

# Yonge Corporate Centre Security Information and Emergency Response Procedures



## INTRODUCTION

At Yonge Corporate Centre, our number one priority is to create a safe and secure environment for our tenants and visitors. Of the many operational tasks that fill an average 24-hour cycle, nothing takes priority over tenant and site security. We've been in the business long enough to know that a safe and secure environment is also a positive and productive environment.

Our dedicated Security Team provides round-the-clock monitoring via regular patrols and CCTV surveillance. The Team are trained professionals whose core responsibilities are to respond to all emergency situations on the property.

The staff is fully certified in First Aid/CPR and AED (Automated External Defibrillator).

Property Management works diligently with the tenants to ensure that an "Emergency Supervisor Team" is in place to react in an emergency situation. These emergencies include fire, medical, bomb threats, suspicious packages, floods, power failures, hazardous material and suspicious individuals. The Manager, Security & Life Safety educates and trains the team through annual training and lunch & learn programs.

In the event of an emergency, knowledge and decisive action may avert problems and save lives. This manual contains various emergency information and response procedures. However, in all emergencies, the first response should be to notify Emergency Services at 911 and then contact Building Security at 416-222-4993.

This manual provides security emergency information and response procedures for:

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## SECURITY AND LIFE SAFETY HIGHLIGHTS

- **Security Patrols:** Regularly scheduled patrols are conducted throughout each building and the parking garage. While on patrol, security guards are available to assist tenants as well as secure the property. All guards receive professional and customer service training.
- **Security Operations Centre:** Located in the main lobby of 4100 Yonge Street, the Operations Centre desk has a security guard present 24/7 monitoring CCTV screens and Life Safety & Access Control systems. The desk phone line is dedicated to security and emergency calls.
- **Telecheck:** When tenants work late or on weekends, they often find themselves alone. YCC provides an hourly telephone check-in by a security guard to provide comfort and security. This service can be arranged by calling 416-222-4993.
- **Safe Walk Program:** When tenants work late or on weekends, walking alone to a vehicle or subway stop can result in a sense of insecurity. YCC provides a security escort service to one's vehicle or transit whenever there is a request. To arrange, please call ahead to 416-222-4993.
- **Persons Requiring Assistance:** Persons requiring assistance during an evacuation can speak confidentially to their evacuation warden or the Security & Life Safety manager to identify a safe exit strategy to implement in case of an emergency. They may also contact the Security & Life Safety Manager (416-224-7675) to speak confidentially about available exit routes and discuss evacuation procedures.



## FIRE PREVENTION

The best way to fight fire is to prevent it from happening in the first place. Fires do not just happen; they are usually traced to human error. Prevention of fires is the ultimate achievement in fire safety. Fire prevention is everyone's responsibility. If you notice a fire hazard contact your supervisor/manager or the Cadillac Fairview management office immediately.

## FIRE EMERGENCY

Yonge Corporate Centre is equipped with a state-of-the-art two-stage addressable Fire Alarm System with voice communication. The system is monitored 24/7 by both the Security Team and a third-party monitoring company. Although continuously monitored, if you discover smoke or fire on your floor you should:

- Immediately activate the nearest pull station (located at stairwell entrances)
- Remove yourself and those around you from immediate danger
- Close the door to the room or the area you are leaving (do not lock door)
- Leave the floor immediately using the nearest emergency exit (do not use elevators)
- Leave the building and attend your dedicated assembly area



## If You Encounter Smoke

In heavy smoke take short breaths through your nose, stay low, and crawl if necessary. DO NOT STOP. There is less smoke at floor level.

- Once in a safe location, call 911 and provide them with additional information if required
- If safe to do so, please call Building Security at 416-222-4993
- Upon leaving the building, attend your designated meeting area and report to your Tenant Evacuation Warden Team
- Supply any details concerning the fire to your Evacuation Team, Emergency Services or Manager, Security & Life Safety
- Do not re-enter the building until the “all clear” is given by Building Management or Toronto Fire Services

## Fire Alarms

The fire alarm system is designed with two distinct alarm tones that require varying responses: Alert Tones and Evacuation Tones. To help you better understand these different fire alarm tones, please review and understand the choices.

### Alert Tone (1 Ping Tone)

The alert tone indicates there is a possible emergency present in the building; however, it is not necessary to evacuate at this time but to adhere to the following:

1. Stand by and prepare to evacuate
2. Gather your personal belongings and dress accordingly
3. Listen closely to the instructions given through the voice communication system
4. If required to evacuate, you will be notified by evacuation tones and the voice communication system

### Evacuation Tone (3 Ping Tones)

The evacuation tone indicates that there is an emergency condition in the building which could affect your area. When this occurs please adhere to the following:

1. Immediately leave the floor via the nearest stairwell
2. DO NOT attempt to use the elevator
3. Follow the instructions of your Floor Evacuation Warden Team and/or Building Management
4. Walk, DO NOT RUN. Shut all doors behind you (do not lock). Proceed down the stairwell to street level and attend your designated assembly area. If you encounter smoke, keep low. If smoke is heavy, leave stairwell and proceed to alternate exit using the nearest crossover floor.

If unable to safely evacuate:



- Remain calm and proceed to the alternate exit on your floor
  - If your way is blocked while in the stairwell, leave the stairs at the nearest crossover floor
  - If you are trapped, retreat to your designated Protect In Place (P.I.P.) area on your floor and activate the nearest pull station. If a telephone is available, contact Building Security or call 911 giving the dispatcher your address and floor
  - Contact Building Security at 416-222-4993
5. Proceed to your company's designated meeting place, far away from the building (not to impede emergency vehicles) and await further instructions
  6. Persons requiring assistance should go immediately to their designated P.I.P. room to await evacuation by Toronto Fire Services if required
  7. The all clear to re-enter the building will be given by Building Management or Toronto Fire Services when safe to do so



### Protect In Place Program

This program has been implemented in the event of an emergency so those requiring assistance need not evacuate the building. It eliminates the danger of being in a confined space (i.e. elevator) which may fill up with smoke. The P.I.P. program is recommended by Toronto Fire Services and is implemented in most North American office tower emergency procedures.

A P.I.P. area or room will be designated within the tenant space as a “safe room” for anyone unable to evacuate using the stairwells to await rescue by Toronto Fire Services if the need to evacuate arises. It is recommended that the following items be maintained in this room.

- A list of emergency contacts (Building Security, Emergency Services)
- A telephone (connected to emergency power or cell phone)
- Duct tape
- Towels & bottled water
- Paper and markers
- Flashlight or glow stick
- Emergency evacuation routes
- Nourishment (nonperishable items)
- Noisemaker or whistle



It is critical that the Floor Evacuation Team inform Building Management or Toronto Fire Services on the number of individuals occupying P.I.P. room(s) upon evacuating.

This room should be located in close proximity to the main entrance of your suite.

Building Management will provide Toronto Fire Services with the location of these designated areas as part of their Fire Safety Plan.

For further assistance regarding this program, please contact the Manager, Security & Life Safety at 416-224-7675 or email [yccsecuritylifesafety@cadillacfairview.com](mailto:yccsecuritylifesafety@cadillacfairview.com).

### Emergency Exits

All emergency stairwells, interior exit doors and floor space are properly identified by signs with arrows pointing in the direction of the emergency exit. These signs are connected to emergency power in the event of a power failure or blackout. The direction of travel is also identified in the stairwells from the ground floor down by red painted walls.



### Emergency Pull Stations

Each floor is equipped with a manual pull station at stairwell exits as a means of notifying the building of an emergency or fire in the building. Tenant maglock doors are also equipped with manual pull stations as a failsafe in the event that particular door does not release in an alarm situation.

### Stairwells and Crossover Floors

Each building in the Yonge Corporate Centre has three evacuation stairwells all leading to the exterior of the building.

4100 – consists of a north, south and east stairwell

4110 – consists of a north, south and west stairwell

4120 – consists of a north, south and west stairwell

Crossover floors are used in the event the stairwell is deemed unsafe to evacuate. Occupants will exit these floors and proceed to another stairwell to attempt to evacuate. These floors are properly identified.

A photoluminescent stairwell marking has been installed in all emergency exit stairwells to ensure safe exit upon a total power disruption.

It is important to remember the following:

1. Before exiting the stairwell, check the back of the door for heat.
2. If safe, open the door and enter the floor looking for the closest sign indicating an emergency exit.
3. Before entering, check the door for heat and smoke.

Always leave your building through the evacuation stairwells, proceeding to the lowest point out and as far away from the building as possible. The only time you should change your travel direction is if it is deemed unsafe to evacuate and an alternative stairwell is required.



**Crossover Floors**

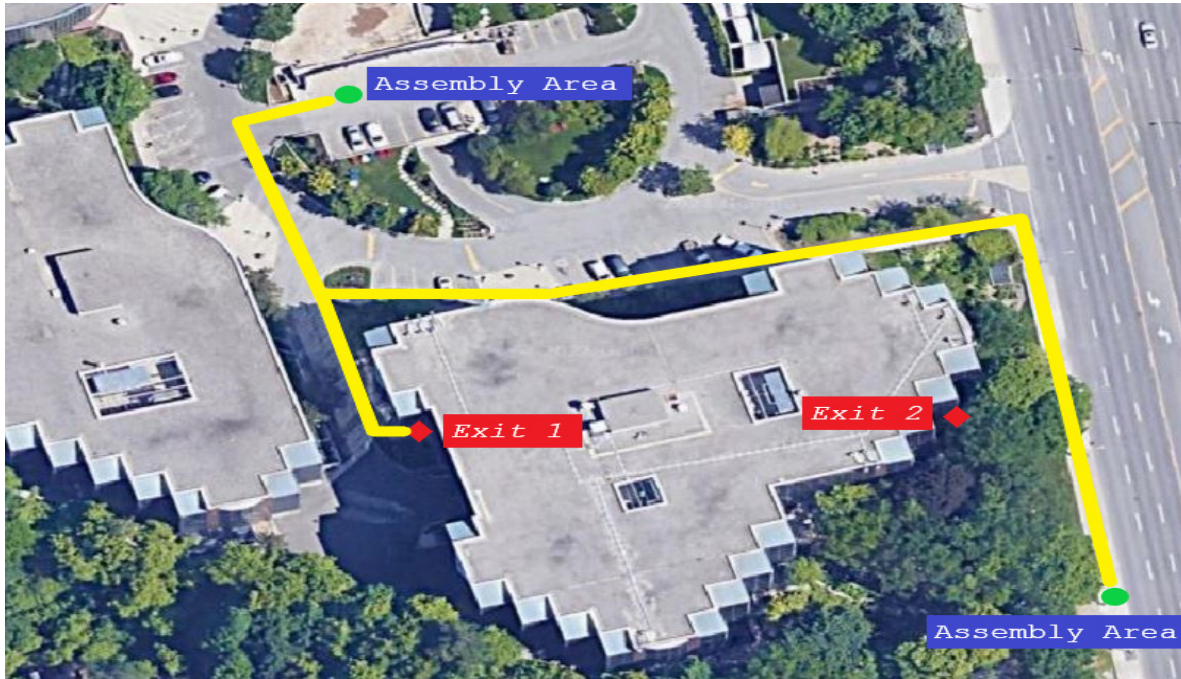
<b>4100</b>	<b>4110</b>	<b>4120</b>
4th Floor	4th Floor	3rd Floor

**Fire Emergencies**

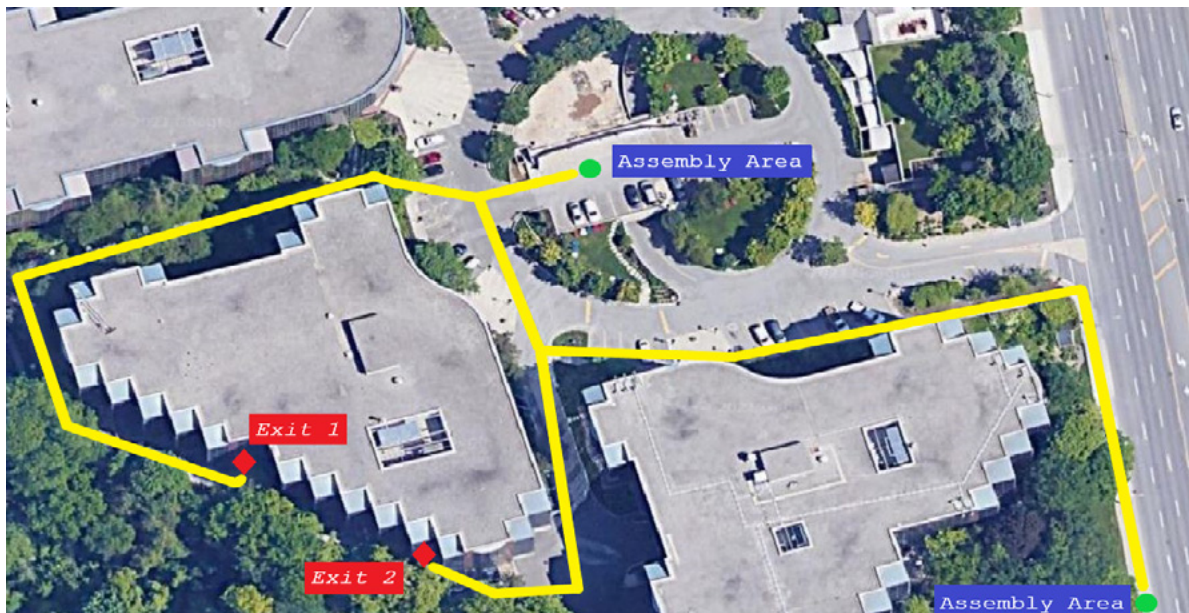
<b>Yonge Corporate Centre's Role</b>	<b>Tenant's Role</b>
Ensure Emergency Services have been dispatched and accompany them to the scene once on site	Ensure Evacuation Warden Program is in place and internal staff is fully trained
Assist Toronto Fire Services in investigating the alarm	Ensure staff is aware of designated assembly areas
Once the “all clear” has been given by Toronto Fire Services, reset building operations	Ensure employee head count is taken at the assembly area
Provide the “all clear” announcement for re-entry to the building(s)	Ensure P.I.P. is implemented
Assist with re-occupation of the building	Evacuation Warden member to liaise with Manager, Security & Life Safety for issues or concerns that may have arisen during an evacuation
	Ensure staff information is up to date and submitted to the Manager, Security & Life Safety

## EVACUATION ROUTES

### 4100 Yonge Street



### 4110 Yonge Street







## 4120 Yonge Street



### MEDICAL EMERGENCY

The Security & Life Safety Department have procedures in place to respond to a medical emergency. Security staff are highly trained first responders and will attend to the patient until emergency services arrive.

However, in the event of a medical emergency, tenants should do the following:

1. Call 911 and request an ambulance. It is important to remember to be clear and concise when speaking with the operator.
2. Direct someone to contact Building Security immediately informing them of the emergency.
3. Provide the 911 operator with the following information:
  - Your name
  - Your location (specific address, floor and location on floor, main intersection)
  - The nature of the emergency. Provide as much information as possible on the patient (i.e., age, gender, symptoms, medical history, medical alert bracelet, present state of the victim – whether patient is conscious and breathing)



4. The following should be avoided:
  - Moving the patient, unless failing to do so would be a safety concern
  - Giving them food or water
  - Crowding around the patient. This impedes the travel path for emergency services and can cause the patient undue stress and embarrassment
5. Provide first aid only if trained
6. Ensure the patient is aware of your intentions
7. Security & Life Safety Team will respond immediately to assist

YCC Security's Role	Tenant's Role
Contact 911 if tenant is unable to do so	Ensure some members of staff are trained in first aid/CPR and are available to assist
Dispatch Security to assist and render first aid if required	Ensure there are stocked medical supplies available to facilitate the number of employees in your premises
Ensure access to the property, elevator and area to the patient is clear for Emergency Services	Ensure that all staff are aware of emergency procedures and emergency contact numbers
	Contact Security for assistance
	Ensure area is free of any obstructions
	Have those not attending the emergency return to their desks or workstations, for privacy

Note: The property has one (1) Automated External Defibrillator (AED) located in 4100 available 24/7 and one (1) in 4110 and 4120 available 8:00 am to 4:00 pm. Security Guards are fully trained on these units.

## WORKPLACE VIOLENCE

“Workplace Violence” is the exercise of physical force by a person against a worker that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker that could cause physical injury to the worker; or a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker. Workplace violence occurs in situations between employees and also between employees and members of the public.



<b>Yonge Corporate Centre's Role</b>	<b>Tenant's Role</b>
Set an example by strictly adhering to this policy	Conduct a Workplace Violence Risk Assessment
Act immediately upon all reports of violence or potentially violent situations and document	Report all suspected threats to your employer and Security
Assist with removal or detention of parties involved	Report an incident to Police and Security
Render first aid if required	Remove yourself and/or others to a safe area as soon as possible
Notify proper authorities	Where possible, prepare a written account of what happened, the date, time, place, names of witnesses and of those involved to their supervisor/manager or department head
Report incident to the Joint Health and Safety Committee	

## WATER LEAK AND FLOOD EMERGENCY

In the event of burst piping or clogged drains that can cause flooding or water leaking, tenants should do the following:

1. Call the Yonge Corporate Centre Management Office at 416-222-5100 and advise them of the exact location and severity of the problem. At that time both Security and Building Operations will be dispatched.
2. In the event there is no answer or it is after hours, please contact the 4100 Security desk at 416-222-4993.
3. If there is an electrical appliance or outlet in close proximity, if safe to do so, unplug and remove the appliance. If it has come in contact with water, there is the potential hazard of an electrical shock. If there is any immediate danger, evacuate the area immediately.



## EXTENDED POWER FAILURE

In the event that a power failure occurs for an extended period of time, we recommend the following.

Yonge Corporate Centre's Role	Tenant's Role
<b>First four hours</b>	<b>First four hours</b>
Send out a Tenant Communique to all tenants informing them of the power outage and possible implications	If required, contact building management for an update on the severity as some building operations may be affected
Ensure emergency generators and all life safety equipment are in good working order through regular testing	Prepare staff for the possibility of evacuation
Ensure emergency power is operational	Have emergency shutdown procedures in place
Maintain access control measures at the property	Follow directives of Building Management/Security
<b>After four hours</b>	<b>After four hours</b>
It will be necessary to evacuate the building(s) due to life safety and health concerns	Prepare to evacuate
	Take all personal belongings and secure office and premise doors
	Turn off all electrical devices
	Follow the direction of security
	Follow emergency exit signs to safely leave the building
	Wait for further instruction from Building Management on a safe return to the property

## HAZARDOUS MATERIALS AND BOMB THREATS

### Hazardous Materials

In the event of a spill or exposure to hazardous materials or suspected hazardous materials, tenant should do as follows:

- Call 4100 Security desk at 416-222-4993
- Provide Security with the location, the amount and any further features that are obtainable
- Notify your manager or supervisor
- Inform a member of your Joint Health & Safety Committee as they may have the knowledge or tools to prevent further exposure
- If possible, secure the area, prevent others from entering
- If you have been exposed, wash your hands with soap and water
- Call 911





## Bomb Threats Via the Telephone

All bomb threats must be taken seriously.

In the event a tenant receives a bomb threat via the telephone:

1. Remain calm and courteous
2. Listen
3. Keep the caller on the line as long as possible
4. Do not interrupt the caller
5. Check call display while call is ongoing, record the number if displayed
6. Enlist the aid of fellow employees to notify the Toronto Police Services (911) and Security at 416-222-4993 giving the following information:
  - Company name and location
  - Floor number
  - Your name and telephone number
  - Implement internal procedures



**Obtain as much information as possible by asking the following questions:**

What time will the bomb explode? \_\_\_\_\_

Where is it? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Why did you place the call? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

Do you represent a political group? \_\_\_\_\_

What is your name? \_\_\_\_\_

**Pertinent Information**

Date: \_\_\_\_\_ Time call received: \_\_\_\_\_

Exact words said: \_\_\_\_\_

\_\_\_\_\_

Background noises: \_\_\_\_\_

Duration of call: \_\_\_\_\_

Line call was received on: \_\_\_\_\_ Location of telephone: \_\_\_\_\_

Receiver of call: \_\_\_\_\_

Position of receiver: \_\_\_\_\_

Who notified: \_\_\_\_\_ Time notified: \_\_\_\_\_

**Identifying Characteristics**Sex of caller:  Male  Female Estimated age: \_\_\_\_\_

Accent (English, French, etc.) \_\_\_\_\_

Voice (loud, soft, deep etc.) \_\_\_\_\_

Speech (fast, slow, etc.) \_\_\_\_\_

Diction: (good, nasal, lisp, etc.) \_\_\_\_\_



### Yonge Corporate Centre's Role

Once a call is received and completed, a proper communication will be issued to the necessary tenants

911 will be called

If the information provided by the caller is verified and the package located, suspicious package procedures will be implemented

If the location of the item has not been obtained, a complete search of the property will be conducted

### Tenant's Role

When you receive the call, use the bomb threat telephone checklist (provided above) to assist you with the call and follow your company guidelines

Call Security immediately 416-222-4993 advising them whether or not 911 has been called

If the caller has given a specific location, notify Security and follow the suspicious package procedures

If the caller did not give a specific location, a search of your premises must be conducted

## SUSPICIOUS PACKAGES AND PERSONS

### Suspicious Packages

Suspicious packages come in all shapes and sizes. If uncertain, do not touch or open the package. Call your manager or supervisor immediately.

Some possible characteristics of suspicious packages are as follows:

- Excessive postage
- Strange odour
- Foreign postmark
- Bad type or handwriting
- No return address
- Misspelled words, names
- Rigid or bulky
- Lopsided or uneven
- Excessive tape or string
- Stains on wrapper

If you open mail or a package and find powder or another foreign substance, you should do the following:

**Suspicious Mail Alert**  
From anywhere... to anyone

If you receive a suspicious letter or parcel  
(A COMBINATION of the following may constitute a suspicious mail item)

- 1 Immediately advise local emergency services of the situation.
- 2 Do not handle, shake, smell, or taste the suspicious article.
- 3 Isolate the article, and evacuate the immediate vicinity.
- 4 Anyone who has handled the article should immediately wash their hands with soap and water.

If a letter or parcel is open and/or a threat is identified

**For a Bomb:**

- Evacuate area immediately
- Call local emergency services

**For Biological or Chemical:**

- Isolate - do not handle
- Evacuate area immediately
- Wash your hands with soap and warm water
- Call local emergency services

**For Radiological:**

- Limit exposure - do not handle
- Evacuate area immediately
- Shield yourself from object
- Call local emergency services

**Corporate Security**  
www.canadapost.ca

Labels on infographic: Mailed from a foreign country, Excessive postage, Misspelled words, Addressed to title only, Rigid or bulky, Badly typed or written, Special endorsements, Lopsided or uneven, Oily stains, discolouration or crystallization on wrapping, Excessive wrapping, tape or string, Protruding wires, No Return Address, Strange odour, Restrictive markings, Fictitious Return Address, No Return Address, The President XYZ Corporation Toronto Ont. ANA NAN, DO NOT OPEN UNLESS INSTRUCTED

1. DO NOT try to clean up the material
2. DO NOT do anything to create dry dust involving the material
3. If possible, gently cover the material
4. Prevent others from entering/leaving the area: if you have been exposed to the material, wash your hands with soap and water
5. Ensure that all people are away from the spill or exposed substance
6. Call 911
7. Notify Security at 416-222-4993 and inform them of the situation
8. Notify your manager or supervisor
9. Try to isolate yourself

**Yonge Corporate Centre's Role**

**Tenant's Role**

Respond to incident to assess the situation to determine if the package is a threat	Do not touch the package
If any person came in contact with the package, isolate to an outside environment	If in tenant space, remove person(s) at risk, clear the area and call Security immediately
Cordon off the area to ensure no access is permitted	If the package is in Cadillac Fairview space, please follow management directives
Leave package in its resting place until emergency services arrive	Turn off all radios and cell phones
Evacuate if necessary	Assist in identifying the owner of the package Follow evacuation protocol

**Suspicious Person**

- If you observe someone in your area that you do not recognize, you should ask them if you can assist with finding the individual they are looking for or direct them to reception
- Ask the person to produce building identification
- If the person refuses to comply or is not able to produce building identification, or you do not feel comfortable, contact Security immediately at 416-222-4993 monitoring the individual (if safe to do so) until Security arrives







<b>Cadillac Fairview's Role</b>	<b>Tenant's Role</b>
Maintain visible presence	Report any suspicious individual(s) or activity
Respond to any reported incident	Do not let strangers into your premises
Assist with removal or detention of individual(s)	Question their presence
Notify proper authorities	Limit access, do not let them "piggyback" through your security system
Notify other tenants if required	Assist in identifying possible threats
	Limit the risk, secure your valuables at all times

## ELEVATOR MALFUNCTION/ ENTRAPMENTS

### Elevator Malfunction

1. Notify security at 416-222-4993 if you notice the following when riding or entering an elevator
  - Missed call (did not stop on your floor)
  - Improper leveling (gap between the elevator and the landing)
  - Elevator moving slowly
  - Noise or uncomfortable ride
2. Mark down the cab number (engraved inside the cab)
3. Details of your findings
4. Your name and telephone number



### Elevator Entrapment

1. Remain calm
2. Push the emergency call button. Your call will be answered by security.
3. Give the elevator number (engraved inside the cab) and building address to the Security Guard when requested on the intercom. Elevator personnel will be dispatched for emergency response.
4. Security personal will try to remain on the line with you for the duration of the entrapment
5. Notify Security if you have any medical concerns or you start feeling uncomfortable
6. Once removed from the elevator, proceed to the security desk located in the lobby of the building and speak with Security

Note: Between the hours of 7:00 p.m. and 6:00 a.m. the elevators require a building passcard

to operate. Not having a card will allow access to the lobby levels only.

## GENERAL HAZARDS

- Keep all hallways, aisles and corridors free of obstructions
- Ensure that all stairwell doors remain closed at all times
- Yonge Corporate Centre is a Non Smoking Facility, careless disposal of cigarette butts can be a hazard to property, wildlife and the environment. Please smoke in designated smoking areas and dispose of cigarette butts responsibly
- Avoid placing combustible material directly in contact with an electrical outlet
- Do not accumulate combustible material in your premises
- Do not hang anything from a sprinkler head
- Do not obstruct fire hose cabinets
- Do not obstruct emergency exits
- Do not tape over or obstruct proper use of a smoke/heat detector

Note: The building has a no smoking policy at all entrances and underground parking

## Electrical Hazards

- Disconnect all electrical appliances with heating elements at the end of the workday
- Electrical wiring that is defective, frayed or cracked must be replaced
- Evidence of electrical arcing in outlets and electrical devices should be disconnected until a qualified electrician can assess the problem
- Avoid using extension cords wherever possible. 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
- For the health and safety of the tenants and occupants of YCC, Building Management does not permit personal appliances including, but not limited to, space heaters, foot warmers, fans, refrigerators, coffee makers, kettles, toasters, microwaves, popcorn makers, and cup warmers to be used at personal workstation areas. The use of personal appliances shall be limited to designated eating areas only, such as kitchens, lunchrooms and serveries. In addition, all appliances must be ULC and CSA approved.

This policy is in effect both to protect human life and property and to conserve electricity.



## IMPORTANT NUMBERS

### 911

YCC Security Desk (24/7)	416-222-4993
Emergency Line	1-800-387-0205
Toronto Fire Services	416-338-9000
Toronto Police Service	416-808-3200
Toronto Paramedic Services	416-489-2111

### Business Hours Contact Information

Management Office	416-222-5100
YCC website	<a href="http://www.yongecorporatecentre.com">www.yongecorporatecentre.com</a>