

**Royal Centre
Life Safety Manual**

**For:
Emergency Coordinators &
Occupants of
Royal Centre**

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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 Emergency Coordinators 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 Emergency Coordinators. A minimum of two to three Emergency Coordinators 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 Emergency Coordinators.

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 Emergency Coordinators.

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 (Send Word Now) that sends messages from Building Management to Tenant Emergency Contacts by email / telephone.
6. Pull Stations and Fire Extinguishers at the stairwell exits on each floor.
7. Tenant Emergency Coordinators 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, 16, 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 & Emergency Coordinators 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 Emergency Coordinators 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) Emergency Coordinators and four (4) Assistants per floor.
- Consider having a specific quadrant assigned to each Emergency Coordinator and Assistant.
- 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 Emergency Coordinators 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 Emergency Coordinator:

- Identify yourself as the Emergency Coordinator 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 Assistant Coordinators:

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

ELEVATOR EVACUATION

Royal Centre's elevators will remain in operation during fire alarms provided the following situations are not present:

1. The smoke detector located in the elevator lobby on the floor in alarm has not been activated;
2. A smoke detector in the elevator machine rooms or elevator shafts has not been activated;
3. Building Management or the Fire Department has not manually commanded the elevators into fire service.

This means that during most alarms elevators will be available to assist with evacuations. Due to high volumes of people throughout the building it is asked that occupants who are able bodied continue to evacuate using the stairwells. This will free up the elevators to be used by Mobility Impaired staff and the Fire Fighters. The evacuation will move faster and occupants will not be present on the fire floors when the Fire Department arrives to fight a fire. Waiting for elevators would delay your ability to leave the floors that are in alarm.

If you are on a stand by floor it is recommended that you remain on the floor until such time as you are advised to evacuate or the alarm ends. This will help minimize the use of the elevators and allow those most in need access to them.

If you attempt to call an elevator to a floor during an alarm, and the elevator will not respond, this means that the elevators are unavailable. The message on the keypad will read "Please use Stairs" or "This Terminal is Not In Service". This happens when one of the three (3) steps listed above have been activated. In this situation, please follow the evacuation procedures laid out in this manual. Also follow the instructions of your Emergency Coordinator.

Occupants are not to use the elevators to travel to floors that are in alarm. This is dangerous and you will be putting your life at risk. When a floor is evacuated it is assumed that nobody is there. If you go to the floor nobody would know this. Fire Wardens would have cleared the floor and thus it would be assumed that the floor is vacant. The Fire Department would not be aware of your presence on the floor should you encounter difficulties.

It should also be noted that should there be a fire alarm on the main floor in the elevator lobby the elevators will not stop and let occupants out on this location. The alternate location is the Mezzanine where occupants in the elevators will be dropped off instead. If this happens, occupants should evacuate down the stairwell and out of the building from this location.

IF YOU DISCOVER A FIRE

Anyone seeing smoke or fire shall immediately:

1. Activate the nearest Fire Alarm Pull Station.
2. Leave the area immediately.
3. Close and latch all doors behind you. This helps isolate the fire.
4. Leave the building via the nearest stairwell exits.

Note: Only use a fire extinguisher if you are comfortable in doing so. Always leave an escape route between yourself and the fire should you attempt to use the extinguisher.

EMERGENCY EVACUATION PROCEDURES – EMERGENCY COORDINATORS

SLOW OR ALERT STAGE: (20 beats per minute)

The slow stage is considered the Stand By stage. This means that occupants on these floors are not near the source of the alarm. In this stage occupants can continue to remain on their floors and are not required to evacuate. Emergency Coordinators should be preparing themselves for a possible evacuation by following these steps:

1. Put on red Emergency Coordinator Hard Hat & Vest for identification.
2. Meet in the passenger elevator lobby to determine who is available and assign responsibilities.
3. Assign person(s) to aid those requiring assistance (Mobility Impaired) in evacuation. If the elevators are available to use, these people can choose to use them to evacuate the floor.
4. Ensure exits are unobstructed and that there is no smoke in stairwells.
5. Follow instructions of voice communication system and the Fire Department.

FAST OR EVACUATION STAGE: (120 beats per minute)

If the alarm goes directly to 120 beats immediately complete steps 1-5 above, then proceed to do the following:

1. One Coordinator or Assistant is to remain in the elevator lobby for reporting purposes and to act as Chief Emergency Coordinator.
2. Coordinators and Assistants should direct occupants to exit stairwells with instruction to proceed to the nearest lower cross over floor not in evacuation alarm. Occupants should grab their coats and keys (if available) prior to leaving the floor just in case you are unable to return to the floor. Any occupant carrying a liquid must leave it on the floor to prevent spilling thereby causing a slip & fall hazard in the stairwell. Additionally it is recommended that persons who are found texting or using cell phones put these away to ensure evacuees are focusing on the stairs as they are evacuating. Where possible divide the occupants up between the stairwells. This will help speed up the evacuation as there will be less people per stairwell going down.
3. Check all areas (i.e. washrooms, storage areas, offices, mailrooms, conference rooms, etc.). This is to ensure no individuals have been forgotten. If someone refuses to evacuate, make a note of their location and advise the Chief Emergency Coordinator. They will advise building staff of this fact when checking in (see Step 7).
4. Coordinators and Assistants should close all doors after checking each area to prevent the spread of fire and confirm that all areas have been checked. If you encounter a closed door, open it if able to do so without a key, to ensure that there is nobody inside the room whom should be advised to evacuate.

Note: If there is any person(s) who refuse to evacuate and have every intention to stay in their meeting or office, and then let them do so. Do not argue with them, but make sure that this gets reported to Security so that we can advise the Fire Department. After the alarm this situation will be brought up to the Tenant Contact by the Property Manager. It is not worth risking your life for someone who is not being cooperative.

5. Report to the Chief Emergency Coordinator that your area is “all clear” or report the issues they encountered. Then evacuate with the other occupants.
6. Emergency Coordinators and Assistants in the stairwells are to keep the tenants moving quietly down the stairs using the railing side of the stairwell only. Allow for people to merge into your group from other floors as you go down to ensure an efficient evacuation.
7. The Chief Emergency Coordinators will report in using the Fire Telephone located in the elevator lobby. They need to report that your floor is "All Clear", the number of mobility impaired (plus Buddies) to be evacuated should the elevators not be available to them and if there is anyone who refused to leave the floor.
8. The Chief Emergency Coordinator should be the last person to leave the floor. They may also choose to remain and assist the remaining Mobility Impaired staff.
9. Report any violation of procedures for immediate investigation and corrective action to Warrington PCI Management on completion of the alarm except where such violation is posing a risk to the occupants and needs to be addressed immediately.

If the stairwell you are exiting in becomes inaccessible, proceed to the nearest Crossover floor and utilize it to proceed over to the other stairwell and use it to continue with the evacuation. If your access to both stairwell evacuation routes should be blocked:

1. Immediately direct everyone back onto the nearest Crossover floor.
2. Ensure that both stairwell doors are closed.
3. If the elevators are available, start using them to evacuate.
4. Use the Fire Phone in the lobby to let security know of the inability to use the stairwells. If you are unable to use the elevators advise them of this as well. They will advise the Fire Department on site of the situation and you will become their first priority.

In the unlikely situation where you find that you are trapped on your floor because the stairwells are not accessible and the elevators are not functioning:

1. Immediately call 911 and advise them of your situation, giving them your specific location and number of people that are there with you. Do not hang up the phone until the 911 dispatcher tells you to do so.
2. Assign someone to call building security to advise them as well of your situation. They can advise the Fire Department crew on site or when they arrive. You will then become their first priority.
3. Advise the floor occupants to go to sinks in the kitchen or water coolers to wet down material, towels, clothing etc. These items can be used to place around the stairwell door openings to prevent the spread of heat or smoke.
4. Assemble all floor occupants in a safe area of the floor, preferably, on the street side of the floor. This will help the Fire Department with a visual of your exact location. Placing a large “X”, made from sheets of paper, on the street side window of your floor can assist the Fire Department with your location. Do Not break or smash any windows.
5. If smoke does start coming onto your floor then get down on your hands and knees, closer to the floor, where the air is fresher, cleaner and cooler.
6. Stay where you are as this will make it easier for the Fire Department to locate you.

MOBILITY IMPAIRED

It is the responsibility of anyone requiring assistance to identify themselves to their Manager or Emergency Coordinator.

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

A “Buddy” is someone who is capable of assisting the Mobility Impaired Person should an evacuation be needed where an elevator rescue is not available or the need is immediate. A “Buddy” should be someone who is capable of providing this service up to and including carrying the person down the stairs in the most extreme circumstances.

Roles and Responsibilities

SLOW OR ALERT STAGE: (20 beats per minute)

1. Prepare for evacuation, remain calm.
2. Follow instructions of the Emergency Coordinators.
3. Listen to announcements.
4. If you determine that you do not wish to remain on the floor, and elevator service is available, then you may use these to relocate yourself to the main floor. Once down on the main floor they should then relocate to 1075 West Georgia. Please ensure you advise your Emergency Coordinator before leaving the floor.

FAST OR EVACUATION STAGE: (120 beats per minute)

1. Present yourself to the elevator lobby.
2. If available, use the elevators to evacuate from the floor down to the main floor. Once down on the main floor they should then relocate to 1075 West Georgia. They will be notified once the alarm has ended.
3. If elevators are not available, follow these steps
 - a) The Chief Emergency Coordinator will advise security of the number of mobility impaired persons that require evacuation via the Fire Telephone located in the elevator lobby.
 - b) If the elevator lobby is or becomes unsafe, the mobility impaired person and buddies must move to the closest exit stairwell. One buddy should go to the next lowest crossover floor not in alarm and report the change in status to the building staff and Emergency Coordinators.
 - c) Only Mobility Impaired persons in immediate danger will be evacuated by The Vancouver Fire Department. If you are not in immediate danger, you may not be evacuated. Be prepared to wait for an extended period.
 - d) Listen for announcements and updates via the intercom system.
 - e) Should you require assistance please use the Fire Telephone to call security. Wait for a response. During a full building evacuation it may take several minutes to answer your call due to the number of persons calling in.

EMERGENCY EVACUATION PROCEDURES – OCCUPANTS

SLOW OR ALERT STAGE: (20 beats per minute)

1. Prepare for evacuation, remain calm.
2. Follow instructions of the Emergency Coordinators.
3. Listen to announcements.

FAST OR EVACUATION STAGE: (120 beats per minute)

1. Evacuate the floor, via the nearest exit stairwell and proceed to the nearest cross over floor not in evacuation alarm. Do not use the elevators.

Cross over floors are: 4, 6, 11, 16, 20, 21, 22, 27, 28, 33, 35.

2. If you encounter smoke use the alternate stairway (Cross Over Floor) to evacuate.
3. Evacuate without excessive noise to enable announcements to be heard. Stay on the inside railing of the stairwell in single file. Allow other floors to merge into the stairwell.
4. Bottlenecking occurs on the lower levels, watch for signage and markings for the exit.
5. Do not return to your floor until the all clear announcement is heard. Even if the alarm tones are silenced. This does not always mean that the alarm has ended.
6. If directed to the ground floor, walk directly to your designated off site evacuation area.
7. Upon leaving the building, do not stop in the area around the building, as the Vancouver Fire Department and other emergency vehicles may need access. Also doing so may back up the traffic coming down the stairwell after you.

PARKADE EVACUATIONS

If you are in the parkade when an evacuation alarm occurs, proceed to the nearest stairwell and evacuate out of the parkade. Proceed to your designated off site evacuation area. Under no circumstances should you attempt to rescue your vehicle.

RETAIL EVACUATIONS

If you are in the retail area when an evacuation alarm occurs, you will be evacuated from the building. After evacuating the building please proceed to your off site evacuation area and remain with the other occupants from the building who have evacuated with you. This will enable security to locate you and advise you that the alarm has ended.

DESIGNATED OFF-SITE EVACUATION AREA

Royal Centre Occupants: 1075 West Georgia Street - (Plaza in front of building directly next door to Royal Centre)

Spectra Energy: Christ Church Cathedral – (690 Burrard Street, Vancouver – Directly West on W. Georgia Street)

FIRE PREVENTION

Wherever the human element exists, the possibility of accidental fire is always present. 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. Prevention of fires is the ultimate achievement in fire safety. Fire prevention is everyone's responsibility. If you notice a fire hazard contact the Building Service Centre 604-689-1711 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. Smoke present in the stairwell could be drawn to your floor.
- Smoking is not permitted within the building. Smoke only in designated smoking areas on the exterior of the building.
- Avoid placing combustible materials directly in contact with an electrical outlet.
- Do not hang anything from a fire sprinkler head.

ELECTRICAL HAZARDS

- Disconnect all electrical appliances with heating elements (e.g. coffee maker) 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.
- Flammable and combustible liquids are not to be stored in storage rooms used for ordinary combustible materials (e.g. paper, boxes, clothing, linens, etc.).
- Hazardous, reactive, or unstable chemicals and substances are not to be stored in storage rooms used for ordinary combustible materials.

FLAMMABLE AND COMBUSTIBLE LIQUIDS

- The handling and storage of flammable and combustible liquids are required to comply with applicable requirements of the current B.C. Fire Code.
- Ensure that personnel who use flammable and combustible liquids are trained in their handling. This includes appropriate storage, use, grounding and bonding, disposal and emergency response techniques. Personnel using hazardous chemicals are required to be familiar with the MSDS sheets, which describe the use and handling of chemicals.
- Eliminate sources of ignition in an environment where flammable vapors are present or may be present.
- Transport flammable and combustible liquids in a safety container approved by Underwriters' Laboratories of Canada.
- Containers of flammable and combustible liquids shall be kept closed when not in use.
- Do not store flammable and combustible liquids with corrosives, oxidizers, reactive chemicals, or compressed gases.

MEDICAL EMERGENCY PROCEDURES

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

Do not leave the injured or ill person alone.

- Call **911** or have someone do this for you.
- Provide the 911 Operator with the information of the nature of emergency, the specific location of the injured person, their name, floor, tower and room number.
- Call or have someone else call 604-669-0233 to ask them to advise Warrington PCI Management Security of the situation.
- Security personnel will do the following once being advised of the emergency:
 - They will dispatch a guard with a First Responder Kit & AED (Automated External Defibrillator) to the location of the emergency.
 - They will lock off a service elevator for EMS to use upon arrival.
 - They will wait for the ambulance outside the building.
 - On arrival, they will escort the ambulance attendants directly to the injured person.
 - If needed, security will escort the ambulance attendants and the injured person back down the service elevator and out of the building.

POWER FAILURE

Royal Centre is equipped with an emergency generator that, in the event of a power failure will automatically supply electrical power to the life safety system. Power will be supplied to operate emergency elevators, the fire pump, emergency lighting and the public address system.

You will be kept informed by way of the emergency address system of the extent and duration of the power outage as information becomes available from the City of Vancouver.

BOMB THREAT PROCEDURES

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

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

No call of this nature is to be taken as a joke or crank call until such time building staff and the local authorities have investigated and deemed it as a non-threatening call.

When a bomb threat is received:

1. Listen carefully and remain calm.
2. Do not interrupt the caller.
3. Attempt to keep the caller talking for as long as possible. Do not hang up on them as you may be able to obtain valuable information.
4. Obtain as much information as possible using the questions on the attached "Bomb Threat Response" form.

5. Do not hang up or disconnect your telephone, even after the caller hangs up.
6. Advise your immediate supervisor as soon as you can, even if you write a note and ask someone to deliver it for you while you are on the phone with the caller.
7. Use another telephone line or have someone else:
 - Call **9-1-1** and report everything to the Police.
 - Call **604-669-0233** and asked them to advise Warrington PCI Management Security.
8. Wait at your desk for further instructions.
9. Remain calm and do not cause any panic by alarming anyone else. The Police will be dispatched immediately to your area and they will decide what course of action is appropriate.
10. If evacuation is required, building staff will complete a search of the evacuation route before evacuation begins.
11. Occupants will be required to search their work areas for unusual items and report them in if found. Do Not touch or handle anything that is suspicious.

TELEPHONE BOMB THREAT CHECKLIST

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"/> O t h e r _____

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:

THREAT LANGUAGE

<input type="checkbox"/> Well spoken / educated	<input type="checkbox"/> Incoherent	Sex of Caller:	Approximate Age:
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<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:

REPORT CALL IMMEDIATELY TO SECURITY TELEPHONE: (604) 669-0233

Call received by:	Phone #:
Company:	Room #:

ELEVATOR ENTRAPMENT

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

- Remain Calm;
- Depress the phone button on the elevators control panel;
- Security will answer the call. Notify them of your situation;
- Security will dispatch elevator personnel;
- Do not try to free yourself or escape. Remain calm and await instructions.

EARTHQUAKES

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

What is an earthquake?

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

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

How do you know when an earthquake is happening?

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

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

How long will it last?

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

Preparing for an Earthquake

Prepare now:

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

General Preparedness:

1. Establish an education and employee awareness program for all new employees.
2. Have the company's vital records duplicated and stored off site.
3. Ensure that all computer information and transactions are updated and saved regularly.
4. Ensure that there are employees trained in basic First Aid and CPR.
5. Ensure that a contingency plan is in place after the earthquake.
6. Be prepared to survive for at least three days on your own.
7. Develop a plan for your home, work, and practice drills.
8. Ensure your workspace is safe.
 - Use heavy duty Velcro to fasten down computers, telephones and other heavy objects on your desk.

- Secure hanging items like plants and mirrors.
 - Ensure that there is room or space, under your desk, that you can crawl into during an earthquake.
 - Use the chair as a shield from flying debris like broken glass.
9. Know where the safe areas are: against inside walls, under sturdy tables (not glass), desks or supported doorways (be careful of the swinging door)
 10. Keep a list of emergency numbers.
 11. Ensure all file cabinets; bookshelves and heavy equipment have been bolted to structural walls.
 12. Put latches on cabinet doors and fridge doors to prevent items being thrown all over the floor.
 13. Do an inventory of what is required for your survival during and after an earthquake and stock up on it.
 14. Ensure that all kitchen cabinets and file cabinets are either locked or have latch restraints.

Set up Earthquake Kits. The kit can or should contain the following:

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

WHAT TO DO DURING AN EARTHQUAKE

STAY CALM. DO NOT PANIC. During an earthquake, your behavior is critically important. Protecting yourself and then assisting others is crucial for an emergency plan to be successful and for your survival.

If you are in a building stay there:

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

If you are outdoors:

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

WHAT TO DO AFTER AN EARTHQUAKE

- Be prepared for aftershocks.
- Check and have your own injuries treated.
- Wear sturdy shoes and gloves.
- Assist your co-workers. If any injuries, treat immediately.
- If there is a gas leak, evacuate the area.
- Do not smoke or light candles. Put out any fires with an extinguisher.
- Check for structural damage of your area and if it is not safe to stay, then be prepared to evacuate.
- Replace all telephone handsets that have fallen off. This will assist in getting the telephones back into operation, quicker.
- Check food and water supplies. Use the food supplies from the freezer and fridge before using emergency supplies.
- Turn on the radio for instructions and news reports.
- Do not use your vehicle. The streets are to be kept clear for emergency vehicles.
- Secure your premises or area against intruders.