

EMERGENCY PROCEDURES GUIDE

Pacific Centre & HSBC Building - Office



CF Cadillac
Fairview

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INTRODUCTION

On behalf of Cadillac Fairview, we are pleased to provide you with this Pacific Centre and HSBC Building Tenant Emergency Procedures Guide. We strongly encourage you and your staff to familiarize yourself with the information in this guide. Please retain this guide for future reference as it will be amended and updated from time to time.

This guide has been assembled to provide Pacific Centre and HSBC Building Tenants with a comprehensive set of instructions on how to effectively deal with fire alarms, earthquakes, bomb threats, and corresponding business continuity planning.

With thorough policies and procedures in the Pacific Centre and HSBC Building Tenant Emergency Procedures Guide, repeated training, and successful integration of the actions of Tenants, security personnel, and building staff, we can ensure the safety of all. Working as a team, we can make sure that everyone is safe to enjoy the unique environment at Pacific Centre and the HSBC Building.

Our Security and Life Safety management team will be pleased to answer and clarify any questions you may have concerning the information contained in the guide or about the buildings. We welcome your comments and encourage you to discuss with us any suggestions as to how we may improve our services.

SECURITY AND LIFE SAFETY DEPARTMENT

A team of Security and Life Safety professionals that are dedicated to providing you with a safe and secure environment 24 hours per day, 7 days per week. Security Supervisors and Security Officers are contracted through Paladin Security, one of the leaders in the security industry.

The Security and Life Safety Department consists of the following personnel:

- Cadillac Fairview Senior Security and Life Safety Manager, Pacific Centre and HSBC Building (Monday – Friday)
- Cadillac Fairview Fire and Life Safety Manager, Pacific Centre and HSBC Building (Monday – Friday)
- Security Site Supervisor (Monday - Friday)
- Security Shift Supervisors (24 hours/day, 7 days per week)
- Security Manager (Monday - Friday)
- Security Officers (24 hours/day, 7 days per week)

The Senior Security and Life Safety Manager is responsible for overseeing all aspects of Security and Life Safety, including the security systems and the daily delivery of security services and supervision of the Security staff. The Fire and Life Safety Manager is responsible for working with the Fire and Life Safety programs. The Cadillac Fairview team is available to meet with you to discuss security and safety matters relating to your premises in particular or the Pacific Centre and HSBC Building complex in general.

As a minimum standard, all Security Officers receive the following training prior to commencing work:

- Basic Security Officer Training (Regulations, Procedures, Conflict Resolution, and Personal Safety) as mandated by the Province of British Columbia.
- Advanced Security Training (Use of Force)
- First Aid Level 1
- Customer Service Training
- Site Orientation, and Continuous Evaluations and Drills

In addition to the above training, every shift has:

- Occupational First Aid Level 2 Attendant with Automatic External Defibrillator Certification.

The team's primary activity is to ensure the safety and security of everyone working in or visiting the complex. Any concerns can be raised through our Security Command Centre, day or night. A member of the team will assist you or direct your call to the appropriate person or department.

Pacific Centre and HSBC Building Security and Life Safety Contacts

The Security Command Centre for the complex is located on the mezzanine level of 701 West Georgia. Should you have any issues concerning security matters, please call:

Emergency Telephone Contacts

Security Command Centre (24 Hours)	604.669.3241	pccsecurity@cadillacfairview.com
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External Security/Emergency Contacts

Emergency Telephone Contacts

Fire Emergency	9-1-1
Medical Emergency	9-1-1
Police Emergency	9-1-1
Poison Control	604.682.5050

Non-Emergency Contacts

BC Ambulance Services Non-Emergency	604.872.5151
Vancouver Fire and Rescue Non-Emergency	604.665.6000
Vancouver City Police Services Non-Emergency	604.717.3321

EMERGENCY PROCEDURES AND PLANS

Emergency Planning and training directly influence the outcome of an emergency situation. Property Managers and their Tenants, with well-prepared employees and well-developed preparedness plans, are likely to incur fewer or less severe employee injuries and minimize disruption to their business.

Tenant Emergency Response Plans

We recommend that each Tenant organization create and maintain their Emergency Response Plan. The purpose of this plan is to have internal emergency preparedness and response procedures that work in conjunction with the building response plan. These plans should be reviewed and tested annually.

Someone in an organization should be responsible for:

- Ensuring that their tenancy has developed and implemented emergency preparedness and response procedures specific to that location, which “meshes” with the building response plan.
- Conducting hazard reduction inspections regularly.
- Addressing concerns raised by Emergency Wardens or other staff.

It is recommended that at the minimum, the plan contain the following guidelines and procedures

- Emergency Wardens are designated and trained.
- **All staff** are trained and have an awareness of the emergency plan and emergency procedures.

Building Occupants

- Ensure their personal safety by:
 - Learning and following emergency preparedness and response procedures.
 - Reading the company’s evacuation plan.
- Know where the exit routes, stairways and fire extinguishers are located.
- Communicating and cooperating fully with their wardens and building staff.
- **TAKE SERIOUSLY AND PARTICIPATE IN** emergency evacuation procedures including drills, responding to roll calls, remaining at designated assembly areas, and re-entry of a building only upon instructions.

Emergency Wardens

- Are responsible to evacuate their assigned areas when required.
- Ensuring all staff members are accounted for during an emergency.
- A representative reports the status of the evacuation to the Building Command Team.

It is further suggested that our Tenants implement positions to complement the evacuation process. The titles and duties generically used by Cadillac Fairview are as follows:

1. Emergency Warden – someone in overall charge of the evacuation.
2. Deputy Emergency Warden – someone to assist or take the place of the Emergency Warden if they are not present.
3. Stair Wardens – direct traffic into the stairs (generally for full floor Tenants).
4. Searchers - preferably 1 male, 1 female to locate staff and direct them to the nearest emergency exit.
5. Assistance Wardens – designated to assist those that cannot evacuate themselves.
6. Assembly Area Coordinator – posted at the evacuation assembly area to confirm staff have
7. evacuated and actually left the building.

FIRE ALARM SYSTEMS

EVACUATION PROCEDURES

The Pacific Centre and HSBC Building complexes have a two (2) stage fire alarm system. A two (2) stage fire alarm system is designed to allow staff to investigate and take appropriate action and will require evacuation of the area of alarm activation, the floor above and the floor below. For instance, if a guide pull station is activated on the 10th floor, not only the 10th floor would be required to evacuate, the 9th and the 11th floor would also be required to evacuate.

All the other floors would be in stage 1, “alert” or “standby”.

Evacuation Procedures

It is the goal of Cadillac Fairview, with the assistance of Tenant Emergency Response Teams, to evacuate the building(s) quickly and efficiently, keeping in mind the safety of all Tenants. During evacuation, the first rule is “keep calm”.

The evacuation signal can be described as a temporal pattern of three (3) beeps with a pause, then three (3) beeps with a pause and so on.

If either the floor or entire building is required to evacuate upon activation of the fire alarm system, the following procedures must take place at Pacific Centre and HSBC Building.

Building Occupants:

- Stop work immediately.
- Walk calmly to the nearest exit, remembering to close the doors behind you.
- Do not take the elevators.
- Walk single file, in close proximity to the inner railing (away from doors opening into the stairwell).
- DO NOT USE ANY ELECTRONIC DEVICES OR OTHER ITEMS THAT MAY DISTRACT YOU WHILE DESCENDING THE EMERGENCY STAIRCASE.
- Proceed to the assembly area and advise your assembly area coordinator that you are present.
- Remain at the assembly area until the “all clear” is given and you are directed to re-enter.

Tenant Emergency Team

Meet with your team at a pre-designated area to ensure all are present. If one of the team is absent, assign the duties of the absent person to other team members or request assistance from other staff members.

Search Wardens:

- Immediately search the assigned area.
- Direct occupants to the nearest safe stairwell.

Stair Wardens:

- Attend to the designated stairwell and begin directing the evacuation of your co-workers into the stairs.
- Remind them to proceed to the assembly area and report to the assembly area coordinator.

Assistance Warden:

- Take the person requiring assistance to the elevator lobby area.
- Pick up the red firefighters' telephone and wait until it is answered.
- Provide the Building Response Team member with the floor number and exact location.
- Await elevator extraction from the Building Response Team.

Assembly Area Coordinator:

- Gather your staff list(s).
- Proceed to the nearest exit stairs and out to the assembly area.
- Have some sort of visual representation (sign) so that your co-workers can find you in the gathering crowd.

Emergency Warden:

Once you are satisfied that everyone who is following the evacuation order has departed:

- Take a last look around.
- Instruct team to vacate the floor (or area) and proceed to the assembly area.
- Proceed to the fire alarm panel in the lobby, and report to the Site Commander (identified by a green high visibility vest) that your floor/area is evacuated or how many people have chosen to remain and where they are.
- If practical, provide a documented floor plan(s) for the floor/area of responsibility, noting areas checked, and if anyone still remains.

First Stage Alarm

If the first stage alarm, described as an “intermittent signal” the following procedures are strongly suggested:

- In the event that the first stage alarm sounds, (described as an “intermittent signal”) the following procedures are strongly suggested:
- Meet with the Tenant Emergency Team at the designated meeting place for the floor or area.
- Listen closely to the announcements.
- Be prepared for the full evacuation signal or evacuation announcement.
- Remain in this readiness until the “All Clear” is broadcast over the public address system.

Silencing of the Alarm

From time to time, when the Vancouver Fire and Rescue Service attends a fire alarm, the senior fire official on site, while investigating the source of the alarm, may request that the building response team “silence the alarm”. If this directive is given, the response team member will activate the “signal silence” which will mask the audible alarm signal. However, the fire alarm is still in its activate state. Should this occur, Tenants are required to continue with whatever procedure they are currently following. For instance, if they are in the process of evacuating, continue down the stairwell and proceed to the assembly area until directed to reoccupy. If the area is in first stage, remain on alert until the “All Clear” is broadcasted over the public address system.

Fire Alarm Announcements

Each fire alarm system in the building will utilize “pre-recorded” announcements. Depending on the situation the announcements will be:

On the floors that are required to evacuate:

“Attention please, attention please, a fire alarm has been activated in the building, for your protection and safety, please evacuate this floor by proceeding to the nearest emergency exit, and follow the stairwells to the designated assembly area”

On the floors that are in Stage 1 or on “standby”:

“Your attention please, a fire alarm has been activated in the building, please standby and await further instructions”

Full Building Evacuation – All floors:

“Your attention please, a fire alarm has been activated in the building, for your protection and safety, we now ask all occupants of the building to evacuate their floors by proceeding to the nearest emergency exit and following the stairwells to the designated assembly area”

Fire Departments Arrival – All floors:

“Your attention please, for your information, the fire department is now on site and investigating, we will keep you updated”

Silence Alarm – Stage 2 floors:

“Your attention please, for your information, the fire department has directed us to silence the alarm, please continue to evacuate this floor”

Silence Alarm – Stage 1 floors:

“Your attention please, for your information, the fire department has directed us to silence the alarm, please standby and await further instructions”

All Clear – All floors:

“Your attention please, the fire department has given the all clear, you may return to your offices, the building air conditioning and elevators will resume shortly, thank you for your cooperation”

Crossover Floors

Should occupants encounter smoke, damage, or other hazard in the stairwell in which they are initially evacuating, occupants can utilize “Crossover floors” located within five floors or less, to “crossover” from one stairwell to the other. These crossover floors are identified by signage in the stairwell on each floor.

- TD Tower - 700 West Georgia - 6, 9, 14, 19, 24, 29
- 701 West Georgia - 5, 9, 14, 18
- 609 Granville - 6, 10, 15, 19, 24
- 777 Dunsmuir - 3, 8, 13, 16
- 700 West Pender - 5, 9, 15
- 750 West Pender - 6, 11, 17
- HSBC Building - 885 West Georgia - 6, 11, 16, 21
- 725 Granville - 5

Assembly Areas:

- TD Tower - 700 West Georgia - North side of The Vancouver Art Gallery
- 701 West Georgia – 700 block of Granville along the west sidewalk
- 609 Granville - Sidewalk in front of 625 Howe Street (Standard Life Building)
- 777 Dunsmuir – 700 block of West Pender, in front of 700 and 750 West Pender
- 700 West Pender - Sidewalk in front of 779 West Pender
- 750 West Pender - Sidewalk in front of 779 West Pender
- HSBC Building - 885 West Georgia - Sidewalk in front of 625 Howe Street (Standard Life Building)
- 725 Granville - South side of The Vancouver Art Gallery

Please note, individual Tenants may select their own organization’s assembly area, but it must meet the following criteria:

1. Location must be a safe distance away from the building.
2. Location must be within reasonable walking distance.
3. The Security and Life Safety department must be made aware and approve of the location.

Portable Fire Extinguishers

Within the Pacific Centre and HSBC Building complex there are a minimum of two (2) fire extinguishers on each floor (sometimes more). These are typically located near each exit stairwell. Cadillac Fairview encourages our Tenants to have a fire extinguisher on hand in their Tenant space, especially if the space contains a kitchen or coffee room.

A fire extinguisher is an active fire protection device used to extinguish or control small fires, often in emergency situations. It is not intended for use on an out-of-control fire, such as one which has reached the ceiling, endangers the user (i.e., no escape route, smoke, explosion hazard, etc.), or otherwise requires the expertise of the Vancouver Fire and Rescue Service.

No one is ever obligated to attempt to extinguish a fire of any size. If you discover a fire, activate the nearest fire alarm pull station and clear the area. Proceed to the fire alarm panel of your particular building to advise the Site Commander of the exact location and size of the fire.

1. Upon discovery of fire:

- Activate the building fire alarm system by pulling the nearest fire alarm pull station.
- Assist any person(s) in the immediate area to safety if it can be accomplished without risk to yourself, before attempting to extinguish the fire.

2. Before deciding to fight the fire, identify:

- Is the fire spreading rapidly beyond the point where it started? The time to use an extinguisher is at the beginning stages of the fire.
- Always position yourself with an exit or means of escape at your back before you attempt to use an extinguisher to put out a fire.

3. Do not fight the fire if:

- You don't have adequate or appropriate equipment. If you don't have the correct type or size of extinguisher, it is best not to try fighting the fire.
- You might inhale toxic smoke. When synthetic materials such as the nylon in carpeting or foam padding in a sofa burn, they can produce hydrogen cyanide and ammonia, in addition to carbon monoxide. These gases can be fatal in very small amounts.
- Your instincts tell you not to. If you are uncomfortable with the situation for any reason, in particular if the fire is getting out of control, leave the fire to professional fire fighters to handle.

If the fire is already spreading quickly, it is best to simply evacuate the building. If the choice is made to evacuate, close any doors behind you as you leave. This will help slow the speed of smoke and fire. If the fire is small a person may then attempt to use an extinguisher to put the fire out, if safe to do so. Once a fire is out, if safe to do so, keep it under watch until the fire department and/other response team members arrive.

Fire Hazards

A fire hazard can be defined as any situation, process, material, or condition that poses a threat to life or property, or cause a fire or explosion, or any condition or impediment that may impede the safe evacuation from a premise or other location.

The Basics

- Do not obstruct firefighting equipment
- Do not obstruct fire exits, stairs, or passageways
- Do not prop open doors
- Do not stack items within eighteen (18) inches of a sprinkler head

Refuge Areas

The Security and Life Safety Department conducts regular inspections of all Pacific Centre and HSBC Building refuge areas and stairwells. Any infraction is photographed and forwarded to the Manager, Fire and Life Safety, who shall forward this information to the Tenant contact and have the hazard removed. Guidance for this purpose falls under City of Vancouver By-Law 2.99: ***“Areas of refuge as required by the Building By-Law shall be kept free of obstructions, shall only be used for their intended purpose, and shall be posted with a sign...”***

Please assist the Security and Life Safety Department in keeping all refuge and stairwell areas clear by informing staff and contractors of the above bylaw, and do not leave materials in this area.



BOMB THREATS/SUSPICIOUS PACKAGES

Bomb Threat Procedures

If a tenancy receives a bomb threat:

1. Remain calm and ensure that as many details as possible are recorded on the bomb threat checklist (a bomb threat checklist should be placed beside any telephone in the office that has the potential to receive outside calls) – See template on next page
2. Notify Security at 604.669.3241 immediately
3. Security Staff will contact 9-1-1
4. Await instructions from the Site Commander
5. Be prepared for evacuation

In this case, the Building Response Team and the Site Commander will attend to the Tenant suite and coordinate a search of the area in conjunction with the Tenant Emergency Wardens, Deputy, etc. After consultation with the attending Emergency Services, the decision of whether or not to evacuate the building and/or Tenant area will be made. All evacuation orders will be made over the Emergency Public Address System. However, to avoid panic within the building, the announcement will give no reference to a “bomb” or “bomb threat.”

Emergency Announcement

“Your attention please. Your attention please. We are experiencing an emergency situation which requires us to evacuate the building at this time. Please leave the building immediately. Do not use the elevators. Proceed to the nearest emergency exit at once. Walk quickly, but do not run. We apologize for the inconvenience and thank you for your cooperation.”

If ordered to evacuate the occupants from Tenant floors, Tenants will be instructed to advise the occupants to take their briefcases, lunch bags/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. Tenants should evacuate the occupants to the nearest safe exit in the same manner as you would during a fire evacuation and direct them to the nearest assembly area.

Bomb Threat Checklist

THREAT RECEIVED (Record **the exact words of the** caller):

RECEIVED AT: _____
(Place) (Date) (Time)

QUESTIONS TO BE ASKED:

FACTS TO NOTE ABOUT THE CALLER:
(Check List)

Where is the bomb/biological agent located?

When will the bomb/biological agent go off?

What kind of a bomb/biological agent is it?

What does the bomb/biological agent look like?

Why has the bomb/biological agent been placed?

What is your name?

What is your address and phone number?

Caller:
Male: _____
Female: _____
Adult: _____
Juvenile: _____
Age: _____

Voice:
Loud: _____
Quiet: _____
Soft: _____
Rough: _____
High: _____
Deep: _____
Intoxicated: _____
Other: _____

Accent: _____
Local: _____
Foreign: _____
Type: _____

Additional Information:

Manner:
Calm: _____
Rational: _____
Angry: _____
Irrational: _____
Emotional: _____
Laughing: _____
Other: _____

Background Noises:
Quiet: _____
Noisy: _____
Describe type of noise:

Mail Handling Procedures

- Every business and organization should assess and review protocols for handling mail.
- Common sense and care should be used in inspecting and opening mail or packages.
- Examine unopened envelopes for foreign bodies or powder.
- Do not open letters with hands; use a letter opener.
- Open letters and packages with a minimum of movement to avoid spilling any contents.
- Each organization should assess whether it is a possible target for criminal acts. Based on this assessment, Tenants may wish to take additional precautions, such as wearing gloves and restricting the opening of mail to a limited number of trained individuals.

The following are some suggested steps for mail handling procedures:

1.) Separate mail into two categories:

- a. Familiar or source-known (routine handling and distribution)
- b. Source-unknown or suspicious (isolate the item; contact addressee or supervisor)

2.) Avoid opening unnecessary mail, such as “junk” mail or mail from an unidentified or unknown source. Especially avoid opening mail that is suspicious in appearance. Such indications might include:

- a. Marked with restrictive endorsements, such as “Personal” or “Confidential”
- b. Shows a city, state, or province in the postmark that does not match the return address
- c. No return address
- d. Excessive postage or mailed from a foreign country
- e. Addressed to title only or incorrect title
- f. Lopsided or bulky packages
- g. Strange odour
- h. Badly typed or written
- i. Misspelling of common words
- j. Oily stains, discolorations, or crystallization on wrapper
- k. Excessive wrapping tape or string

Mail that fits into any of the above categories and has not been opened should be more closely evaluated before opening or discarding in the regular trash.

3.) In the event that mail from an unknown or uncertain source must be opened, follow these procedures:

- a. Have the addressee or supervisor decide whether or not to open this piece of mail
- b. If the mail need not be opened, discard of it in the trash
- c. Open the mail as far away from the face as is comfortably possible
- d. Open the mail over a clean, debris-free table or counter top
- e. Use gloves and mask if available
- f. The envelope should be opened carefully (e.g. with a letter opener) and the contents removed care fully to avoid dispersing any unusual substance that might be present.
- g. After opening the envelope or package, inspect the inside for any unusual substance before removing the contents.

4.) If any unusual material is present, take the following steps:

- a. Stop and stay calm
- b. Do not shake or empty the contents
- c. If no spillage occurs, seal the envelope in a plastic bag or similar container
- d. If no container is available, cover the item with anything available (clothing, paper, etc.)
- e. If spillage occurs, do not try to clean it up; cover the contents immediately and do not remove the cover.
- f. Isolate the area
- g. Exit the room and close the door
- h. Wash hands with soap and water
- i. Notify your superiors, call 9-1-1, and then contact the Cadillac Fairview Security and Life Safety Department at 604.669.3241.

5.) The area should be left undisturbed and the clean-up should be delayed until the preliminary testing of the mail item and contents have been completed.

FIRST AID AND MEDICAL EMERGENCIES

First Aid

Although all Cadillac Fairview Security and Life Safety Department members are trained in first aid level 1 or 2, and have access to first aid equipment, oxygen and automatic external defibrillators (A.E.D), it is advisable that Tenants also have a first aid kit and staff members trained in the applicable first aid level as required by WorkSafeBC.

The Cadillac Fairview Security and Life Safety team are not able to assume the role of “first aid” attendant for each individual tenancy. Their role is emergency first response and to assist the Tenant first aid trained staff. However, if no first aid staff member is available for “non-emergency” type events, we encourage our Tenants to call the Security Command Centre at 604.669.3241 and the team will assist.

Medical Emergency Procedures

Medical emergencies don't happen very often. When they do, you want to get help fast.

1.) Phone 9-1-1 and relay:

- Nature of the medical call, as detailed as possible
- Age and gender of the patient
- What medical assistance has been rendered before the call to 9-1-1?
- What prompted the call to 9-1-1?
- Any known medical history of the patient/prescriptions
- Any possible alcohol or drug involvement
- Name
- Building address including suite number

2.) Contact the Cadillac Fairview Security and Life Safety Department at 604.669.3241 and relay:

- Company name
- Building
- Suite number
- Telephone number
- Type of injury or illness
- Is the patient breathing?
- Is the patient conscious?

It is critical that the Cadillac Fairview Security and Life Safety Department be notified of the situation early, when 9-1-1 has been notified, to prevent delays in response. Response team members will be dispatched to the location of the patient as well as meet emergency services and operate an elevator for quick response to the patient by Emergency Medical Services.

BUILDING LOCKDOWN

A building lockdown may be ordered by Security or Police in the event of a serious incident with protesters, civil unrest or active threats (persons with guns or other weapons).

The public address system may be used to instruct building occupants of a “BUILDING LOCKDOWN”.

Occupants could be instructed to:

Secure their entry points

Remain away from windows

Remain inside their premise until the “ALL CLEAR” is given

Building elevators may be grounded and the access control system placed into “night” mode requiring access cards be used for all areas.

These measures restricting movement are not taken lightly and any lockdown order will be given only if there is an immediate threat to building occupants.

EMERGENCY PREPAREDNESS AND BUSINESS CONTINUITY

When people think “Emergency Preparedness” they most often think only in terms of earthquakes. However, Emergency Preparedness is more of an all-encompassing, multi-hazard approach to life safety and business continuity. Events such as floods, fire, power outages, inclement weather, windstorms, hazardous materials events, or declared pandemic events test the very resiliency of people and organizations.

During any emergency, emergency services may not be readily available, as increasing demands are placed upon responders. It may take emergency workers some time to get to you as they help those in most critical need. It is vital that each organization have both Emergency and Business Continuity plans to mitigate the effects of any emergency.

Earthquake Preparedness

British Columbia experiences earthquakes every day, but only a small number of these quakes are noticeable and even fewer result in damage.

Preparedness Guidelines

In the office:

- Conduct a survey of your space looking for safe and unsafe areas in the event of an earthquake
- Ensure that your staff know where the safe areas are
- Ensure that your staff know the proper method to protect themselves
- Ensure that your staff knows proper evacuation procedures (if evacuation is necessary)
- Place critical emergency supplies in your work area
- Fasten shelves securely and brace overhead lighting fixtures
- Velcro electronic equipment that you want to stay in place

At home:

- Make sure you have adequate insurance
- Have an inventory of your possessions with approximate costs and photograph items of value
- Walk through each room and identify any objects that could fly and injure someone, break or cause a fire, block an exit route or doorway or would be costly to replace
- Once the hazards have been identified, determine whether the hazard can be eliminated by moving it, removing it, relocating it or securing it.
- Know location of, and instructions on how to shut off utilities
- Tie down your water heater and other appliances that could break gas or water lines if they topple
- Secure top-heavy furniture (e.g. shelving units) to prevent tipping. Keep heavy items on lower shelves.
- Fix mirrors and other hanging objects so they won't fall off hooks
- Locate beds away from chimneys, windows, heavy pictures, etc. Closed curtains will help keep broken window glass off nearby occupied beds.

- Put anti-skid pads (e.g. Velcro) under electronics, computers and small appliances
- Use child-proof or safety latches on cupboards to stop contents from spilling out
- Also use anti-skid pads
- Keep flammable items and household chemicals away from heat and where they can't spill. Keep them in a safe cupboard if they can't be stored in an outside shed.

Supplies

Have adequate amounts of food and water in both the office and at home for all occupants for an extended period of time. The “rule” has generally been 72 hours; however, in the past few years events in North America have lasted as long as two weeks. Have a minimum of supply of food and water for three days, if space allows, then add a greater amount of supplies.

Earthquake Procedure

If you feel an earthquake, immediately DROP, COVER and HOLD.

- Drop to the ground
- Cover your head
- Hold onto something sturdy

Preparations for an earthquake also include knowing what to do, and not to do, after the shaking stops, and when there is a potential danger from aftershocks, fires, falling building materials, and debris.

Immediately following an earthquake, count to sixty (60) and then leave your cover.

- Take care of life-threatening situations first
- Be prepared for aftershocks, and plan where you will take cover when they occur
- Check for injuries. Give first aid, as necessary
- Remain calm and reassure others
- Avoid broken glass
- Check for fire
- Replace all telephone receivers, and use for emergency calls only
- Tune to the emergency broadcast station on radio or television to listen for emergency bulletins
- Listen to the building announcements

Earthquake Announcements

Earthquake Announcement

“Attention please. Your attention please. We have experienced an earthquake at this facility. Building staff are checking the building. Please remain calm and stay away from windows and exterior walls. Be prepared for aftershocks, which commonly follow an earthquake.”

Earthquake Non-Evacuation Announcement

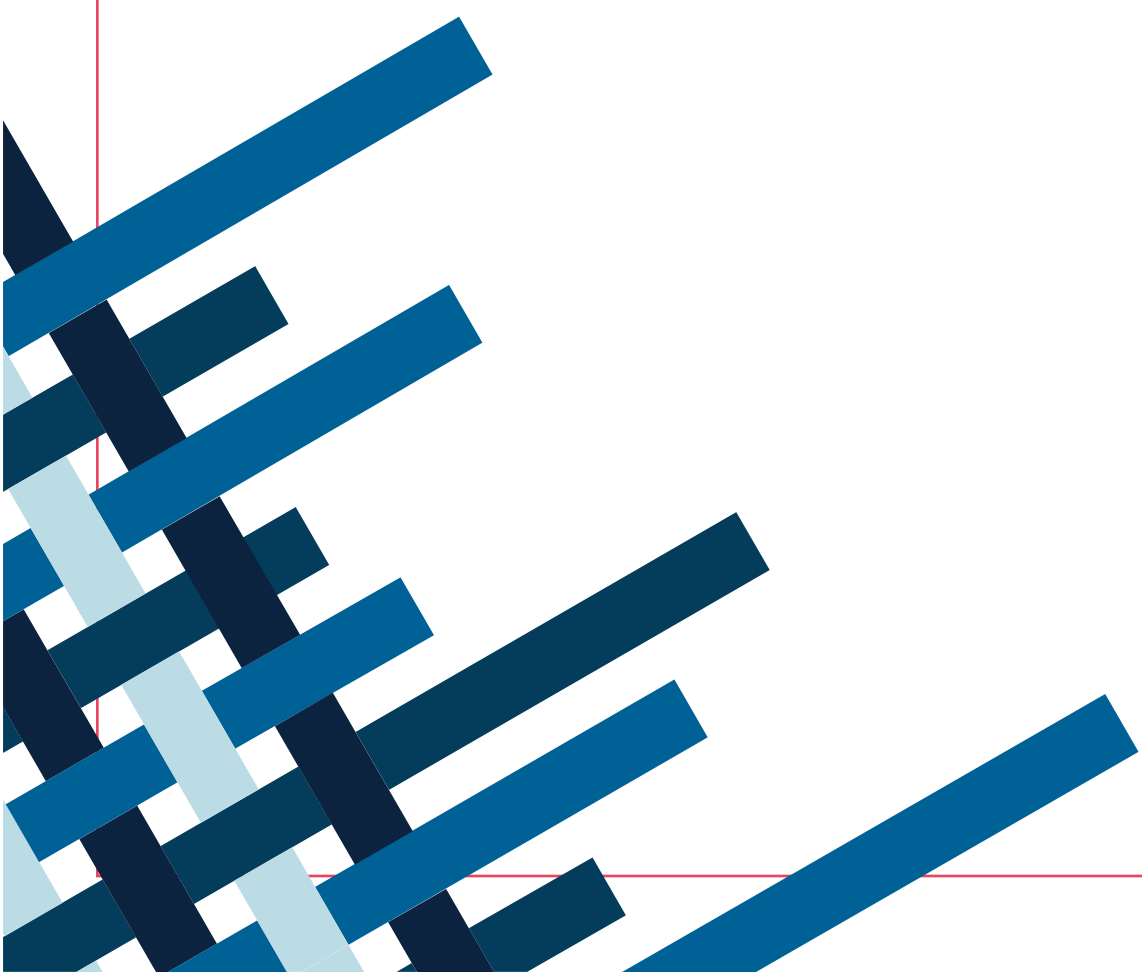
“Attention please. Your attention please. We have inspected the building and determined that there has been no significant damage sustained to the building. Please be prepared for aftershocks that may follow. Please remain calm.”

Earthquake Evacuation Announcement

“Attention please. Your attention please. We have determined that for your safety, we must evacuate the building at this time. Please proceed in an orderly fashion to the nearest exit. Please remain calm and exit carefully. Be prepared for aftershocks, which commonly follow an earthquake.”

For more information about Emergency Preparedness in British Columbia visit:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery>



SHELTER-IN-PLACE

Shelter-In-Place is the practice of going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area. An accident may cause a hazardous material to enter the air. Unless the hazardous material is flammable, emergency response professionals recommend that you stay indoors until instructions are received.

Once you are inside, there are several things that can be done to further help:

- Shut and lock all windows and doors
- Go to a pre-determined sheltering room (or rooms)
- Seal any windows and/or vents with sheets of plastic and duct tape
- Seal the door(s) with duct tape around the top, bottom, and sides
- Turn on a TV or radio and listen for further instructions
- When the “all clear” is announced, open windows and doors, turn on ventilation systems, and go outside until the building's air has been exchanged with the now clean outdoor air.

Employees cannot be forced to Shelter-In-Place. Therefore, it is important to develop a Shelter-In-Place plan with employees to maximize the cooperation of employees with the shelter plan.

Several things should be determined before developing the plan, such as:

- Determine if all employees will shelter or if some will leave the building before the shelter procedures are put in place.
- Develop an accountability system. You should know who is in your tenancy and where they are if an emergency develops. Visitors should be made aware of your office's decision to Shelter-In-Place if advised by emergency management officials and/or Cadillac Fairview.
- Duties should be assigned to specific employees. Those employees should also have backups.
- Drills should be planned and executed on a regular basis. Afterwards, the drill should be critiqued by employees/drill coordinators/observers.
- Lessons learned should be incorporated into your Shelter-In-Place plan.