



RBC|centre

Emergency Information and Response Procedures



INTRODUCTION

This manual has been designed and produced for distribution to the occupants of RBC Centre. Contained within are reference information and checklist procedures on how to report an emergency and what action is to be taken. The contents of this manual were written to conform to the guidelines of the authorities having jurisdictions.

RBC Centre has a Security Team on duty 24/7 with highly trained professionals that are certified as medical responders in first aid, CPR and Automated External Defibrillator (AED). The property has two (2) AEDs located at the lobby/security desks and the loading dock security office. Security staff are fully trained on these units. When faced with a medical emergency, first call 911 and then call building security. Security will respond with the appropriate First Aid Supplies and AED.

In the event of an emergency, knowledge and decisive action may avert problems and save lives.

This guide contains various emergency information and response procedures. However, in all emergencies, the first response should be to notify Emergency Management Services (EMS) at 911 and then contact the 24/7 RBC Centre Security Team at 416-596-0079.

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Any questions, comments or requests for additional information regarding this manual should be directed to:



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FIRE EMERGENCY

If You Discover Fire or Smoke on Your Floor


1. Operate the nearest fire alarm pull station
2. Get people out of immediate danger
3. Close the door to the room or area
4. Leave the floor via the nearest emergency exit stairwell
5. Elevators are not available during a fire alarm; **do not consider using them!**
6. Call Toronto Fire Services (only if safe to do so) at 911 and give the following information:
 - a) Building name and address
 - b) Floor number where fire is occurring
 - c) Details of fire
 - d) Your name and telephone number
7. Notify the RBC Centre Security desk at 416-596-0079.
8. Proceed to ground level and EXIT the building towards your company's assembly location/meeting 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
- Walk, DO NOT RUN
- If you encounter smoke in the stairway, use an alternate exit
- If your way is blocked while inside the stairwell, leave the stairs at a crossover floor
- The locations of crossover floors are posted on stairwell doors

Fire Alarm

1. **Stage I – Alert Tone (one ping)** of the fire alarm system signifies a standby alert. 
 - a) An announcement will be made over the emergency voice communication system to warn tenants to stand by for further instructions. At this point, you must prepare for a possible evacuation.
 - b) Do not evacuate the building unless you are specifically instructed to do so via the public address system.
2. **Stage II – Evacuation Tones (three pings)** of the fire alarm system signify an immediate building evacuation.



Please leave your floor immediately via the nearest exit stairwell. Walk down to street level (remember that elevators are not available). Once outside the building, move away from it to your company's assembly location/meeting area.

Persons requiring assistance (PRA) should go immediately to the designated PRA pick-up area. Remember, PRA will only be evacuated from the floor by Toronto Fire Services if there is immediate danger to the person's life.

Once the fire emergency is over, announcements will be made for clearance to re-enter the building.

Fire Alarm – Concourse and Parking Levels

The concourse and parking levels of RBC Centre have a separate fire alarm system from the office tower. When a fire alarm sounds, you will hear an alert tone with audible announcements indicating that there is an alarm and that it is being investigated. After an investigation by the Security & Life Safety department, the alarm will be cleared if false. If there is a real threat because of fire or smoke, the alert tone will change to an evacuation tone with an updated announcement that you are requested to leave the premises. Security & Life Safety will assist with all aspects of the evacuation if the need arises.

Emergency Exits

As illustrated, most signs will include an arrow indicating the direction of the emergency exit.



Crossover Floors

Crossover floors are located approximately every five floors. If your path is obstructed (i.e. smoke, blockage, or back-log of people), an emergency crossover floor can be used to transfer to another evacuation stairwell on another floor.

1. In your stairwell, locate the nearest crossover floor
2. Prior to opening, check this door for smoke and for heat using the back of your hand
3. If safe, open the door and enter; locate the next stairwell on the floor (look for the illuminated red EXIT sign)
4. Check this door for heat and smoke. If safe, enter and continue your descent to ground level

Remember: Always leave your building through the evacuation stairwells, go to ground level, and walk out and away from the building.

RBC CENTRE CROSSOVER FLOORS

Podium

8 3

Office Tower

41 36 31 26 21 16 12 7 2



Evacuation

Do

1. Begin evacuation procedures IMMEDIATELY
2. Keep calm
3. Close each door of your office as you leave
4. Use the enclosed stairwell for evacuation to ground level
5. Form an evacuation line, two abreast to the stairwell
6. Remove high heel shoes
7. Listen for instructions from Emergency Personnel and follow them
8. Assist anyone having difficulties walking down the stairs
9. If necessary, clear the way for Fire Services coming up the stairwell
10. Be ready to merge with other people evacuating the building
11. Once out of the building, go to a reasonable and safe distance away from the emergency

Don't

1. DO NOT stop to gather personal effects (in case of a bomb threat gather up purses, briefcases and bags that belong to you)
2. DO NOT use an elevator under alarm conditions
3. DO NOT smoke
4. DO NOT run in stairwells
5. DO NOT congregate by the stairwell exit (ground level)
6. DO NOT return to your premises until an ALL CLEAR is given by the authority in charge



Persons Requiring Assistance (PRA)

Persons requiring assistance during an evacuation should consult with their organization's evacuation warden to discuss their needs confidentially and identify a safe exit strategy to implement in case of an emergency. They may also contact the Fire & Life Safety Department (416-596-0079) to speak confidentially about available exit routes and discuss evacuation procedures.

PRA should be identified prior to emergencies. A list of people who require assistance during a building evacuation is to be provided to Cadillac Fairview. List is to be updated regularly.

Employers should ensure their personnel discuss methods of evacuating persons requiring assistance or what actions to take in the event that a person is unable to evacuate. Those who require assistance should feel comfortable with the plan.

PRA should

- Attempt to evacuate if possible once exit stair is not crowded.

If evacuation is not possible

- Remain at exit stair
- Notify building staff/Fire Department (call 416-596-0079 or call 911 if in immediate danger)
- Buddies – your decision to stay or go
- Fire Department will prioritize rescue if necessary

In the event that a person or person(s) has remained in the building and is in no immediate danger (i.e. there is no fire in the building, or the fire is not in the vicinity and is not likely to spread to other areas of the building), they will likely remain in place until the situation is resolved. Floor exit stairwells are designed to provide protection from smoke and fire and therefore are the safest location in the building.

FIRE EMERGENCIES

Cadillac Fairview/RBC Centre's Role	Tenant's Role
Contact 911 (Toronto Fire Services) via telephone and accompany them to the scene once on site	Ensure an Evacuation Warden program is in place on all floors
Conduct voice announcements to the affected building and staff still on evacuated floor	Chief Evacuation Warden to liaise with Security for issues such as return to floor
Assist Toronto Fire Services in investigating the cause of the alarm	Ensure employees are aware of evacuation procedures
Once authorized by Toronto Fire Services reset system building services	Follow directions received via the emergency public address and Evacuation Wardens
Announce the all clear to the building and tenants	Ensure employees are aware of meeting location
Assist with re-occupation of the building	Ensure employee head count is taken at meeting location
	Ensure staff information (PRA list) is up to date and with Security



MEDICAL EMERGENCY

The Security & Life Safety department at RBC Centre has procedures in place to facilitate medical emergency response. The Security Team members are all highly trained first aid 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. Clearly answer all questions asked of you
2. Contact the Security desk at **416-596-0079**
3. Provide 911 and Security desk with the following information:
 - Your name
 - Your location (specify floor and location on floor, i.e. north, south, east, west)
 - State the nature of the medical emergency. Provide as much information as possible, i.e. patient's gender, approximate age, symptoms, medical history (if known), events leading to incident, and, most importantly, whether the patient is conscious and breathing
 - Appoint someone to meet with the emergency responders in the elevator lobby to provide an escort to the patient's location
4. The following should be avoided:
 - Moving the patient, unless failing to do so would cause further harm (i.e. fire in the area)
 - Crowding around the patient. This can cause the patient unnecessary embarrassment and stress, as well as creating an obstacle for emergency response
 - Giving the patient food or water. This creates the risk of vomiting and possibly choking
5. Offer first aid only if properly trained. Keep the victim warm and explain that help is on the way
6. RBC Centre Security & Life Safety department will be responding immediately to assist
7. Your company should have an emergency plan in place to deal with emergencies that affect your business and would ask that your plans include preparations for the following examples:



Cadillac Fairview/RBC Centre's Role	Tenant's Role
Contact 911 (Toronto Emergency Medical Services) and advise	Ensure first aid/CPR trained staff are available to render aid
Dispatch Security & Life Safety guards to assist and render aid	Ensure employees are aware of medical emergencies procedures and Security emergency phone number 416-596-0079
Assist Toronto Emergency Medical Services to access the area	Contact Security for assistance
Assist Toronto Emergency Medical Services to depart the area	Ensure access is not impeded (freight or corridor by people or items)
	Have personnel not assisting with the emergency return to their workstation for privacy

WORKPLACE VIOLENCE

Most people think of violence as a physical attack. However, workplace violence is a much broader problem. It is an act in which a person is abused, threatened, intimidated or assaulted in his/her workplace.



Cadillac Fairview/RBC Centre's Role	Tenant's Role
Respond to any reported incident and document event	Make your employer/Security aware of suspected threats
Assist with removal or detention of parties involved	Report any incident to Security ASAP
Render first aid if necessary	Remove yourself and/or others to a safe area as soon as possible
Notify proper authorities	

FLOOD AND WATER EMERGENCY

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

1. Call Security at **416-596-0079** and advise them of the **exact location** and severity of the leak. They will dispatch RBC Centre building engineers to your location
2. If there are electrical appliances or outlets near the leak, there is a potential hazard of electrical shock. If there is any immediate danger, evacuate the area immediately
3. Notify your supervisor and be prepared to help in protecting property, records and equipment as requested by your management





POWER FAILURE

Minor Power Failure – Power Failure on a Portion of the Floor

1. Notify the RBC Centre Security desk at 416-596-0079 and give the following information:
 - a) Company name and location
 - b) Floor number where power failure has occurred
 - c) Details of power failure
 - d) Your name and telephone number

Extended Power Failure

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

Cadillac Fairview/RBC Centre's Role	Tenant's Role
Ensure generators and emergency power apparatus is in proper working condition through regular testing	Secure property prior to leaving and advise security of any irregular activity observed on your floor
Ensure emergency power is operational	Turn off all electrical devices
Maintain access control of the building(s)	Follow the direction of Security via the public address system



HAZARDOUS MATERIALS AND BOMB THREATS

Hazardous Materials

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

- Call the Security Operations Centre at **416-596-0079**
- Advise the dispatcher of the location of the spill or that an exposure event has occurred
- If possible, gently cover the material
- Prevent others from entering/leaving the area. If you have been exposed to the material, wash your hands with soap and water, if appropriate
- Ensure that everyone is away from the spill or exposed substance
- Call **911**
- Notify your manager or supervisor



Bomb Threat Via the Telephone

All bomb threats must be taken seriously.

1. Listen carefully
2. Be calm and courteous
3. Keep the caller on the line as long as possible
4. Check call display while call is ongoing and record the number
5. Enlist the aid of fellow employees to notify Toronto Police Service, 416-808-5200 or 911, and the RBC Centre Security desk, 416-596-0079, and give the following information:
 - a) Company name and location
 - b) Floor number where call is being/has been received
 - c) Your name and telephone number
6. Obtain as much information as possible (refer to Bomb Threat Report Form on following page)





Bomb Threat Report Form

Questions to Ask:

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 Data:

Date: _____
Time call received: _____
Exact words said: _____

Background noises: _____
Duration of call: _____
Line call received on: _____
Location of telephone: _____
Receiver of call: _____
Position of receiver: _____
Whom notified: _____
Time notified: _____

Identifying Characteristics:

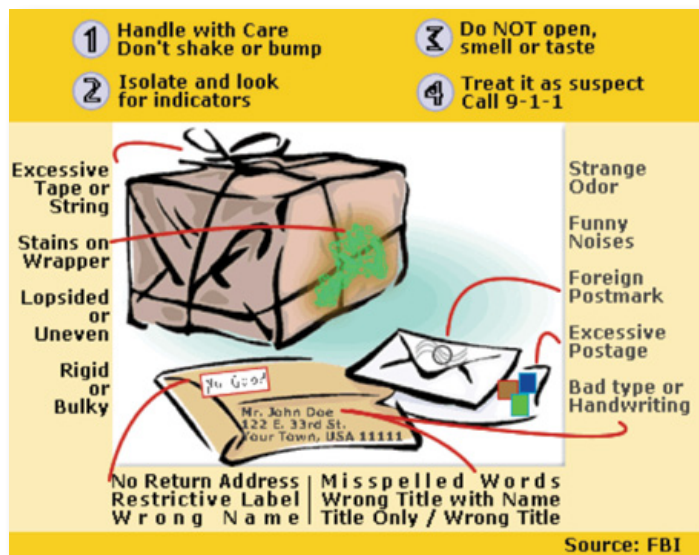
Sex of caller: _____
Estimated age: _____
Accent (English, French, etc.): _____
Voice (loud, soft, etc.): _____
Speech (fast, slow, etc.): _____
Diction (good, nasal, lisp, etc.): _____
Manner (calm, emotional, vulgar, etc.): _____
Was caller's voice familiar? (specify) _____
Was caller familiar with the area? _____

SUSPICIOUS PACKAGES AND PERSONS

Suspicious Packages

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

1. DO NOT try to clean up the material
2. DO NOT do anything to create 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, if appropriate
5. Ensure that everyone is away from the spill or exposed substance
6. Call **911**
7. Call Security at **416-596-0079** and inform them of the situation
8. Notify your manager or supervisor

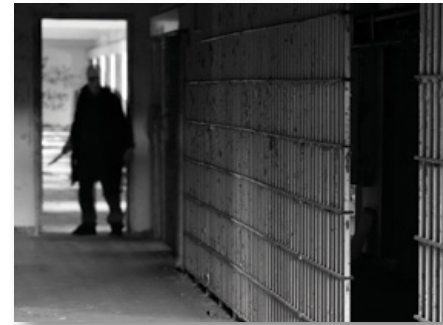


Cadillac Fairview/RBC Centre's Role	Tenant's Role
Communicate the information via telephone	If in tenant space, remove persons at risk, clear the immediate area and call Security
Respond to the scene with Sabre 4000 to determine if the package is a potential threat	Follow your emergency response guidelines
Conduct a preliminary scene survey and evacuate	Turn off all radios and cell phones, if necessary
	Do not move or handle the package
	Assist in identifying the owner of the package
	If necessary, assist Security with an orderly evacuation



Suspicious Persons

1. If you observe someone in your area that you do not recognize, you should ask them if you can assist or direct them to the receptionist
2. Ask the person to produce a RBC Centre building pass card
3. If the person refuses to comply or is not able to produce a pass card, or you do not feel comfortable approaching the person, contact Security at **416-596-0079**. Explain the situation and Security staff will be dispatched to your location



Cadillac Fairview/RBC Centre's Role	Tenant's Role
Maintain visible vertical presence	Limit risk, don't leave valuables out and don't let strangers in
Respond to any reported incident and document event	Report any suspicious activity observed to Security ASAP
Assist with removal or detention of parties involved	If applicable, limit access to the area
Notify proper authorities	Be observant of any irregular activity
	Assist in identifying possible threats

ELEVATOR MALFUNCTION OR ENTRAPMENT

Elevator Malfunction – Slow Trip, Missed Call, Improper Leveling, Etc.

1. Notify the RBC Centre Security desk at 416-596-0079 or the Security Guard at the lobby desk and give the following information:
 - a) Elevator car number (located inside the cab on the top right hand side)
 - b) Details of malfunction
 - c) Your name and telephone number

Elevator Entrapment

1. Remain calm
2. Press the alarm call button (bell-shaped button)
3. Advise Security on the number of people inside the elevator

IMPORTANT NUMBERS**911****24-hour Security****416-596-0079****Business Hours Contact Information****Manager, Security & Life Safety****416-649-5131****RBC Centre website****www.rbccentre.ca**

Please take a copy and put it in your wallet.

**IMPORTANT NUMBERS****911**RBCC Security Desk (24/7) **416-596-0079**Toronto Fire Services **416-338-9000**Toronto Police Services **416-808-5200**Toronto EMS **416-489-2111****Business Hours Contact Information**Management Office **416-340-6615**RBCC website **www.rbccentre.ca**



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