fire alarm pull stations and red firefighters' telephones are located beside the exit stairwells. Fire hose cabinets including a fire extinguisher are typically located on the four corners of the core. It is important that you familiarize yourself with the layout of your floor and the location of life safety equipment before an emergency occurs.



## 4 FIRE WARDENS

“Fire Warden” is a generic term to describe those building occupants who volunteer or are assigned to perform certain functions during fire emergency/incident situations.

There may or may not be Fire Warden Team Leaders and Exit Monitors, depending on: the number of personnel available, the size of the area served, and the layout of the building. At a minimum, each area or “zone” will have one (1) Searcher.

The number of Searchers in any one area will depend on the size of that area. If Searchers cannot complete their evacuation duties in a reasonable amount of time (approximately 60 seconds), it may be necessary to add more Searchers for that area.

Each tenant will determine the number of Fire Wardens required for their area and whether a Team Leader is required.

The following are brief descriptions of the function of each Fire Warden:

- **Team Leader** – will coordinate the activities of Fire Wardens (within a particular area or department or an entire floor).
- **Searchers** – will search all areas during an emergency (including washrooms, storage rooms, meeting rooms, etc.). The primary goal of the search is to ensure that all occupants are aware of how they should be reacting to the fire alarm signal. Searchers are not responsible to ensure that all occupants evacuate but should make note of those who do not evacuate, so the information can be reported to the building staff or Fire Department personnel on scene.
- **Exit Monitors** – will ensure exit stairs and exits are safe for use by occupants and will facilitate and ensure efficient merging of evacuees from their floor into the exit stair.

Fire Wardens will execute their duties with all due regard for their own personal safety.

## **4.1 ONGOING RESPONSIBILITIES – FIRE WARDENS**

### **FIRE WARDENS**

You will:

- Know the building address. Be familiar with your floor areas, location of exits from building and the route to the designated assembly location.
- Location of: firefighting, fire protection, life safety equipment, and the sound and sequence of the buildings fire alarm system.
- Be familiar with personnel on your respective floor/areas who require assistance to evacuate, and any plans in place to ensure their safety.
- Attend all training sessions provided for Fire Wardens and promote active participation of other Fire Wardens in this training.
- Participate in fire drills described in this Plan and encourage full Fire Warden and employee participation in the drills.
- Assist in fire prevention by noting and reporting to your supervisor or to building staff where fire hazards or unsafe conditions exist. Refer to the “Fire Prevention” section of this Plan.
- Ensure that a backup Fire Warden has been selected for your position and is advised when you are absent (ex. Meeting, illness and vacation).

### **Team Leaders**

You will keep a list of Fire Wardens for your assigned area(s) up to date and advise your employer when additional Fire Wardens are required (due to staff turnover). You will also ensure that backups are assigned for each Fire Warden in order that sufficient Fire Wardens are always on site.

## 4.2 EMERGENCY PROCEDURES – FIRE WARDENS

### IF YOU FIND FIRE OR SMOKE

#### FIRE SAFETY TEAM – ALL

- Leave the fire area immediately.
- If safe to do so, remove any person in immediate danger.
- Make sure that doors to the affected area are closed.
- Alert building occupants. Activate the nearest fire alarm pull station.
- Once at a safe location, call the fire department at 911.
- If safe to do so, perform your duties as outline in the “Emergency Procedures” section of this Plan.
- Use the closest exit stairs and/or exterior exit doors to exit. If you encounter fire or smoke in the exit stair, use an alternate exit. **DO Not** use the elevators. Note: Crossover floors are identified by signage within the stairwell and are located every 5 floors or less.
- If you are unable to use an alternate exit or are trapped:
  - ▶ Return to an office and close the door, leaving it unlocked.
  - ▶ Seal off all openings, which may admit smoke.
  - ▶ Crouch low to the floor if smoke enters the room.
  - ▶ Call the Fire Department at 911 and alert them to your location.
  - ▶ Wait to be rescued. Listen for instructions given by authorized personnel.
- Report dangerous conditions. If you have information relating to persons still in the building or regarding the fire, report it immediately to building staff or Fire Department personnel.
- Proceed to your designated assembly location.
- Do not return to the building until it is declared safe to do so by the Fire Department.

## IF YOU HEAR A FIRE ALARM 1<sup>st</sup> STAGE (ALERT) ALARM

### ALL FIRE WARDENS

Provided it is safe to do so, perform the following procedures:

- Immediately put on your Fire Warden identification (i.e. hat, helmet, etc.)
  - ▶ If identification is not immediately at hand, do not waste time looking for it.
- Prepare for possible evacuation.
- Searchers
  - ▶ Check assigned area (including meeting rooms, washrooms, storage rooms, elevator lobbies) for fire/smoke.
  - ▶ While checking, advise occupants (including visitors) to be prepared to evacuate.
  - ▶ Return to work area and prepare to evacuate.
  - ▶ Ensure persons requiring assistance are aware of the alarm condition and are paired up with their “buddy” in preparation for evacuation.
- Exit Monitors
  - ▶ Check assigned exit stair to ensure it is safe to use.
  - ▶ Advise occupants (including visitors) to be prepared to evacuate.
  - ▶ Remain at the stair. Advise anyone evacuating that it is not necessary to evacuate at this time, but do not try to prevent them from leaving.
- Team Leaders
  - ▶ Ensure all team positions are filled.
  - ▶ Advise occupants (including visitors) to be prepared to evacuate.
  - ▶ Ensure persons assigned to assist any persons requiring assistance to evacuate are prepared to implement their procedures.

If smoke and/or fire is found at any time, follow procedures under “IF YOU FIND FIRE OR SMOKE”

- Monitor the situation by:
  - ▶ Listen for the evacuation signal and/or voice communication announcements.
  - ▶ Remain calm and follow instructions given by the Fire Department or building management.



## IF YOU HEAR A FIRE ALARM 2<sup>nd</sup> STAGE (EVACUATION) SIGNAL

### ALL FIRE WARDENS

Provided it is safe to do so, perform the following procedures:

- Immediately put on your Fire Warden identification (if not already done)
  - ▶ If identification is not immediately at hand, do not waste time looking for it.
- Initiate Evacuation and follow the below steps in a manner that is applicable to the situation at hand.
- Searchers
  - ▶ Check assigned area (including meeting rooms, washrooms, storage rooms, elevator lobbies) for fire/smoke.
  - ▶ Advise occupants (including visitors) to evacuate immediately.
  - ▶ If you encounter someone who cannot (or will not) evacuate, make a note of their location and report the persons location to Fire Department personnel or building staff upon exiting.
- Exit Monitors
  - ▶ Check assigned exit stair to ensure it is safe to use.
  - ▶ Monitor the safety of the exit stair and provide guidance regarding crossover floor(s), if necessary. Advise occupants to continue evacuating down the stair until they are outside the building and to proceed to the assembly location.
  - ▶ Advise occupants not to take drinks, food or large items into the stair.
  - ▶ Ensure occupants are merging safely and efficiently with persons evacuating from floor above.
  - ▶ Report any hazardous conditions in the exit stair (smoke, or significant obstruction).
- Team Leaders
  - ▶ Advise occupants (including visitors) to evacuate.
  - ▶ Ensure Fire Wardens are implementing their emergency procedures. Assist where necessary.
- Ensure persons who require assistance to evacuate are being assisted in the following manner:
  - ▶ Evacuate via the exit stairs.
  - ▶ When there is a break in the flow of persons evacuating or when the stair is clear they should be transferred into the exit stair.
  - ▶ If in the process of descending the exit stair the person is unable to continue they should stop at the next stair down such that they are not obstructing others from exiting by

- remaining in the stairwell; provided fire/smoke is not present on that floor, they should exit the stair and remain immediately outside the stairwell door.
- ▶ Exit the building and immediately report the persons location to Fire Department personnel or building staff.
- Persons unable to use the stairs to evacuate should:
    - ▶ If there is no fire or smoke on the floor remain immediately outside the exit stair door, ensuring they do not obstruct others from evacuating.
    - ▶ If conditions worsen, they are to use the firefighting handset to report this, then move into the exit stair, ensuring that the stairwell door remains closed.
    - ▶ If there is fire or smoke on the floor assist the person into the exit stair ensuring the stairwell door remains closed.
    - ▶ Notify the Fire Department of the situation, via the firefighter handset or by dialing 911, giving the location of anyone remaining on the floor.
  - Fire Wardens should evacuate the building as follows:
    - ▶ If you know of persons still in the building, or if you suspected or had seen fire or smoke, report to building staff or Fire Department upon evacuating the building.
    - ▶ Proceed to your designated assembly location outdoors.
  - Fire Wardens should obtain information from evacuees in your assigned area as follows:
    - ▶ If anyone has information that should be reported to the Fire Department of building staff, ensure that it is reported.
    - ▶ If persons reported missing are subsequently accounted for, ensure that building staff or Fire Department personnel are advised.
  - Follow instructions from the Fire Department and assist them as required.
  - Advise evacuees to remain at the assembly location until the Fire Department has declared the building safe.

## **5 RETAIL / RESTAURANT STAFF**

### **5.1 ONGOING RESPONSIBILITIES – RETAIL / RESTAURANT STAFF**

#### **RETAIL / RESTAURANT / MEDICAL STAFF**

You will carry out the following duties as assigned to you:

- Be familiar with your floor areas, locations of exits from the building and the route to the designated assembly location, and the sound and sequence of the buildings fire alarm.
- Be aware at all times of persons entering your premises who may require assistance to evacuate.
- Kitchen Staff: be familiar with the location and operation of kitchen hood fire suppression systems in your work area and ensure procedures for their operation are prominently posted.
- Be familiar with proper internal procedures for turning off equipment and securing cash and receipts.
- Participate in fire drills as described in this Plan and attend all fire safety training sessions provided.
- Assist in fire prevention by controlling fire hazards and conditions that might threaten the safety of occupants. Take appropriate action to ensure that fire hazards reported to you are corrected as soon as possible. Refer to the “Fire Prevention” section of this Plan for more information.

## 5.2 EMERGENCY PROCEDURES – RETAIL / RESTAURANT STAFF

### IF YOU HEAR A FIRE ALARM 1<sup>st</sup> STAGE (ALERT) ALARM

#### RETAIL / RESTAURANT / MEDICAL STAFF

Provided it is safe to do so, perform the following procedures:

- Prepare to evacuate:
  - ▶ Stop serving customers food and beverages,
  - ▶ Do not serve/seat customers until fire alarm condition has been terminated,
  - ▶ Secure all assets (i.e. cash),
  - ▶ Do not begin any activities/procedures that will delay your evacuation and that of your customers/client/patient,
  - ▶ Advise all occupants to be prepared for possible evacuation.
- Conduct a systemic check of the premises (including washrooms, storage rooms, exam rooms, and change rooms):
  - ▶ Look for fire or smoke,
  - ▶ If smoke and/or fire is found at any time, follow the procedures as summarized in the “If you find fire or smoke” section of this Plan.
- All equipment should be prepared to be turned off (including cooking equipment)
- Ensure you are aware of and are prepared to help any persons who may require assistance to evacuate.
- Follow instructions given over the voice communication system or by the fire department.

## IF YOU HEAR A FIRE ALARM 2<sup>nd</sup> STAGE (EVACUATION) SIGNAL

### RETAIL / RESTAURANT STAFF / MEDICAL STAFF

Provided it is safe to do so, perform the following procedures:

- Instruct all customers/clients/patients to evacuate the building:
  - ▶ Direct occupants to the nearest exit.
- Conduct a systematic check of your immediate area (including washrooms, storage rooms, exam rooms and change rooms) if not already done.
  - ▶ Look for smoke or fire,
  - ▶ Instruct occupants to evacuate.
- All equipment should be turned off, including cooking equipment.
- Ensure persons who require assistance to evacuate or those who cannot evacuate, are assisted in the following manner:
  - ▶ Evacuate via the exit stairs,
  - ▶ When there is a break in the flow of persons evacuating or when the stair is clear they should be transferred into the exit stair,
  - ▶ If in the process of descending the exit stair, the person is unable to continue they should stop at the next stair door down such that they are not obstructing others from exiting by remaining in the stairwell; provided fire/smoke is not present on that floor, they should exit the stair and remain immediately outside the stairwell door,
  - ▶ Exit the building and immediately report the persons location to fire department personnel or building staff.
- Persons unable to use the stairs to evacuate:
  - ▶ If there is no fire or smoke on the floor remain immediately outside the exit stair door, ensuring they do not obstruct others from evacuating,
  - ▶ If conditions worsen, they are to use the firefighter handset to report this, then move into the exit stair, ensuring that the stairwell door remains closed,
  - ▶ If there is fire or smoke on the floor assist the person into the exit stair, ensuring the stairwell door remains closed,
  - ▶ Notify the fire department of the situation via the firefighter handset or by dialing 911, giving the location of anyone remaining on the floor.
- Evacuate the building.
  - ▶ If you know of persons still in the building, report to building staff or fire department personnel upon evacuating the building,
  - ▶ Proceed to your designated assembly location outdoors.
- Obtain information from evacuees in your assigned area:
  - ▶ If anyone has information that should be reported to the fire department or building staff, ensure that it is reported.

- ▶ If persons reported missing are subsequently accounted for, ensure that building staff or fire department personnel are advised immediately.
- Follow instructions from the fire department and assist them as requested.
- Advise evacuees to remain at the assembly location until the fire department has declared the building safe.

## **6 BUILDING OCCUPANTS**

### **6.1 ONGOING RESPONSIBILITIES – BUILDING OCCUPANTS**

All occupants of the building will:

- Know the sound of the sequence of the building's fire alarm and procedures to be followed upon hearing the fire alarm.
- Know the procedures to be followed upon discovery of smoke or fire.
- Notify your supervisor or the Fire Warden in your area if you have a condition that you feel may inhibit your ability to evacuate the building safely without assistance.
- If you are assigned to assist someone to evacuate, ensure that you know the procedures to be carried out in that eventuality.
- Participate in all fire drills and other fire safety training conducted.
- Assist in fire prevention by noting and reporting fire hazards and unsafe conditions observed in the building. Refer to "Fire Prevention" section of this Plan.

## 6.2 EMERGENCY PROCEDURES – BUILDING OCCUPANTS

### IF YOU FIND FIRE OR SMOKE

#### BUILDING OCCUPANTS

- Leave the affected area immediately.
- If safe to do so, remove any persons in immediate danger.
- Make sure that doors to the affected area(s) are closed.
- Alert building occupants; activate the nearest fire alarm pull station.
- Once at a safe location, call the Fire Department at 911
- If safe to do so, perform your duties as outlined in the “Emergency Procedures” section of this Plan.
- Use the closest exit stairs and/or exterior exit doors to exit. If you encounter fire or smoke in the exit stair, use an alternate exit. Do not use elevators. Note: Crossover floors are identified by signage within the stairwell and are generally every 5 floors or less.
- If you are unable to use an alternate exit or are trapped:
  - ▶ Return to a safe area and close the door, leaving it unlocked.
  - ▶ Seal off all openings which may admit smoke.
  - ▶ Crouch low to the floor if smoke enters the room.
  - ▶ Call the Fire Department at 911 and alert them of your location.
  - ▶ Wait to be rescued. Listen for voice communications given by authorized personnel.
- Report dangerous conditions. If you have information relating to persons still in the building, report it immediately to the Fire Department personnel or building staff.
- Proceed to your designated assembly location outdoors.
- Do not return the building until it is declared safe to do so by the Fire Department.



## **IF YOU HEAR A FIRE ALARM 1<sup>st</sup> STAGE (ALERT) ALARM**

### **BUILDING OCCUPANTS**

- Save your work; secure valuable/sensitive information. Do not begin any activities that may delay your evacuation should it become necessary.
- Be aware of any conditions such as the presence of smoke/fire:
  - ▶ If smoke and/or fire is found at any time, follow the procedures as summarized in the “If You Find Fire or Smoke” section of this Plan.
- Follow the instructions given by Fire Wardens and/or building staff.
- Listen for the evacuation signal.
- Follow the instructions given over the voice communication system and those given by the Fire Department.
- After hours – If the building is not sufficiently staffed with Supervisory Staff evacuate the building immediately. Refer to the procedures “If You Hear a Fire Alarm 2<sup>nd</sup> Staff (Evacuation) signal” on the following page.

## IF YOU HEAR A FIRE ALARM 2<sup>nd</sup> STAGE (EVACUATION) SIGNAL

### BUILDING OCCUPANTS

- Evacuate the building immediately, using the nearest exit.
- Check all doors before opening them. Using the back of your hand, check the door for heat:
  - ▶ If the door is hot, leave the door close and unlocked and use an alternate path to an exit.
  - ▶ If the door is not hot, brace yourself against it and open slightly. If you feel air pressure or a hot draft close the door quickly, leaving it unlocked. Use an alternate exit.
- If you are unable to use an alternate exit or are trapped:
  - ▶ Return to safe area and close the door, leaving it unlocked.
  - ▶ Seal off all openings which may admit smoke.
  - ▶ Crouch low to the floor if smoke enters the room.
  - ▶ Call the Fire Department at 911 and alert them to your location.
  - ▶ Wait to be rescued. Listen for instructions given by authorized personnel.
- Walk to your nearest exit and leave the building. Use exterior exits or exit stairwells only. Close all doors behind you. Do not use elevators. Note: Crossover floors are identified by signage within the stairwell and are generally every 5 floors or less.
- Follow instructions provided by Fire Wardens, building staff and the Fire Department.
- Report dangerous conditions. Upon leaving the building, report to building staff or Fire Department personnel if you know of anyone still in the building or if you suspected or has seen fire or smoke.
- Report to your designated assembly location.
- Do not return to the building until the “ALL CLEAR” has been given by the Fire Department.

## **7 PERSONS REQUIRING ASSISTANCE**

It is the responsibility of Business Owners to ensure that any persons on their premise who require assistance to evacuate are provided with means to evacuate the premises safely.

Employees should make every effort to note the presence of persons who appear to require assistance to evacuate. Employees should make every effort to assist those person(s) in the event of an emergency evacuation as long as it is safe to do so.

### **Overview**

There is a multitude of reasons why a person may require assistance to evacuate via the exit stair. A person's condition may literally affect their ability to walk (ex. arthritic knee, broken leg, hip problem, etc.), in which case it may be possible for them to evacuate using the stairs, but they will move slowly and may need another person's assistance to do so.

There are also conditions that do not actually affect a person's ability to walk. Conditions such as; asthma, anxiety or severe claustrophobia during high levels of distress may become severe enough that they require assistance evacuating.

### **Planning**

Persons requiring assistance should be identified prior to emergencies, for the purpose of formulating plans for their safe evacuation of the premises.

Plans need to involve discussions with Persons Requiring Assistance on methods of evacuating, or what actions to take in the event that a person is unable to evacuate the building on their own.

Those who require assistance should feel comfortable with the Plan. In the case of persons who can evacuate the building, assistance may take the form of escorting the person to ensure they do not fall and/or injure themselves while evacuating.

Employees who require physical assistance should be paired up on a "Buddy System" with an able-bodied volunteer who is within close proximity to them on a constant basis. Buddies should help their assigned "buddy" to the designated assembly area.

In the case of persons who are unable to evacuate, Plans need to identify where a person can safely be left (refer to the "Emergency Procedures" section of this Plan) and the procedure for reporting the location of persons left in the building to the Fire Department or building personnel.

### **Persons Unable to Evacuate**

Those persons for whom evacuation using the exit stairs is not possible should consider the information below.

Rescue by firefighters is not inevitable, nor is evacuation via an elevator a certainty.

In the event that a person or persons has remained in the building and is in no immediate danger (i.e. there is no fire in the building, or the fire is not in the vicinity and is not likely to spread to other areas of the building), they will likely remain in place until the situation is resolved. Firefighters may concentrate their efforts on investigating and/or controlling any fire may be occurring.

Exit stairs are designed to provide protection from fire and smoke and are therefore the safest locations in the building. Therefore, In the case of those who believe the elevator lobby to be the logical place to await rescue, they should be informed that the exit stair (either inside the stair or immediately outside the stair) is the ideal place to stay.

Should firefighters decide that a rescue is called for; they may or may not use the elevator. If they do use the elevator, it is likely that they may only take the elevator to a safe floor somewhere below the “fire floor” and ascend the rest of the way using the exit stairs.

Building staff should not use the elevators to evacuate building occupants.

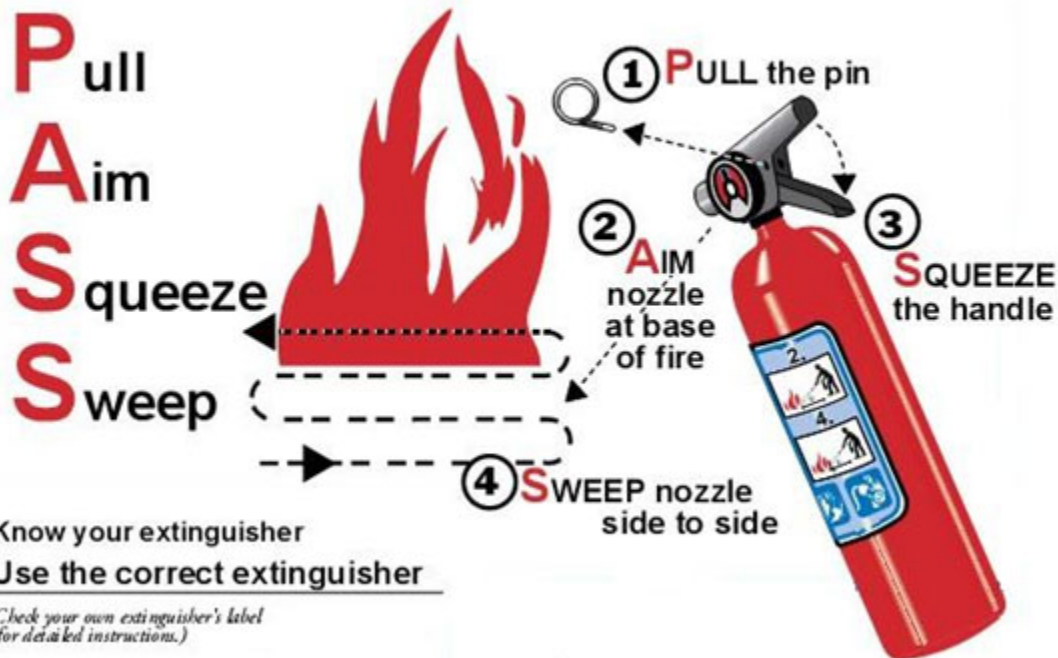
## 8 FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated.

Only after ensuring that the alarm has been raised and the Fire Department has been notified, should an attempt be made to extinguish the fire, and only then by experienced person(s) familiar with extinguisher operation. If the fire cannot be easily extinguished, leave the area and confine the fire by closing the door. Fire and smoke can often be contained and/or controlled by ensuring that doors are closed.

Fighting the fire is always a voluntary act.

### To operate an extinguisher:



## 9 FIRE PREVENTION

The best way to fight fire is to prevent it from happening in the first place. Fires do not just happen; they are usually traced to human error, and prevention of fires is the ultimate achievement in fire safety. **Fire prevention is everyone's responsibility.** If you notice a fire hazard report it to your supervisor immediately.

The following fire prevention measures are noted for the purpose of creating a safe environment for occupants and building staff.

### GENERAL HAZARDS

- Keep all hallways, aisles and corridors free from obstructions.
- Ensure that all stairwell doors remain closed at all times. They should never be propped open.
- Smoking is a major cause of fire deaths. Many fires are related to careless smoking practices. Smoke in designated areas only.
- Avoid placing combustible materials directly in contact with an electrical outlet.
- Do not hang anything from a fire sprinkler head.

### ELECTRICAL HAZARDS

- It is recommended that all electrical appliances with heating elements (e.g. coffee maker) be unplugged at the end of the workday.
- Electrical wiring that is defective, frayed, or cracked must be replaced.
- Do not use any outlets or electrical devices if electrical arcing occurs. Contact a qualified electrician to assess the problem.
- Extension cords are designed for temporary use only. If they are to be used, they should be protected from physical damage. They should never be run under mats or carpets.
- If a circuit breaker consistently "trips", discontinue using the device that is causing the circuit to trip. It must be determined if the device is faulty, or if there is too much current passing through the circuit, or if the circuit wiring is at fault. Only a certified electrician should assess and repair problems in the electrical distribution system.
- Circuit breaker panels shall not be covered or obstructed by stored material.

### STORAGE AREAS

- Storage areas should be kept clean and free of rubbish.
- Materials should be stacked to ensure stability of the piles.

- There should be a clearance of at least 18 inches between fire sprinkler heads and stored material.
- Light fixtures should be protected by wire guard or cage to prevent accidental breakage of light bulbs.
- Material should not be stored directly touching an electrical outlet.
- Electrical equipment and devices should not be operated, or connected to an electrical source in storage rooms.
- Doors to storage rooms shall be kept closed at all times.
- Flammable and combustible liquids should not be stored in storage rooms used for ordinary combustible materials (e.g. paper, boxes, clothing, linens, etc.).
- Hazardous, reactive, or unstable chemicals and substances shall not be stored in storage rooms used for ordinary combustible materials.
- Service rooms should not be used for storage.

#### **FLAMMABLE AND COMBUSTIBLE LIQUIDS**

- The handling and storage of flammable and combustible liquids are required to comply with applicable requirements of the current Ontario Fire Code (OFC).
- Personnel using hazardous chemicals are required to be familiar with the MSDS sheets, which describe the use and handling of chemicals.
- Do not store flammable and combustible liquids with corrosives, oxidizers, reactive chemicals or compressed gases.

## 10 POWER FAILURE

While power failures rarely occur due to an internal building system problem, external occurrences such as transformer failures can cause power loss. The complex has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with emergency power generators providing power to the life safety equipment (i.e. exit signs, elevators, emergency lights and fire equipment).

### Elevators

Once emergency power is activated and/or restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. A reduced number of elevators will operate until full power is restored.

If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fall. Do not attempt to force the doors open or escape through the roof hatch. Depress the call button labeled 'HELP' on the control panel and notify Security of your location.

### Lights

All suites and public areas are equipped with emergency powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Security Desk at (416) 928-9058.
- Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate the building, lock all areas of your premises and remember to take your key.
- Do not congregate in the lobby areas or in the street.
- Building management will notify you as soon as possible when power will be restored.

## 11 ELEVATOR ENTRAPMENT

If you are trapped in an elevator, please follow these guidelines:

- Remain Calm.
- Depress the call button labeled 'HELP' on the elevator control panel.
- Notify Building personnel of your situation.
- Security will dispatch elevator personnel to assist.
- Do not try to free yourself or escape. Remain calm and await instructions.



## 12 MEDICAL EMERGENCY

If someone in your office is in need of medical assistance due to illness or injury, please follow these steps:

- Call 911 - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.
- Call the Security Desk at (416) 928-9058 and notify them of your location. Security will provide interim assistance, and will arrange for emergency personnel to arrive at your location as quickly as possible.
- Post one person on your floors freight/service elevator lobby to meet medical personnel and lead them to the person in distress.

Security will bring a trauma bag, oxygen and AED Defibrillator to assist the person in distress.

Following the above procedures will ensure the situation is dealt with as efficiently as possible. Security's assistance could make the difference in an emergency situation.

## 13 EARTHQUAKES

Although rare, earthquakes that disrupt normal building operations do occur. In a high rise building some swaying of the building is to be expected. In the event of an earthquake property management will work with emergency services. Aftershocks may occur.

Do Not Panic! Remain Calm!

When Inside:

- Stay inside the building and do not rush outside,
- Hide under a table, a desk or other solid piece of furniture,
- In a corridor, crouch along an interior wall,
- Cover your head and face,
- Move away from windows, glass partitions, mirrors, lighting equipment or furniture that may fall over,
- Do not use the elevators, if in an elevator during an earthquake, exit immediately and take cover,
- Seek cover and stay where you are until the earthquake ends,

When Outside:

- Do not enter a building,
- A clear area is the safest place to be,
- Stay away from windows, buildings, electrical wires and telephone poles.

## 14 SUSPICIOUS PACKAGES

Suspicious packages could be delivered to your home or workplace, so it is good practice to be vigilant and aware of what to do. You know what kind of mail and packages you usually receive. Look for things that are out of the ordinary, such as unexpected mail from a foreign country.

The following might help in identifying a suspicious package:

- Unfamiliar return address or none at all
- Strange odour or noise
- Protruding wires
- Excessive postage
- Misspelled words
- Addressed to a business title only (e.g. President)
- Restrictive markings (e.g. Do not X-ray)
- Badly typed or written
- Rigid or bulky letters
- Lopsided or uneven
- Excessive wrapping, tape or string
- Oily stains, discolouration or crystallization on wrapping
- Leaking

The contents of a letter or package may cause concern if:

- You see powder or a liquid.
- It contains a threatening note.
- It contains an object that you did not expect to receive or cannot identify.

If you are worried about a package or letter you have received:

- Do not handle, shake, smell or taste it.
- Leave the letter or package where it is.
- Get everyone out of the room and close the door.
- Remove any clothing that has powder or liquid on it
- Call 9-1-1 and Building Security
- Wash your hands with soap and water.
- Wait in a safe place until the police or fire response teams arrive.

The police, other emergency workers and public health authorities will give advice about what to do next.

## 15 BOMB THREAT PROCEDURES

Statistics have shown that Canada is a relatively safe country, where the vast majority of threats and acts of terrorism are hoaxes. However, as the potential injury to persons and damage to property is great, all situations must be dealt with as if they are real. **If you receive a bomb threat, take it seriously.**

### **If you receive a Bomb Threat by phone:**

- 1) The person receiving the call should be prepared to obtain precise information and fill out the Telephone Bomb Threat Checklist. This information includes:
  - a) Time of the call
  - b) Exact wording of the threat
  - c) Any distinguishing characteristics of the caller such as voice or background noises.
- 2) Call 9-1-1 to notify police.
- 3) Call the Security Desk at (416) 928-9058.

A search of tenant premises cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with your environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search.

It is recommended that your Life Safety Team utilize employee volunteers to assist with the search. Brookfield Staff, Building Security and/or police will assist them. The search of common areas is the responsibility of Brookfield Staff and Building Security.

During the search procedure remember this rule: **Look for something that doesn't belong, that is out of the ordinary, or out of place.** Conduct the search quickly but thoroughly. Keep the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT.**

In the event that a suspicious object is found, local police or Brookfield Staff and Building Security may recommend a partial or complete evacuation.

Refer to the next page for the 'Telephone Bomb Threat Checklist'.

## TELEPHONE BOMB THREAT CHECKLIST

### THREAT LANGUAGE

<input type="checkbox"/> Well-spoken / educated	<input type="checkbox"/> Incoherent	Sex of Caller:	Approximate Age:
<input type="checkbox"/> Taped	<input type="checkbox"/> Foul	Length of Call (Minutes):	
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker	Phone # at which call was received:	
		Date:	Time:

### CALLER'S VOICE:

### BACKGROUND SOUNDS:

<input type="checkbox"/> Calm	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Ragged	<input type="checkbox"/> Children	<input type="checkbox"/> Animal Noises
<input type="checkbox"/> Excited	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Voices	<input type="checkbox"/> Clear
<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> PA System	<input type="checkbox"/> Static
<input type="checkbox"/> Rapid	<input type="checkbox"/> Nasal	<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	<input type="checkbox"/> Local
<input type="checkbox"/> Soft	<input type="checkbox"/> Stutter	<input type="checkbox"/> Disguised	<input type="checkbox"/> Household Noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Loud	<input type="checkbox"/> Lisp	<input type="checkbox"/> Accent	<input type="checkbox"/> Motors	<input type="checkbox"/> Booth
<input type="checkbox"/> Laughter	<input type="checkbox"/> Raspy	<input type="checkbox"/> Familiar	<input type="checkbox"/> Office Machinery	<input type="checkbox"/> Other

If voice is familiar, whom did it sound like?

### QUESTIONS TO ASK:

When is the bomb going to explode?
Where is it right now?
What does it look like?
What will cause it to explode?
Did you place this bomb?
Why?
What is your name?

### EXACT WORDING OF THREAT:


### COMMENTS:


**REPORT CALL IMMEDIATELY TO 9-1-1 AND SECURITY DESK AT (416) 928-9058**

Call received by:	Phone #:
Company:	Suite #: