

TENANT HANDBOOK FLOOR WARDEN PROCEDURES



Royal Centre

1055 West Georgia Street, Vancouver, BC, V6E 3P3



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IMPORTANT TELEPHONE NUMBERS

Medical or other Life-Threatening Emergencies

911

Building Security Emergency Number

604-669-0233

Water – Electrical Failure – Building

Hazard Royal Centre Service

604-689-1711

Royal Centre Web Site – Life Safety Link

www.royalcentre.com

INTRODUCTION

This manual outlines basic response procedures for tenants to use in the case of an emergency. Regular meetings will be scheduled for Floor Wardens and their assistants, however should you have any questions or concerns with respect to this manual, please contact the Property Manager at **604-602-4800**.

Warrington PCI Management places a priority on the safety of their tenants. As a required safety precaution, each floor shall have a minimum of four to six Floor Wardens. A minimum of two to three Floor Wardens should be appointed from each tenant on a multi-tenanted floor. All coordinators are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plan. Warrington PCI Management will conduct a fire drill once per year. Additionally, training on the plan can be provided by the Security Site Supervisor throughout the year when requested. At least once per year training must be completed with your Floor Wardens.

Do not let an emergency be the first time you learn about safety equipment and the evacuation procedure. 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. Buildings of 120 feet (39.3 meters) in height use a system of staged evacuation. This means that only the occupants of the floor or floors involved in an emergency situation are evacuated immediately. If a full building evacuation becomes necessary, then the remainder of the building would be evacuated as quickly as conditions warrant or as the Vancouver Fire Department deem necessary. This will be accomplished by the use of the voice communication system wherein instructions will be given as necessary. It must be stressed that upon arrival the Vancouver Fire Department is in command of the situation until they are off site.

Total building evacuation is necessary only in the case of a serious Fire, Bomb Threat, or other major building emergencies. As Occupants, familiarize yourself with the following:

- location of the nearest fire alarm pull stations (FAPS);
- alarm signal tones;
- evacuation procedures;
- emergency exits;
- fire extinguisher locations;
- your floor Floor Warden.

Should you require further copies of this manual, please contact the Property Manager at **604-602-4800**.

LIFE SAFETY SYSTEMS

Royal Centre is a double stairwell, 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 at Royal Centre consists of:

1. A computerized, state of the art, Fire Alarm System which is monitored on the main floor 24-

hours a day by a trained Security Guard. It is also monitored by an off-site monitoring company twenty four hours a day.

The Fire Alarm system is considered a two stage system. The stages are as follows:

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

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

2. Each floor is protected by a sprinkler system.
3. There are smoke and heat detectors on each floor, which, when activated will set off the Fire Alarm signals.
4. A public address system with speakers located throughout each floor of Royal Centre.
5. Emergency Communication System (Angus Anywhere) that sends messages from Building Management to Tenant Emergency Contacts by email
6. Pull Stations and Fire Extinguishers at the stairwell exits on each floor.
7. Tenant Floor Wardens located on each floor.
8. The capability of bringing all elevators to the ground level in an emergency or to use them to aid in the evacuation.
9. Two separate fire rated emergency stairwells that run from the 37th floor to the main floor.
10. Automatic smoke removal from each floor via return air dampers.
11. Emergency lighting throughout the building.
12. Signage in each elevator lobby indicating evacuation procedures and routes.
13. Cross-Over Floors that can be re-entered should the stairwell being used become inaccessible. The locations of the cross- over floors are: 4, 6, 11, 17, 20, 21, 22, 27, 28, 33, 35.

WARRINGTON PCI MANAGEMENT RESPONSIBILITIES

The building security staff is on site 24-hours a day. They are responsible to respond and manage alarms from the fire alarm system located at the Security Desk.

All Warrington PCI Management staff on site will also respond to ensure there is sufficient staff to aid security in the response to the alarm.

Staff will be available to accept information from occupants & Floor Wardens where needed. They will also be assisting security with crowd control.

TENANT RESPONSIBILITIES

- Occupants are required to plan for evacuations of their own space. Warrington PCI Management provides this manual to occupants to use in the creation of their own plans. These are the minimum requirements required for a safe evacuation from the building. It is recommended that you maintain your own life safety and evacuation plan.
- Meet with all the Floor Wardens/Deputies/Assistants on your floor(s) a minimum of once every three months to review your evacuation plan.
- Make certain that you always have enough Emergency Coordinators and Assistants assigned to your floor. Maintain accurate records of the Emergency Coordinators and their Assistants. At minimum two (2) Floor Wardens and four (4) Assistants per floor.
- Consider having a specific quadrant assigned to each Floor Warden and Deputy.
- Maintain a current list of people who are mobility impaired or need extra assistance in evacuation.
- In advance ensure you recruit enough buddies to aid those people requiring extra assistance should an evacuation be needed. These people will remain with the mobility impaired persons throughout the evacuation and assist them should they be required to take the stairs.
- Keep areas surrounding fire alarm stations, fire extinguishers and stairwell doors free of obstructions at all times. Ensure evacuation routes are not blocked.
- Twice per year walk through the evacuation process with your employees. This includes leaving your office and going down the stairwells to the building exit points. This will help occupants understand their role in an evacuation and assist Floor Wardens in getting people out safely. This should be a planned event. Please notify Warrington PCI Management when this activity will take place and we will have staff on hand to assist you with answering questions that may arise

Responsibilities of the Tenant Floor Wardens:

- Identify yourself as the Floor Warden during an emergency.
- Must be in complete charge of their floors for the safety of all persons (including visitors) during any emergency.
- Be authoritative and responsive.
- Takes the lead during evacuation of the floors to ensure it runs efficiently and safely.

Responsibilities of Deputy Floor Warden:

- Assume the role of Floor Warden in their absence.
- Assist the Floor Warden during an alarm by either conducting a floor search or assisting with the evacuation.
- Assist with the evacuation of the Mobility impaired.
- Assist the Floor Warden to ensure that all occupants on your floor comply with and know the Life Safety Plan

PERSONNEL DESCRIPTIONS

Floor Wardens (FW)

Floor Wardens are responsible for the supervision of the occupants in an orderly evacuation of their office spaces to the recommended assembly area, either within the building or outside, should an evacuation or relocation be ordered by the authorities or the Building Incident Commander. They are also responsible for communicating with the Building Incident Commander / Assembly Area Coordinator on the status of their assigned area and the disposition of any persons requiring assistance to evacuate. Floor Wardens report directly to the Building Incident Commander or the Operations Section Chief (delayed response by the authorities). Should any of the members of the Floor Warden team (Deputy Floor Wardens, Assistance Monitors) be unable to fulfill their duties as outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility), the Floor Warden shall advise the Fire & Life Safety Director of the vacancy. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

Deputy Floor Wardens (DFW)

Deputy Floor Wardens are responsible for assisting the Floor Warden with the initiation of an evacuation of occupants, should an evacuation or relocation be ordered by the Floor Warden. They will assume the role of Floor Warden in the Floor Warden's absence and will advise the Fire & Life Safety Director if the Floor Warden is no longer able to perform the duties outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility). They are also responsible for communicating with the Floor Warden on the status of their assigned area and the disposition of any persons requiring assistance to evacuate. Deputy Floor Wardens report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

Assistance Monitors (AM)

Assistance Monitors are responsible for assisting persons requiring assistance to a safe area beside or within the stairwells to await assistance from the Building Response Team or the authorities, should an evacuation or relocation be ordered by the Floor Warden. They are also responsible for communicating with the Floor Warden on the status of the disposition of any persons requiring assistance to evacuate, and for providing that assistance should the emergency force an evacuation prior to assistance arriving. Assistance Monitors report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of persons requiring assistance to evacuate. If there is a new person requiring assistance in an Assistance Monitor's area of responsibility or if there is a change of status of a person requiring assistance to evacuate (e.g., a broken ankle heals), the Assistance Monitor will advise the Fire & Life Safety Director so that the *Persons Requiring Assistance to Evacuate* list within the Facility Emergency Response Plan can be updated.

FIRE PROCEDURES

Floor Wardens – Fire Procedures

A) At the sound of a fire alarm, the Floor Wardens shall immediately:

- 1) Put on your identification, if readily available, and quickly check the integrity of the exits.
- 2) If you hear an alert (first stage) fire alarm signal, stand by for further instructions over the emergency voice paging. If there is a continuous (second stage) alarm present and the exits are safe, instruct the occupants of your area to evacuate into the stairwells and relocate down to the next safe crossover floor (one that is uncrowded and is not in evacuation alarm), where they will re-enter the floor space and await further instructions (unless a full building evacuation has been ordered). Those starting evacuation from the 7th floor or below are to evacuate out of the building to the recommended assembly area west of the building, along the east side of Thurlow Street.
- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Proceed to evacuate or relocate by heading into the nearest safe stairwell or exit. If you have time-sensitive information for the Building Incident Commander, report on the status of your area and of any persons requiring assistance, if safe to do so, as follows. If relocating to another area within the building, report via a fire phone (located by the Yellow Stair) that is at least two floors below the fire floor. If evacuating to outside, report in person at the 1st Floor security desk via Yellow Stair, before proceeding outside; afterward, proceed to the recommended assembly area west of the building, along the east side of Thurlow Street, report to the Assembly Area Coordinator on the status of your area, and then rejoin or relocate your group as directed by the Assembly Area Coordinator.

Note: For persons requiring assistance to evacuate, please refer to the Assistance Monitor procedures.

B) If you encounter fire or are informed of a fire in your area of responsibility:

- 1) Get everyone out of the room or area, activate the nearest manual pull station and close any doors behind you. This may help to control the fire by cutting off its oxygen supply, as well as limiting the spread of smoke to adjacent areas.
- 2) Assist the Deputy in evacuating the occupants of your area into the stairwells and relocate down to the next safe crossover floor (one that is uncrowded and is not in evacuation alarm), where they will re-enter the floor space and await further instructions (unless a full building evacuation has been ordered). Those starting evacuation from the 7th floor or below are to evacuate out of the building to the recommended assembly area west of the building, along the east side of Thurlow Street.

- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Proceed to evacuate or relocate by heading into the nearest safe stairwell or exit. Report to the Building Incident Commander on the status of your area and of any persons requiring assistance, if safe to do so, as follows. If relocating to another area within the building, report via a fire phone (located by the Yellow Stair) that is at least two floors below the fire floor. If evacuating to outside, report in person at the 1st Floor security desk via Yellow Stair, before proceeding outside; afterward, proceed to the recommended assembly area west of the building, along the east side of Thurlow Street, report to the Assembly Area Coordinator on the status of your area, and then rejoin or relocate your group as directed by the Assembly Area Coordinator.

Note: If you ever have to open a closed door and you are suspicious that a fire condition may be present, feel the door first to see if it is hot. If it is hot to the touch, do not open that door.

C) Defend In Place:

In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:

- 1) Use the fire phone to advise the Building Incident Commander and calmly get all the people into one area of the complex least affected by the fire.
- 2) Dial 911 on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc. and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

Note: The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters.

FIRE DRILL REPORT

To be completed by Floor Warden

Date: _____

Your Name: _____

Company: _____ Suite # _____

Building Name: _____

Building Address: _____

Floor(s) of Responsibility: _____

Time Bells Started: _____ Time Your Floor Cleared Building: _____

Time Reporting Floor Status: _____ Time Advised Safe to Return: _____

Reported to: __Senior Fire Official

__Building Incident Commander

__Assembly Area Coordinator

Y N N/A

- Was alarm clearly heard in all areas?
- Was announcement heard in all areas?
- Was announcement understandable?
- Were any doors wedged open or blocked?
- Were the hallways and exits clear of obstructions?
- Were any evacuation or suppression operations hindered?
- Did all occupants know where the assembly area was?
- Were everyone's duties understood?
- Is training/review required?
- Did occupants have a positive attitude towards the drill?
- Did occupants comply with the fire drill?

COMMENTS:

Deputy Floor Wardens – Evacuation Procedures

At the sound of a fire alarm or upon being informed of an emergency or an evacuation order, the Deputy Floor Warden shall:

- 1) If the Floor Warden is not present on your floor, you shall assume the duties of the Floor Warden and assign someone to the position of Deputy Floor Warden.
- 2) Systematically check each area to ensure that occupants are evacuating their areas, if an evacuation has been ordered. Take note of any persons requiring assistance to evacuate at the exits.
- 3) Report back to the Floor Warden, provide an evacuation status report, and then stand by for further instructions.

Assistance Monitors – Evacuation Procedures

At the sound of a fire alarm or upon receiving an evacuation order within the complex, the Assistance Monitors shall perform the following:

If the person requiring assistance is on the ground floor:

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual to the nearest safe exit.
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.

If the person requiring assistance is above the ground floor:

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual next to the nearest safe exit stairwell (but not inside the stairwell unless fire or smoke is present on your floor).
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.
- 3) If the person is mobile but slowed as a result of his or her condition, wait until other occupants from your floor and the floors above you have descended past your floor, and then assist the person into the stairwell, down to the next crossover floor not impacted by fire or smoke, and back out of the stairwell.
- 4) If the person cannot negotiate the stairs (e.g., in a wheelchair), wait beside the stairwell for assistance from the Fire Department or the Building Response Team. If it is dangerous to remain beside the stairwell (because of the presence of fire or smoke), move the person requiring assistance into the stairwell. If smoke is entering the stairwell, relocate the person requiring assistance down at least two floors to the nearest crossover floor, and back out of the stairwell onto the floor beside the exit.
- 5) If safe to do so, use a fire phone at the nearest crossover floor below the fire floor to advise the Building Incident Commander of the status of the person requiring assistance.

Defend In Place:

In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:

- 1) Calmly bring the person requiring assistance to an area of the floor space least affected by the fire.
- 2) Dial 911 on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc., and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

9-1-1 Protocol

Call 911, or an equivalent number such as 9-911 (depending on your phone system), from a safe phone.

- 1) Whenever you have to call 911 or its equivalent, always provide the following information:

Building address: **Royal Centre
1055 West Georgia Street
Vancouver, BC V6E 3P3**

Nearest known cross streets: **at the northwest corner of Burrard Street and West Georgia Street**

Location within the building: Floor #: _____

Suite #: _____

Nature of the emergency: _____

Your call-back number: _____

- 2) Follow the dispatcher's instructions. Be prepared to provide additional information on injured persons.
- 3) Remain on the phone until the dispatcher hangs up.
- 4) Simultaneous to the 911 call, have someone call Building Management or Building Security to inform them of the emergency and location.
- 5) Building Management or Building Security will expedite emergency personnel to your location.

Instructions to Operate Fire Extinguishers

IMPORTANT The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process.

The fire extinguisher is not there to empower untrained individuals to become firefighters. It is highly recommended that you take a hands-on fire extinguisher training program prior to using a fire extinguisher.

Prior to using a fire extinguisher, make sure the Fire Department is notified of the fire and ensure that you have your back to an exit. Fire extinguishers work only on small fires. Contact your emergency representative to set up fire extinguisher training.

Before Using a Fire Extinguisher:

- Activate the fire alarm to evacuate the building, and then call **911**.
- Ensure that you have an available evacuation route.
- Advise someone that you are going to try to use the fire extinguisher (Buddy System).
- Check that you are using the right fire extinguisher for the type of fire (**A** – Ordinary Solid Materials / **B** – Flammable Liquids / **C** – Electrical Fire / **D** – Combustible Metals).

If the fire is still small and not spreading,

ONLY THEN

Use the P.A.S.S. technique outlined below.

PULL Pull the pin. This will break the tamper seal.

AIM Aim low. Point the hose a few inches in front of the base of the fire. If you are right-handed, hold the extinguisher in your left hand and the end of the hose in your right. This will give you better control of the discharge path.

CAUTION: Do not touch the discharge horn of a CO₂ extinguisher as the CO₂ can damage your skin.

SQUEEZE Squeeze the handle to release the extinguishing agent.

SWEEP Sweep from side to side as you aim the discharge path from the bottom of the fire to the top and back again until the fire appears to be out, and then evacuate the area immediately.

NOTE You have approximately 10 seconds to knock the fire down once you begin to discharge the extinguishing agent. If you are unable to knock the fire down enough to allow you to evacuate, defend in place until help arrives.

NATURAL DISASTER PROCEDURES

Floor Wardens – Earthquake Procedures

In the event of an earthquake at Royal Centre, Floor Wardens shall:

- 1) During the shaking, DROP - COVER - HOLD. Protect yourself by *dropping* to the floor and taking *cover* under a desk, sturdy table or other piece of furniture. *Hold* on to whatever you are under. If taking cover under a sturdy piece of furniture is not possible, get into a corner and, facing out, bring your knees and hands up to protect yourself. Stay away (and face away) from windows (do not stand in a doorway because you become a silhouette for a shrapnel hazard). Stay away from anything that can shatter or fall on you. Count out loud (one-one thousand, two-one thousand, three-one thousand) to give yourself a time reference and to assure others around you that you are actively monitoring the situation. Encourage others to count with you so you know who is still safe and to give them something on which to focus.
- 2) Do not leave cover for at least 10 seconds after the shaking has stopped. Make sure it is not dangerous for you to come out from under cover (dangling light fixtures, broken glass, live electrical circuits in close proximity).
- 3) Cautiously leave your protection and begin to do an injury assessment. Try to plot your course around your floor space so that you are no more than a few steps from another safe spot (in case of an aftershock).
- 4) Announce to the occupants on your floor not to evacuate until the integrity of the stairwells and exits has been checked, and then dispatch Fire Control Teams with fire extinguishers to patrol the floor and extinguish small fires.
- 5) Do a complete check of your floor, looking for injured or trapped persons, dangerous or shorting electrical circuits, damaged and leaking water lines, and unstable walls, ceilings, or furniture. Return telephone receivers to their cradles if they have fallen off. Reassure everyone and ask them to remain calm while you check for injuries. Barricade off unsafe areas.
- 6) Upon finding injured occupants, render first aid, if qualified. If not qualified, assist those rendering or requiring first aid.
- 7) Any individuals who are trapped in rooms, because of doors shifting in jambs or being blocked by debris, can be removed, if possible, by going through the drywall beside the door to extricate trapped occupants from the room. (Drywall is soft and can be broken through with a hammer or similar object.)
- 8) Check the integrity of the stairwells and exits on your floor and prepare to evacuate if so ordered. An evacuation of your space will be ordered only if the building safety systems have been compromised, the structural integrity of the building has been compromised or the building is on fire. Exterior evacuation of the building onto the street should be discouraged, as it is more dangerous outside the building following an earthquake than within it because of potential falling debris.

- 9) If required, implement sanitation procedures by placing garbage cans in the washrooms with triple plastic garbage can liners to be used as temporary toilets until the integrity of the sewage systems is checked. (This is to ensure that raw sewage does not pour into the floor spaces below you, should the sewer lines be damaged.)
- 10) Contact the Operations Section Chief or the Building Incident Commander at the Incident Command Post located at the 1st Floor security desk and advise of the status of your floor, and then follow the instructions of the Operations Section Chief or the Building Incident Commander.
- 11) If ordered to relocate, your recommended primary relocation assembly areas are on the lowest safe accessible floor(s) in the building, unless full building collapse (unlikely) is imminent or the building is experiencing an uncontrollable fire on the lower floors, in which case a full evacuation to a safe area outside will be required. The exterior evacuation is a last resort to be used only if all options to remain in the building have been exhausted. If an evacuation is absolutely necessary, proceed to a safe area outside of the building. Do not stand near a building due to falling debris and do not stand near any potential hazards (e.g., power lines). Tenants must determine on their own where a safe area is located.
- 12) Report any missing persons to the Operations Section Chief or the Building Incident Commander.

Note: The building operations staff will be actively checking critical building systems following an earthquake and may not be immediately available to assist you with any problems you are experiencing as a result of the earthquake. It is important that you stabilize your floors and deal with spot fires and injuries as best you can and report any problems to building staff as soon as possible. Just be aware that it may be some time before building staff are in a position to assist you and that your corporate emergency response plan should reflect that.

HUMAN INDUCED / TECHNOLOGY FAILURE PROCEDURES

Floor Wardens – Bomb Threat Procedures

Upon being informed of a 'Code B' bomb threat at Royal Centre, Floor Wardens shall:

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check exits and evacuation routes for suspicious packages, prior to an evacuation taking place.
- 3) If you have been asked to search your area for suspicious objects, coordinate a systematic search of your area, concentrating first on areas accessible to the general public (Red Zones). These areas will include corridors, elevator lobbies, public washrooms, under stairwells, within fire hose or extinguisher cabinets, or within unlocked closets or utility rooms. When searching, systematically sweep the rooms in your area, starting with objects and furniture located waist-height to ground, then from waist to head, and then from head to ceiling.
- 4) If a suspicious package is found, DO NOT DISTURB IT in any way. Leave the area, leaving doors to the area open, and contact the Building Incident Commander via the nearest firefighters' telephone and follow instructions.
- 5) If ordered to evacuate the occupants from your floor:
 - a) Instruct the occupants to take their briefcases, lunch boxes, purses and small packages with them. This will decrease the number of packages to be examined by search teams, if a suspicious item has not already been found. Ensure that the doors to the area are left open to help vent the blast should the device activate.
 - b) Evacuate the occupants in your area to the nearest safe exit in the same manner as you would during a fire evacuation and send them to the recommended assembly area as directed by the Building Incident Commander.
 - c) Proceed to the Incident Command Post at the 1st Floor security desk and advise the Building Incident Commander of the status of your designated area, any concerns and the extent of your search.
 - d) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

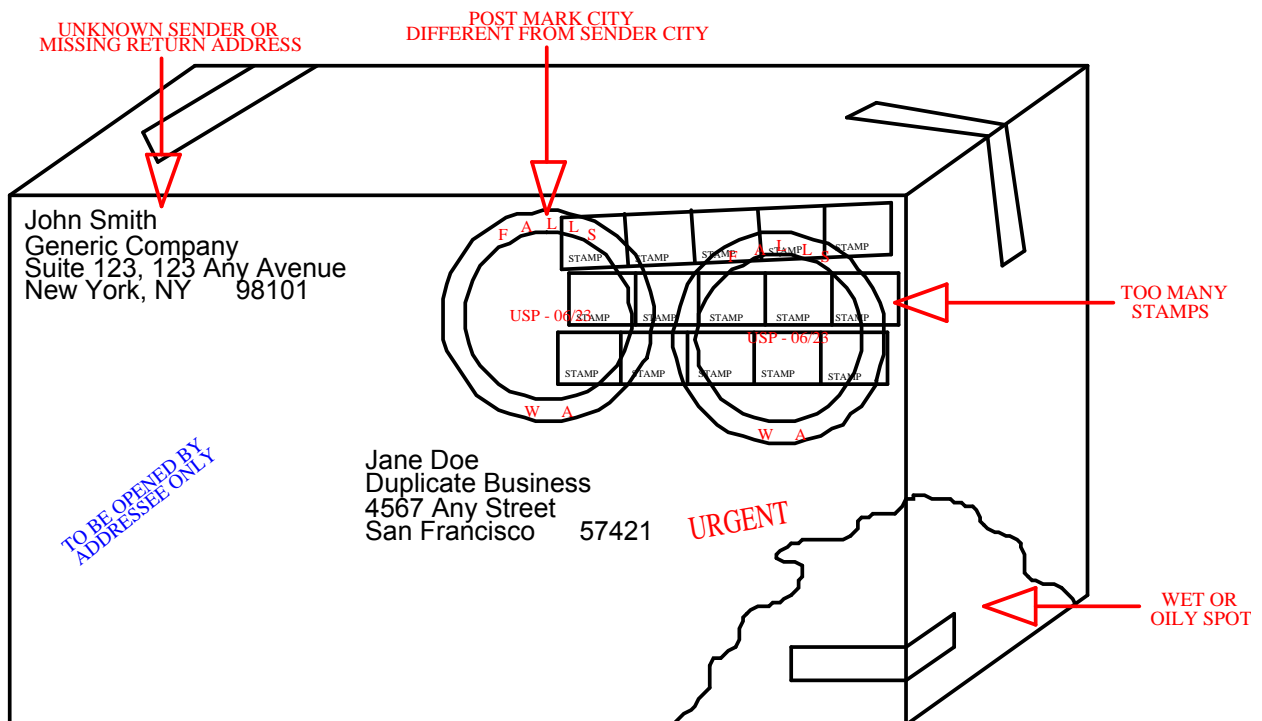
Identifying a Possible Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for are:

- Excessive weight for the size of the package or heavy at one end.
- Too much postage, usually in the form of stamps.
- No return address, or an unknown sender.
- Mailed from a foreign country, or via airmail or special delivery.
- A rigid or lopsided envelope.
- Common words are misspelled.
- Restrictive markings, such as confidential, urgent, personal or open by addressee only.
- Incorrect title for the addressee, or a title without a person's name.
- Handwritten or poorly typed address.
- Protruding wires, string or tinfoil.
- Excessive securing material, such as tape or string.
- Oily stains or discolouration on the outside of the package.

If you are suspicious: Don't touch the package, not even to move it out of the way. IMMEDIATELY CALL 911 AND BUILDING SECURITY.



Floor Wardens – Suspicious Package Procedures

Upon being informed of the discovery of a suspicious package at Royal Centre, Floor Wardens shall:

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check to ensure that all exits and evacuation routes are clear, prior to an evacuation taking place.
- 3) If ordered to evacuate the occupants from your floor, instruct the occupants in your area to evacuate via the nearest safe exit in the same manner that you would during a fire evacuation and send them to the recommended assembly area as directed by the Building Incident Commander.
- 4) Proceed to the Incident Command Post at the 1st Floor security desk and advise the Building Incident Commander of the status of your designated area and any concerns you may have. (For example, you discovered a second suspicious package on your floor during the evacuation.)
- 5) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

Floor Wardens – Shelter-in-Place Procedures**Upon being advised to initiate shelter-in-place procedures:**

- 1) Put on your identification, if readily available.
- 2) If the exits are safe, instruct the occupants to relocate via the nearest safe stairwell to the shelter-in-place area (the crossover floors).
- 3) Do a quick check of the offices and washrooms (checking each stall) and, after the occupants have been relocated, instruct your Deputy and other emergency staff to vacate the floor.
- 4) Proceed via the nearest safe stairwell to the shelter area. Check in with the Building Incident Commander and report on the status of your floor. Rejoin your group and follow the instructions of the Building Incident Commander.
- 5) Enlist the aid of tenant volunteers to use duct tape and heavy gauge plastic to seal all cracks around elevator doors serving the shelter floor as well as other doors leading into the area and washroom vents.

Note: The Floor Warden will advise the Building Incident Commander, via firefighter phones, if there are persons requiring assistance to relocate. The Assistance Monitors will assist their persons requiring assistance into the elevator brought to the floor by the Building Response Team and take them to the shelter-in-place area.

Floor Wardens – Power Failure Procedures**In the event of a power failure at Royal Centre, Floor Wardens shall:**

- 1) Advise the occupants under your jurisdiction to stand by while the Building Incident Commander and Building Response Team assess the nature and duration of the power failure.
- 2) Ensure that everyone powers down their electrical equipment such as computers, photocopiers and other devices not on emergency power as a surge that is sometimes associated with power restoration may damage running equipment.
- 3) If an evacuation is ordered by the Building Incident Commander or your company management, advise able-bodied occupants to utilize the stairwells and persons requiring assistance to use the elevators (elevators are operated by the Building Response Team) to evacuate the building. If an evacuation is ordered by your company management only, notify Building Management or the Building Response Team - Security to advise them of your intentions.

If you are evacuating a person requiring assistance to evacuate, advise the Building Incident Commander that you require an elevator.

- 4) Advise those evacuating persons who are going to remove their cars from parking areas to take care as lower lighting conditions may make it harder to see pedestrians in parking areas and egress points. Also remind them that traffic lights may not be operational and their trip duration may be extended. Remind all occupants that should they come across an intersection where the traffic lights are not operational they are to use four-way stop procedures.
- 5) Once the floor is clear, ensure that management is securing the premises and then proceed to the Incident Command Post at the 1st Floor security desk and advise that your floor space is clear and secured.
- 6) If you or your occupants have concerns about leaving the building, advise the Building Incident Commander and proceed to an area as directed by the Building Incident Commander while he or she determines the best course of action.

Floor Wardens – Personal Violence Procedures**Active Shooter or Armed Intruder**

If you are notified of an active shooter or armed intruder on the premises or of a LOCKDOWN:

If you are not aware of the exact location of the intruder or cannot safely escape:

- 1) Direct occupants to move to the nearest room or office and go with them.
- 2) Ensure that doors are closed and locked and lights are turned off if possible. Direct occupants to silence any cell phones or electronic devices. Barricade the door if possible.
- 3) Get low behind furniture, keep quiet and act as if no one is in the room.
- 4) DO NOT answer the door.
- 5) Follow the 9-1-1 Protocol.
- 6) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the intruder. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the intruder by surprise.
- 7) Wait for the police to assist you out of the building.

How to react when law enforcement arrives:

- **Remain calm, and follow officers' instructions.**
- **Put down any items in your hands (e.g., bags, jackets).**
- **Immediately raise hands and spread fingers.**
- **Keep hands visible at all times.**
- **Avoid making quick movements toward officers such as holding on to them for safety.**
- **Avoid pointing, screaming or yelling.**
- **Do not stop to ask officers for help or direction when evacuating; just proceed in the direction from which officers are entering the premises.**

If you are aware of the exact location of the intruder and you are confident you can safely escape:

- 1) Gather occupants in your area and exit the building as quickly as you safely can (a fast-moving target is harder to hit than a slow-moving or stationary target).
- 2) Notify anyone you may encounter to exit the building immediately.
- 3) Flee to a safe location, in a nearby building or at a safe distance away from the building.

- 4) If you enter a nearby building:
 - Proceed to a securable room and advise anyone you may encounter of the incident.
 - Turn off the lights if possible and silence any cell phones or electronic devices.
 - Get low behind furniture, keep quiet and act as if no one is in the room.
 - DO NOT answer the door.
 - Wait for the police to assist you out of the building.
- 5) Follow the 9-1-1 Protocol.
- 6) Give the operator all requested information.

Information to provide to law enforcement or 911 operator:

- Location of the intruder
- Number of intruders, if more than one
- Physical description of the intruder
- Number and type of weapons held by the intruder
- Number of potential victims at the location

Note: Elevators are locked out in order to restrict the movement of the intruder. Exterior entrance doors are locked to ensure that no one enters the building while an active shooter event is taking place.

Note: "Active shooter" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder**In the event of a situation involving an unarmed violent intruder:**

- 1) Instruct occupants to retreat to a safe place (hide) and stay under cover; do so as well.
- 2) If time and safety permit, follow the 9-1-1 Protocol.
- 3) Stay in place and if safety permits warn all others in the area of the situation.
- 4) Listen for announcements.
- 5) Remain hidden until police arrive. Follow their instructions.

FIRST AID PROCEDURES

Emergency First Aid

The following instructions deal with only the most likely injuries to occur after a disaster. The following does not include every type of injury, nor is it intended to substitute for a qualified first aid person.

1. CPR

These instructions are for conventional adult CPR. If you've never been trained in CPR and the victim collapsed in front of you, use hands-only CPR.

These are the steps to perform CPR on an adult:

- 1) Ensure that emergency response personnel have been notified. Try to wake the victim. If the victim is not breathing (or is just gasping for breath), go to step 2.
- 2) Begin chest compressions. If the victim is not breathing, place the heel of your hand in the middle of the victim's chest. Put your other hand on top of the first with your fingers interlaced. Compress the chest at least 2 inches (4-5 cm). Allow the chest to completely recoil before the next compression. Compress the chest at a rate of at least 100 pushes per minute. Perform 30 compressions at this rate (this should take you about 18 seconds).

If you are not trained in CPR, continue to do chest compressions until help arrives or the victim wakes up.

It's normal to feel pops and snaps when you first begin chest compressions – DON'T STOP! You're not going to make the victim worse.

- 3) Begin rescue breathing. If you have been trained in CPR, after 30 compressions, open the victim's airway using the head-tilt, chin-lift method. Pinch the victim's nose and make a seal over the victim's mouth with yours. Use a CPR mask if available. Give the victim a breath big enough to make the chest rise. Let the chest fall, then repeat the rescue breath once more. If the chest doesn't rise on the first breath, reposition the head and try again. Whether it works on the second try or not, go to step 4.

If you don't feel comfortable with this step, just continue to do chest compressions at a rate of at least 100 per minute.

- 4) Repeat chest compressions. Do 30 more chest compressions just like you did the first time.
- 5) Repeat rescue breaths. Give 2 more breaths just like you did in step 3 (unless you're skipping the rescue breaths).
- 6) Keep going. Repeat steps 4 and 5 for about 2 minutes (about 5 cycles of 30 compressions and 2 rescue breaths).
- 7) After 2 minutes of chest compressions and rescue breaths, stop compressions and recheck the victim for breathing. If the victim is still not breathing, continue CPR starting with chest compressions.
- 8) Repeat the process, checking for breathing every 2 minutes (5 cycles or so), until help arrives. If the victim wakes up, you can stop CPR.

2. BLEEDING

Serious bleeding occurs with severed blood vessels and deep cuts.

A) Apply Direct Pressure to the Wound:

1. Remove clothing around the wound to expose the wound.
2. Cover the wound with sterile clean cloth.
3. Apply firm pressure directly over the wound with your hand. Use your bare hand if no dressing is available.

B) Continue Pressure Until Bleeding Stops (this may take 15 to 20 minutes)

1. Assist the victim to lie down.
2. Elevate bleeding extremity, unless the bone is broken.
3. When bleeding stops, apply a further dressing on top of the original dressing and bandage firmly.
4. Should blood soak through the initial dressings, apply additional dressings and bandage more firmly.

C) Broken Bone, Objects or Glass Protruding Through Skin:

1. Do not remove imbedded objects from the wound(s).
2. Apply pressure close to the wound, without pressing on the object or broken bone.
3. Place sterile dressing around the wound and cover.
4. Maintain pressure and prevent movement of the object by bandaging bulky pads in place around the object.

3. EYE INJURIES**A) Puncture Wounds:**

1. Puncture wounds are serious and require immediate medical attention.
2. Cover both eyes lightly and bandage.

B) Foreign Body in the Eye:

1. Do not try to remove imbedded foreign bodies (never rub the eye).
2. Cover both eyes lightly with bandages.

C) Chemicals in the Eye:

1. Wash the eye immediately with large amounts of cold running water for at least 15 minutes or longer, if the situation requires it.

4. SEVERE BURNS AND SCALDS:

1. Cool the burnt area with cold water to relieve pain.
2. Remove rings and bracelets from the affected area before the part starts to swell.
3. Cover the area with a clean cloth and secure lightly with bandages.
4. For burns and scalds with areas larger than a quarter, ensure that the victim receives hospital treatment.
5. Never touch, breathe on, or cough on a burn.
6. Leave blisters alone.
7. Never remove clothing on or around a burn.
8. Never apply medications, ointments or greasy substances to a burn area.

5. BONE AND JOINT INJURIES:

1. Ensure that the victim's breathing is normal.
2. Control bleeding around a protruding bone by applying pressure close to the wound but not pressing directly upon the broken bone.
3. Suspect that the bone is broken if the injured limb is painful or swollen or shows deformity.
4. When in doubt, treat joint and bone injuries as broken:
 - a) Immobilize the injured area:
 - i) Place pillows, sand bags or clothing on both sides of the injured limb, or hold it with your hands to keep it in position.
 - ii) For neck or back injuries, keep the victim still, supporting head and neck, until help arrives.
5. Relieve pain by applying cold (not heat) to the injured bones and joints.

6. HEART ATTACK:**A) Heart Attack Warning Signals May Include the Following:**

1. The feeling of squeezing pain or heavy pressure in the chest, jaws, or arms.
2. Shortness of breath, sweating, pale skin and weakness.
3. Vomiting or nausea.
4. Abdominal discomfort (with belching or indigestion).
5. Anxiety, apprehension, or fright.
6. The denial that the victim is experiencing a heart attack.

B) Action to be Taken When You Suspect a Heart Attack:

1. Help the victim to rest in a semi-sitting position.
2. If the victim requires medication for his or her condition, assist the victim in taking it.
3. Ensure prompt medical attention, and then reassure the victim that help is on the way.
4. Loosen belts, collars, or other tight clothing.
5. Keep the victim quiet.

7. STROKE:**A) Stroke Warning Signals May Include the Following:**

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
2. Sudden confusion, or trouble speaking or understanding.
3. Sudden trouble seeing in one or both eyes.
4. Sudden trouble walking, dizziness, loss of balance or coordination.
5. Sudden, severe headache with no known cause.

B) Action to be Taken When You Suspect a Stroke:

1. Ask the individual to smile.
2. Ask the individual to raise both arms.
3. Ask the individual to speak a simple sentence.
4. If the individual has trouble with any of these tasks, call **911** immediately and describe the symptoms to the dispatcher.

PERSONS REQUIRING ASSISTANCE

In the event that a person requires assistance to evacuate, the Floor Wardens will be responsible for ensuring that assistance is provided by pre-assigned Assistance Monitors, or by assigning floor occupants to that individual should Assistance Monitors not be present. In most cases, the individual will have some means by which his or her evacuation may be facilitated. However, if that means becomes unavailable, or if the individual's condition is due to injury caused either directly or indirectly by the fire condition, occupants may have to manually assist the person to the nearest safe exit. The following are examples of some techniques that may be used to transport a person requiring assistance to the exits.

Two-Person Carries

(1) Interlocking Wrist Carry

- a) Facing your fellow rescuer, grab your right wrist with your left hand.



- b) Grab your fellow rescuer's free wrist, forming a seat.



- c) Both rescuers slide the seat between the back of the chair and the person's back and under his or her buttocks.



- d) Both rescuers then lift simultaneously and carry the person to safety.



(2) The Chair Lift

- a) Lay the person on his or her back and slide a chair under his or her buttocks, until the person is in a sitting position but still lying on the floor.



- b) Put the person's hands on his or her lap, and slowly raise the chair to a vertical position.



- c) Rescuers may then pick up the chair (either side-by-side, or front and back) and proceed to safety.



(3) Gravity Assist Method (Heavy Persons)

- a) Assist the person requiring assistance to a sitting position at the top of the stair.
- b) One rescuer gets below the person and holds the person's legs off the stair while the other rescuer reaches under the person's arms.
- c) Both rescuers then lower the person one step at a time until the person is safe.



FACILITY DESCRIPTION

General Description of the Complex

Royal Centre is a 39-story complex constructed in 1973 with renovations in 1989, 1996 and 2001 and is currently managed by Warrington PCI Management. Royal Centre consists of an office tower and pavilion building on top of shared retail levels and parking.

The complex is located at 1055 West Georgia Street, at the northwest corner of Burrard Street and West Georgia Street.

The building has a designated Incident Command Post located **at the 1st Floor security desk**, from which a building response to an emergency may be coordinated by the Building Incident Commander, provided that area is still safe.

The parking garage and retail floors are connected to the Hyatt Hotel, which is not included in this plan.

Fire Alarm System

The complex has a two-stage supervised fire alarm system, equipped with a central alarm and control facility.

Upon alarm activation in the tower, a continuous general alarm will sound on the floor of activation, the floor above and the floor below and an alert will sound throughout the rest of the building.

If the alarm is activated on any floor between Parking Level P3 to the 1st Floor, a continuous general alarm will sound on all of those floors and an alert will sound throughout the rest of the building.

If the alarm is activated in the Pavilion, a continuous general alarm will sound throughout the Pavilion, the Mezzanine and 1st Floor and an alert will sound throughout the rest of the building.

If the alarm is activated in the Mezzanine, a continuous general alarm will sound on the floor above (the 3rd Floor), the floor below (the 1st Floor) and in the Pavilion and an alert will sound throughout the rest of the building.

If an alert alarm is not acknowledged within 5 minutes, the fire alarm system will sound a full general evacuation alarm.

An alert alarm signal sound is 20 beats per minute. A full general evacuation alarm signal sound is 120 beats per minute.

The fire alarm system is connected to the fire alarm system in the Hyatt Hotel. If there is an alarm at the Hyatt Hotel, the Royal Centre fire alarm system will show a 'Trouble', and vice versa.

Exit System

There are two above-grade exit stairwells located **at the north and south sides of the central core of the tower**. Each stairwell has its own code to identify it from another so that a reference may be made in the event that one stairwell is contaminated by smoke and is unusable. The stairs exit the building as follows:

- Blue Stair exits to an exterior stairwell on the 3rd Floor and out the north side of the building
- Yellow Stair exits to the 1st Floor entrance lobby and out the south side of the building

There are also four above-grade exit stairwells at each corner of the Pavilion. The stairs exit the building as follows:

- The Northwest and Northeast stairwells exit out the north side of Retail Level 1
- The Southwest and Southeast stairwells exit to the 1st Floor interior area and out the south side of the building

Floors are numbered inside the stairwells. The 4th, 6th, 11th, 17th, 20th, 22nd, 27th, 28th, 33rd and 35th Floors have been designated as crossover floors, in that access can be gained from one stairwell to another on these floors.

Recommended occupant assembly areas for different emergency events are as follows:

Fire:	West of the building, along the east side of Thurlow Street
Earthquake:	On the lowest safe floors of the building, unless full evacuation is required, then to the exterior of the building as directed by the Building Incident Commander in consultation with the Building Response Team members upon conducting exterior reconnaissance
Bomb threat:	Dependent on whether a device was found, how large it is and where it is located
Internal hazmat incident:	Upwind
External hazmat / shelter-in-place:	The crossover floors
Civil disturbance:	On the occupant's floor

There are also multiple below-grade stairwells and exits from the Parkade and Retail Floors.

Communications

Emergency Voice Paging System

There is an emergency voice paging system contained within the complex that is capable of addressing all areas of the complex.

The alarm signals are silenced automatically when the emergency voice paging system is activated, so that occupants are able to hear the announcements over the emergency voice paging system.

Firefighters' Telephone

There is **one** firefighters' telephone per floor, located **by the Yellow Stair**. Fire phones provide two-way communications and are for the use of the Fire Department and complex supervisory staff.

Emergency Power

In the event of a power failure, emergency power is provided by **one** generator.

Elevators

The complex has **sixteen** elevators to serve its occupants.

The elevator cars descend automatically upon alarm activation to **the 1st Floor**, where they are locked out until either the alarm system is reset, or the automatic recall is bypassed by a special Fire Department key.

In the event that the fire alarm was initiated on the 1st Floor, the elevators are programmed to recall to the Mezzanine as an alternate destination, so those within the elevators at the time of an alarm are not brought to the fire floor.

The complex has escalators located as follows:

- On Parking Level P2, to and from the SkyTrain tunnel
- On Retail Level 2, to and from Retail Level 1 (two sets)
- On Retail Level 1, to and from the 1st Floor
- On the 1st Floor of the Pavilion, to and from the 2nd Floor

Fire Equipment

Sprinklers

Wet sprinklers have been installed to provide automatic fire suppression within **the entire building except the loading bay, 37th Floor and Roof**. Dry sprinklers are used in **the loading bay, 37th Floor and Roof** to ensure that the sprinklers will function in cold weather.

Fire Extinguishers

There are **multiple 5 lb. ABC** fire extinguishers per floor. Fire extinguishers have labels with instructions describing how to operate them, their age, serial number and the type of fire against which they can be used.

NOTES

NOTES

FIRE EVACUATION PLAN

ROYAL CENTRE
1055 WEST GEORGIA STREET, VANCOUVER, BRITISH COLUMBIA

DUNSMUIR STREET

HAILSTONE STREET

