

EMERGENCY
INFORMATION
AND RESPONSE
PROCEDURES

TORONTO
DOMINION
CENTRE

A  PROPERTY



ROUND-THE-CLOCK SAFETY

Toronto-Dominion Centre's Emergency Response Team (ERT) and Security Team are on duty 24/7 and are trained in the use of First Aid/CPR and Automatic Emergency Defibrillators (AED).

The TD Centre was the first high-rise office complex in Canada to install a specially trained ERT. The ERT is specifically trained in fire safety, emergency evacuation, medical emergency response, and specialty training, such as the Fire Warden Program.



Toronto-Dominion Centre is responsible for a myriad of emergency equipment that includes Automated External Defibrillators (AED), first aid kits, personal protective equipment, Send Word Now & EMER-ALL (automated communication systems), backup generators and the fire alarm voice communication system. This equipment is inspected and tested on a weekly, monthly and annual basis to ensure that all available emergency response resources and operational capabilities are in working order in the event of an emergency. Additionally, fire extinguishers are available for occupant use and are located on every floor and in every area.

This guide provides information and response procedures for:

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Remember: In all emergencies, your first response is to notify:

- 📞 **Emergency Response at 911**
- 📞 **TD Centre Security Operations Centre (SOC) at 416-366-7823**



PROUD MEMBER OF NFPA



National Fire Protection Association
The authority on fire, electrical, and building safety



FIRE EMERGENCIES

For your safety, the TD Centre has the second largest integrated fire alarm system in Canada. Centrally monitored at the TD Centre, 24/7, the system covers all six towers, including the TD Centre shopping concourse and all parking areas.

The system has both an alarm and an emergency voice communication system and is designed with two distinct alarm tones that require different responses: **Alert Tone (1 ping tone)** and **Evacuation Tone (3 ping tones)**. For your personal safety and that of all TD Centre tenants, it's critically important to know these tones and the required actions. In an emergency, knowledge and decisive action may be the difference that saves lives.



Fire Alarms

Alert Tone (1 Ping Tone)

1. Indicates there is an alarm condition in the building; however, it **DOES NOT AFFECT** your floor.
2. Stand by, and prepare to evacuate.
3. If you are required to evacuate, you will be notified by the evacuation tone (three (3) ping tones) and the building's emergency voice communication system.

Evacuation Tone (3 Ping Tones)

The evacuation tone indicates that there is an alarm condition in the building that **DOES AFFECT** your floor.

Please follow these safety procedures:

1. Immediately leave the floor via the stairwells.
2. Do not attempt to use the elevators.
3. Proceed down stairwells to street level. If you encounter smoke, keep low. If smoke is heavy, proceed to an alternate exit.
4. Shut all doors behind you.
5. Walk. DO NOT RUN.
6. Proceed to your company meeting location, away from the building, and await further instructions.

7. Follow the instructions of your tenant Floor Fire Warden team and/or TD Centre building staff.

If you are **unable to safely reach an exit**:

- Remain calm and proceed to the alternate exit in your work area.
 - If your way is blocked while in the stairwell, leave the stairs at a crossover floor.
 - The locations of crossover floors are posted on each stair landing.
 - If you are unable to exit, move to the designated Protect-In-Place (PIP) room on your floor (see Page 5).
8. Persons requiring assistance should go immediately to their PIP room to await evacuation by Toronto Fire Services.
 9. If a telephone is available, call **911** and give the dispatcher your location. Then contact Security Operations Centre at **416-366-7823** and inform them of your situation. Should a mobile phone or landline be unavailable, use the emergency “red” phones located by each stairwell door.



Once the emergency is over, Security/Life Safety staff will announce that it is safe to re-enter the building.

Security/Life Safety officers will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate safely have done so, or are free to go back to their work space.

Although the fire alarms monitor the TD Centre **24/7**, year-round, **if you discover smoke or fire on your floor**:

- Immediately activate the closest manual pull station.
- Get people out of immediate danger.
- Close the door to the room or area.
- Leave the floor immediately via the nearest emergency exit stairwell.
- Do not use the elevators.
- Call **911** from a safe location and give any additional information that is requested.
- If safe to do so, please call TD Centre Security Operations Centre at **416-366-7823**.
- Upon leaving the building, report to your designated meeting area and your tenant



Floor Fire Warden or his/her designate. Supply any details concerning the fire. Wait for instructions.

- If you cannot locate your Fire Warden or designate, report to any TD Centre building staff member or firefighter.

Once the emergency is over, Security/Life Safety staff will announce that it is safe to re-enter the building.

Retail & Concourse Fire Emergency Procedures

The concourse level of the Toronto-Dominion Centre has a separate fire alarm system from the high-rise towers.

When a fire alarm sounds, you will hear an alert tone (1 ping tone) 🔔 with audible announcements indicating that there is an alarm and that Security & Life Safety is investigating.

If there is no danger, Security & Life Safety will clear the alarm. If there is a real threat because of fire or smoke, the alert tone will change to an evacuation tone (3 ping tones) 🔔🔔🔔 with an updated announcement requesting that you leave your premises. Security & Life Safety will assist with all aspects of the evacuation.

Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors and link directly with our 24-hour Security Operations Centre (SOC).

To access the phone, break the safety glass, open the door, and lift the handset from the cradle. When your call is answered, state your name, your location, and the nature of the emergency.

If you must leave the floor immediately, leave the handset off the cradle. SOC will receive a visual indicator of the active phone's location and dispatch emergency response.



Emergency Exits

Signs are posted throughout the floors indicating locations of emergency exits. Most signs include an arrow indicating the direction of the emergency exit. If the exit sign(s) are not illuminated or otherwise not operating correctly, please contact CF Connect with a detailed description of the problem and location.



Stairwells and Crossover Floors

Each tower in TD Centre has evacuation stairwells. For added safety, the stairs are equipped with illuminated stair-nosing strips that light the area in the event of a power failure.

When using the stairwells and crossover floors during an evacuation, please follow these safety procedures:



- Before opening the exit door, check for heat with the back of your hand and open the door slowly to check for smoke.
- If safe, open the door and exit. Proceed to street level.
- If possible, descend the stairwell with a partner. Hold the handrail and do not run. Exit the building at the street level and go to your predetermined designated meeting area.
- Ensure all staff are aware of the primary and secondary meeting locations.

Crossover floors are located approximately every five floors. If the path is obstructed, such as by smoke, people or some other blockage, you can use an emergency crossover to transfer to another evacuation stairwell.

Remember: Always leave your building through the evacuation stairwells, going to street level, out and away from the building. The only time you should travel in a direction away from the ground level is to access an emergency crossover floor if the stairwell you are in becomes unsafe.

Evacuation Warden

Every tenant should have volunteer Fire Wardens whose responsibility is to help occupants exit the premises in an orderly manner during an evacuation. The Fire and Life Safety Department conducts quarterly training for the Fire Wardens and will provide Fire Warden armbands and PIP room door hangers. Please note that the Fire Wardens are responsible for determining and informing staff where their designated meeting location is.

For more details on the Fire Warden program, please contact the Emergency Response Team at **416-869-2276**.

Persons Requiring Assistance

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 to speak confidentially about available exit routes and discuss evacuation procedures.



CROSSOVER FLOORS

TD Bank Tower/66 Wellington Street West (4 stairwells)												
54	49	44	38	33	29	24	19	14	9	6	3	
TD North Tower/77 King Street West (4 stairwells)												
42	37	33	31	26	24	20	15	12	7	2		
TD West Tower/100 Wellington Street West (2 stairwells)												
32	28	23	18	12	7	2						
TD South Tower/79 Wellington Street West (2 stairwells)												
34	29	24	20	16	10	5						
222 Bay Street (2 stairwells)												
30	27	22	17	14	9	5						
95 Wellington Street West (2 stairwells)												
21	16	14	10	6	2							

Protect in Place (PIP)

Protect in Place (PIP) is a safety system that permits persons requiring assistance to remain in place rather than evacuating. PIP reduces the danger that someone may become confined in an unsafe space. It is in line with standard safety procedures in 98% of North American high-rise buildings. It is also specifically recommended by Toronto Fire Service and the Ontario Fire Marshal.

Under the PIP program, tenants must designate a room as a “safe room” for anyone unable to use the stairwells, to await rescue by Toronto Fire Services if evacuation is necessary.

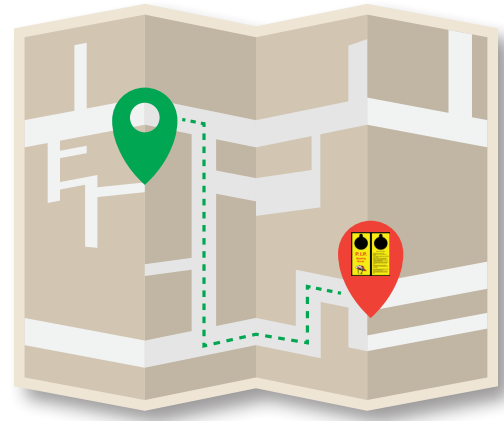
The safe room should be equipped with the following:

- A telephone
- A list of emergency contacts (911, Security)
- Directions to the room from the freight elevator
- Duct tape (used to seal the cracks on door’s top, bottom, and sides)
- Towels and bottled water
- Paper and markers



- Flashlight and/or glow sticks
- A whistle or “noise maker”

The Fire & Life Safety department will provide a floor plan and assist in identifying/selecting the location of the designated room. They will also provide a door sign to mark this room. These door signs are highly visible even if smoke is present. The reverse side of the sign also has safety recommendations.



In the event of an emergency where use of the PIP room is required, the Fire Warden will inform the Fire & Life Safety department or Toronto Fire Service with the total number of persons requiring assistance, as well as the location of the designated PIP room. In the event of an evacuation, the Fire Warden is required to provide this information to Toronto Fire Services.

For further assistance regarding this program, please contact any member of the Fire & Life Safety Team at **416-869-2276**.

Fire Emergencies Roles and Responsibilities

TENANTS	TD CENTRE
Ensure Fire Wardens are in place on all floors	Contact 911 (Toronto Fire Service) via telephone and accompany Fire Service to the scene
Ensure employees are aware of evacuation procedures	Make voice announcements to the affected building and any staff still on evacuated floor
Ensure employees are aware of meeting locations	Assist Toronto Fire Service in investigating the cause of the alarm
Ensure Security has up-to-date staff information	Announce the all clear to the building and tenants on plaza
Follow directions received via the emergency public address system, and Fire Wardens	Reset the building services once authorized by Toronto Fire Service
Take employee head count at meeting location	Assist with re-occupation of the building
Chief Fire Warden to liaise with Security for return to floor	



MEDICAL EMERGENCIES

TDC has Emergency Response Team (ERT) personnel on duty who are able to provide emergency support, prior to the arrival of EMS personnel (in most circumstances).

All ERT members are certified in First Aid, CPR, AED, and WHMIS, plus they are Fire Warden trained and have access to medical supplies on-site for emergency situations (including AED's in each building).



In the event of a medical emergency, tenants should:

- Contact 911 first and, if possible, have a second person contact Building Security at 416-366-7823 and request an ERT member attend. ERT members will respond with the appropriate First Aid supplies and AED. Note: TD Centre staff are highly trained and can respond faster to emergencies than 911 if notified at the same time.
- Provide SOC and/or 911 with the following information:
 - Your name
 - Your location (specify tower, floor and location on floor, i.e., north, south, east, west)
 - The nature of the medical emergency

Provide as much information as possible, i.e., patient's gender, approximate age, symptoms, medical history (if known), and events leading up to the incident, and most importantly – whether the patient is conscious and breathing.

- Appoint someone to meet the emergency responders in the elevator lobby to provide an escort to the patient's location.
- Offer first aid only if properly trained. Keep the victim warm and explain that help is on the way.
- Avoid the following:
 - Moving the patient, unless failing to do so would cause further harm (i.e., patient is face down and not breathing);
 - Crowding around the patient. This can cause the patient unnecessary embarrassment and stress and makes it harder for the emergency response team to reach the patient;
 - Giving the patient food or water. This creates the risk of vomiting and possibly choking.

Your company should have an emergency plan in place to deal with emergencies that affect your business.

Medical Emergencies Roles and Responsibilities

TENANTS	TD CENTRE
Ensure all employees are aware of medical emergency procedures and TD Centre Security phone number 416-366-7823	Contact 911 (Toronto Emergency Medical Services) if tenant has not already done so
Call 911 and have secondary person call TD Centre Security.	Dispatch Security & Life Safety officers to assist and render aid
Ensure there is clear access to patient	Assist Toronto Emergency Medical Services to access the area and depart afterwards
Ensure first aid/CPR-trained staff are available to assist	
Ensure personnel who are not assisting return to their work stations	

WORKPLACE VIOLENCE

Many people think of violence as a physical attack. However, workplace violence is much broader. It includes any act in which a person is abused, threatened, intimidated or assaulted in his/her employment. If an assault has occurred or is ongoing, please call 911, then the Security Operations Department.

Workplace Violence Roles and Responsibilities

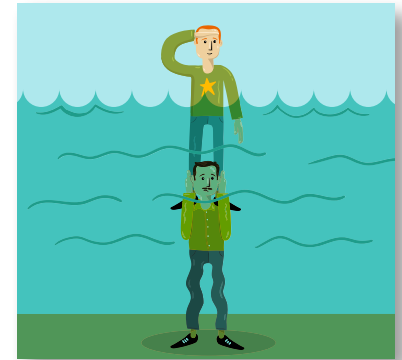
TENANTS	TD CENTRE
Report any incident to Security as soon as possible	Respond to and document any reported incident
Remove yourself and/or others to a safe area as soon as possible	Assist with removing or detaining the parties involved
Inform your employer and Security if you fear an attack or threat of any kind	Render first aid if necessary
	Notify proper authorities



FLOOD AND WATER EMERGENCIES

Burst pipes and clogged drains can cause flooding, water leakage and water damage. For flood and water emergencies, tenants should do the following:

- Call Security Operations Centre at **416-366-7823** and advise them of the exact location and severity of the leak. They will dispatch TD Centre operation engineers to your location.
- 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.
- Notify your supervisor and be prepared to help in protecting property, records and equipment as requested by your management.



EXTENDED POWER FAILURE

An extended power failure is one that lasts more than four (4) hours. Due to safety concerns, buildings will be evacuated after four hours.

Roles and Responsibilities

TENANTS	TD CENTRE
Turn off all electrical devices	Evacuate the building(s)
Secure property prior to leaving and advise security of any irregular activity observed on your floor	Maintain access control of the building(s)
Follow illuminated emergency exit signs to safely leave the building	Ensure emergency power is operational
Follow the directions of Security	Ensure generators and emergency power apparatus are in proper working condition through regular testing

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 the following:

- Call **911**.
- Call the Security Operations Centre (SOC) at **416-366-7823**.
- Advise the dispatcher of the location of the spill or that an exposure event has occurred.
- Notify your manager or supervisor.
- If possible, gently cover the material.
- Ensure that everyone is away from the spill or exposed substance.
- Prevent others from entering/leaving the area.
- If you have been exposed to the material, wash your hands with soap and water.



Bomb Threats Via the Telephone

If tenants receive a bomb threat via the telephone, they should do the following:

- Listen.
- Be calm and courteous.
- Do not interrupt the caller.
- Obtain as much information as possible. Use the Telephone Bomb Threat Checklist - see page 12.
- Check call display while call is ongoing, and record the number if displayed.
- Notify your supervisor.
- Contact both Toronto Police Service at **911** and SOC at **416-366-7823**.





Roles and Responsibilities

TENANTS	TD CENTRE
Use the Telephone Bomb Threat Checklist (see page 12) to assist with the call	Communicate with the affected tenants and the TD Centre via the mass notification system
Follow any other guidelines set by your employer	Call 911
Contact the Security Operations Centre (SOC) at 416-366-7823 immediately	If an item is located, TD Centre will follow suspicious package procedures
If you call 911, notify the SOC operator immediately after	If no location has been given, TD Centre will conduct a search
If the caller has given a location, notify the SOC and follow procedures for a suspicious package	

Bomb Threat Checklist

Received at: Time: _____ Date: _____

Location: _____

Caller description: Male Female Adult Youth - Approximate age _____

Is the voice a familiar voice? Yes No

Voice: Loud Intoxicated Rough/coarse Quiet Deep
 Nasal High Soft Lisp

Accent: No Yes Type: _____ Other: _____

Was the caller familiar with the area/site? Yes No

Manner: Calm Irrational Angry Rational Emotional Laughing

Background noises: Quiet Noisy Description of noises:

Threat received: (Record in as much detail as possible the words of the caller)

Questions to be asked, if possible:

Where is the bomb located? _____

When will the bomb go off? _____

What kind of bomb is it? _____

What does the bomb look like? _____

Why are you doing this? _____

What is your name? _____

What is your address and phone number? _____



SUSPICIOUS PACKAGES AND PERSONS

Suspicious Packages

If you open mail or a package and find powder or any suspicious substance, follow these procedures:

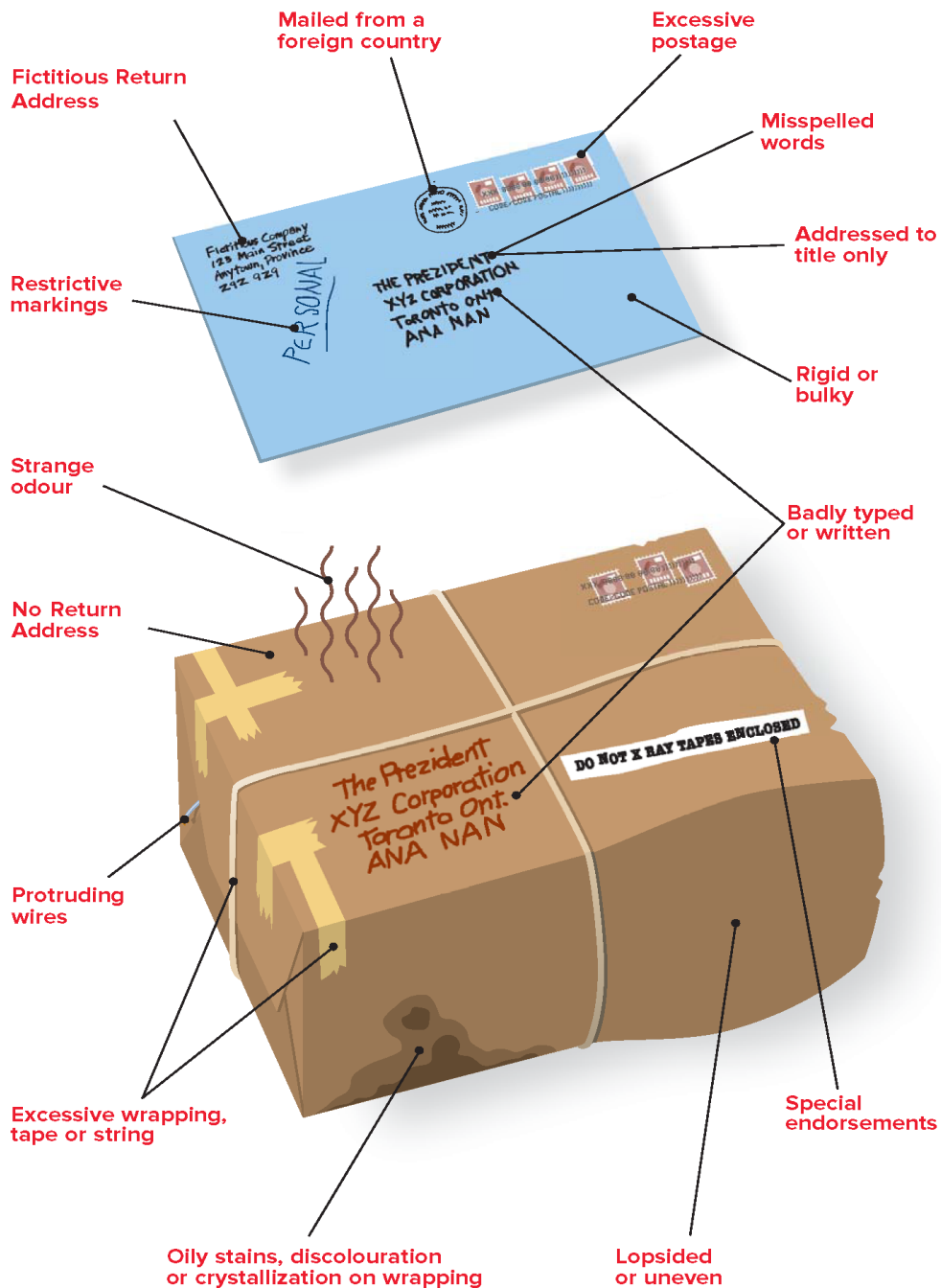
1. Call **911**.
2. Call Security Operations Centre at **416-366-7823** and inform them of the situation.
3. Notify your manager or supervisor.
4. DO NOT try to clean up the material.
5. DO NOT do anything to create dust from the material.
6. If possible, gently cover the material.
7. Ensure that everyone is away from the spill or exposed substance.
8. Prevent others from entering/leaving the area.
9. If you have been exposed to the material, wash your hands with soap and water.



Roles and Responsibilities

TENANTS	TD CENTRE
If the package is in your leased space, clear the area and immediately call Security	Alert tenants via telephone and internal mass notification system as warranted
If the package is in common Cadillac Fairview/Toronto-Dominion Centre space, contact security immediately	Conduct a preliminary scene survey
Do not move or handle the package	Evacuate if necessary
Assist in identifying the owner of the package	
Turn off all radios and cell phones	
If necessary, assist Security with an orderly evacuation	

A combination of the following may constitute a suspicious mail item:





Suspicious Persons

If you observe someone in your area who you do not recognize, you should ask them if you can assist or direct them to the receptionist. You should also ask the person to produce a TD Centre building pass card.

Contact Security at 416-366-7823 if you do not feel comfortable confronting the person, or the person refuses to answer your questions and/or is unable to produce a pass card. Explain the situation and we will dispatch security staff to your location.

Roles and Responsibilities

TENANTS	TD CENTRE
Limit risk: Don't leave valuables out and don't let strangers in	Maintain visible presence in common areas
Be on the lookout for any irregular or suspicious activity	Respond to and document any reported incident
Report any suspicious activity to Security ASAP	Assist in removing or detaining any parties involved
If applicable, limit access to the area	Notify proper authorities
Assist in identifying possible threats, i.e., Is this person unfamiliar to your floor? Are there visible distress signs? Are they carrying any weapons?	

IMPORTANT NUMBERS

911

24-hour Security & Operations Centre (SOC)	416-366-7823
CF Connect (24-hour)	1-800-665-1000

Business Hours Contact Information

Senior Security Manager, Fire & Life Safety	416-869-2957
Manager, Fire and Life Safety	416-862-5237
Manager, Security	416-869-2286
Emergency Response Team (ERT)	416-869-2276
Supervisor, Security	416-869-2289
TD Centre website	www.tdcentre.com

*This Emergency Information and Response Procedures Manual is reviewed and updated, as needed, by the Emergency Response Team annually in January.