

# TENANT MANUAL

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Calgary City Centre  
Emergency Procedures Guide  
January 2023



## INTRODUCTION

On behalf of Cadillac Fairview, we are pleased to provide you with this Calgary City Centre 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 Calgary City Centre tenants with a comprehensive set of instructions on how to effectively deal with fire alarms, earthquakes, bomb threats, pandemics, and corresponding business continuity planning.

With thorough policies and procedures in the Calgary City Centre 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 Calgary City Centre.

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.

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## BUILDING & CONTACT INFORMATION

### Building Information

|                  |                                                                                                                                                                   |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building Address | 215 2nd Street SW, Calgary, AB T2P 1M4                                                                                                                            |
| Property Type    | Office, Retail                                                                                                                                                    |
| Building Hours   | Public access: Monday – Friday 06:00 to 18:00 Tenant access: 24/7                                                                                                 |
| Parking          | Five levels(P1-P5), 623 parking spaces-managed by Reef Parking, P1 & P2 Public Parking, P3-P5 Tenant restricted parking                                           |
| Operation        | In – House Staff                                                                                                                                                  |
| Security         | 24/7/365 In – House                                                                                                                                               |
| Elevators        | 3 Parkade Elevators (+15 to P5) 8 Low Rise Elevators (Main to 20)<br>8 High Rise Elevators (Main/20 to 34)<br>2 Freight Elevators S1 (P5 to 35) and S2 (P1 to 34) |

### Management Office

The Cadillac Fairview Management Office is located at:  
300, 645-7th Avenue SW  
Calgary, Alberta T2P 4G8  
T: 403.571.2525  
W: cfoffice.ca

### Contact Numbers and Information

#### Security Operations Centre

(24 Hours/7 Days a week)

E: cccsecurity@cadillacfairview.com  
Non-Emergency line: 587.475.9834  
Emergency line: 587.956.0006

#### Security Pass Card Office

(access cards and mobile access - CF Concierge - Mobile Key Access)  
E: ccccardrequests@cadillacfairview.com

All contractor access is via Loading Dock

#### 24/7 CF CONNECT Service Centre

Online: cfconnect.cadillacfairview.com  
Email: cfconnect@cadillacfairview.com  
Call: 1.800.665.1000

**24/7 Security operations centre phone: 587-475-9834**  
**EMERGENCY LINE: 587-956-0006**

KEY EMAIL CONTACT INFORMATION:

- Security – [cccsecurity@cadillacfairview.com](mailto:cccsecurity@cadillacfairview.com)
- Access Card Requests – [ccccardrequests@cadillacfairview.com](mailto:ccccardrequests@cadillacfairview.com)
- Service Requests – [cfconnect@cadillacfairview.com](mailto:cfconnect@cadillacfairview.com)
- Elevator Bookings – [cccelevator@cadillacfairview.com](mailto:cccelevator@cadillacfairview.com)

**Building Specifications**

|                                     |                                                                                                                    |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Code Compliance                     | Alberta Building Code 2006                                                                                         |
| Floors                              | 36                                                                                                                 |
| Total Rentable SF                   | Approximately 850,000 Rentable SF (820,000 SF Office)                                                              |
| BOMA Standard                       | 1996                                                                                                               |
| Typical Floor Size                  | Low-Rise: 26,695 Rentable SF (BOMA 1996)<br>High-Rise: 27,696 Rentable SF (BOMA 1996)                              |
| Building Planning Module            | 1 500mm X 1 500mm                                                                                                  |
| Ceiling Height with T-Bar installed | 2.75 m (9' X 0")                                                                                                   |
| Structural Grid                     | 9.0 m X 9.0 m                                                                                                      |
| Interior Columns Per Floor          | 14                                                                                                                 |
| Number of Corner Offices            | Eight (8) per floor (typical)                                                                                      |
| Level of Barrier Free Accessibility | Fully barrier free accessible as per Alberta Building Code 2006                                                    |
| LEED or GREEN Certification         | LEED – Gold Core                                                                                                   |
| Green Roof                          | Low maintenance green surface covering 50% of Roof areas                                                           |
| Low Emission building materials     | Yes                                                                                                                |
| Building Interconnection            | Calgary City Centre is connected to Calgary's Prominent office towers by two (2) +15 bridges to the east and south |

## Parkade

|                   |                                                                                                                                                                                                                                      |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Total # of Spaces | 623 parking spaces                                                                                                                                                                                                                   |
| Ratio/Rentable SF | 1 stall per 1365 rentable sf<br>450 stalls are dedicated to Office Tenants, 182 Stalls to short-term stay parking.<br>Overall parking Ratio including office dedicated and short-term stay parking is 1 stall per 1.345 rentable sf. |

## Building Exterior Finished

|                                 |                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exterior Finishes               | Unitized curtain wall system                                                                                                                          |
| Glazing                         | 25 mm o/a IGU; 6 mm tempered clear outer glass Low-E #2, 13 mm air space with SStl spacer; 6 mm Clear tempered inner glass. Blue-grey coloured glass. |
| Window Size                     | 1,500mm X 2,650mm (Approx. 5'-0" x 8'-8")                                                                                                             |
| Core to Exterior glass distance | Typically 13.6 m (44'-7")                                                                                                                             |

## Main Lobby Design & Finishes

|                |                            |
|----------------|----------------------------|
| Interior Walls | Canadian Limestone         |
| Floors         | Canadian Limestone         |
| Ceiling        | High quality wood/metal    |
| Lighting       | Light coves and downlights |

## Washrooms

|                                |                                                                           |
|--------------------------------|---------------------------------------------------------------------------|
| Men                            | Six (6) fixtures provided per floor including one (1) barrier-free stall  |
| Women                          | Five (5) fixtures provided per floor including one (1) barrier-free stall |
| Occupancy Load Capacity Design | Exceeds Alberta Building Code 2006                                        |

## Vertical Transportation

|                            |                                   |
|----------------------------|-----------------------------------|
| No. of Passenger Elevators | 16 high speed passenger elevators |
|----------------------------|-----------------------------------|

|                                  |                                                                                                                     |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Passenger Elevator Speed         | 700 fpm low-rise, 1000 fpm high-rise                                                                                |
| No. of Service/Freight Elevators | Two (2) dedicated elevators providing service from the underground parking levels to the upper mechanical penthouse |
| Service Elevator Speed           | 700 fpm                                                                                                             |
| Service Elevator Capacity        | One (1) 2,270kg One (1) 1,818kg                                                                                     |
| Parking Elevators                | Three (3) 1,588 kg, 350 fpm parking elevators Provided up to +15 level                                              |
| Parking Elevator Speed           | 350 fpm                                                                                                             |
| Cab Finishes                     | Floor: Stone, Walls: Glass and Stainless Steel, Ceiling: Metal with recessed lights                                 |
| Escalators                       | Two (2) 1016mm wide serving Ground and Plus 15 Level                                                                |

### Electrical

|                                                          |                                                                                                                                                                                                               |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lighting (number per floor and type of fixture and lens) | 500mm x 1500mm recessed fluorescent fixture. One per 75-100 sf.                                                                                                                                               |
| Average Foot Candle                                      | 40 fc (400 lux) lux average maintained measured At 760MM (2'-6") above finished floor                                                                                                                         |
| Electrical Supply                                        | 13.8kV                                                                                                                                                                                                        |
| Telephone room on each floor                             | Yes                                                                                                                                                                                                           |
| Total power available in ducts                           | 5W/s.f. for lighting (1W/s.f.), plug (2W/s.f.) excluding elevators & HVAC                                                                                                                                     |
| Electrical distribution                                  | 4-15A-1P circuits per 900 sf                                                                                                                                                                                  |
| Metering                                                 | A digital diagnostic metering system will be provided to permit measurement and trend analysis of all building lighting, major mechanical and other electrical loads to achieve high environmental standards. |

### Mechanical

|                                                           |                                                                                      |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------|
| Cooling Load Criteria                                     | 4.0 W/sq. ft Lighting and Power allowance                                            |
| Additional cooling available                              | 2.0 W / sq. ft capped chilled water provisions/floor<br>24 perimeter zones per floor |
| HVAC Zones                                                | One zone every 93 sq.m (1000 sq.ft) plus elevator Lobby                              |
| #Interior Zones                                           | (14 interior zones / floor)                                                          |
| Percentage of Fresh Air and # of changes per Hour per RSF | Ventilation provided at 0.91 L/s/m <sup>2</sup> (0.18 cfm/ft <sup>2</sup> )          |
| Fresh Air                                                 | CO2 based demand ventilation control.                                                |

### Life Safety

|                                                                                   |                                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Number of Stairwells                                                              | 2 stairwells provided - 35 to Main                                                                  |
| Stairwell Occupancy A.B.C. 2006 Load Design (RSF/Person) and exit widths provided | 2200mm exit width provided. Maximum floor occupancy of 275 people based on requirements for stairs. |
| Smoke Detection                                                                   | Photoelectric every third floor in stairwells                                                       |
| Voice Comm.                                                                       | Yes                                                                                                 |
| Smoke Exhaust                                                                     | Smoke exhaust meets A.B.C. 2006 code requirements.                                                  |
| Stairwell Pressurization                                                          | Below grade pressurized stairwells meet A.B.C 2006 code requirements.                               |
| Emergency Power is stairwells                                                     | Lighting in stair powered from emergency generator                                                  |

## Security

|                                    |                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security at lobby                  | Concierge desk c/w security access control and monitoring                                                                                                                                                                                                                                                                               |
| Other security measures            | Security Patrol(s) of common areas including Parking, Ground Floor and Tower Mechanical and base building common areas. Bluetooth Readers in the building at critical points including all exterior doors, elevators, and other critical areas restricted to the public. Capacity for tenants to integrate into the CF approved system. |
| Security at Grade such as bollards | Staffed during regular business hours. Monitored in off hours and controlled by lobby security desk. CCTV and remote door controls ability to install                                                                                                                                                                                   |
| # CCTV                             | CCTV surveillance at critical points including public areas, loading areas, building perimeter, parking garage area and building main entrances. Motion sensors provided in critical areas. Duress/Intercom.                                                                                                                            |

## Technology

|                                              |                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency Power Systems                      | Three (3) 300 KW bi-fuel (diesel-natural gas) electrical generator sets, synchronized to operate together (with space for future units for tenant use) will be located at the office tower third level. These will be provided with suitable capacity to maintain required power to all emergency and life safety components of the base building. |
| Diesel generator available for tenant's use. | Space will be provided at the third and penthouse levels to house generator systems and associated distribution equipment space will be allocated vertically in core electrical rooms to allow for distribution of such risers by the tenant.                                                                                                      |
| Fibre-Optic, Cable TV                        | Building entrance facility will be designed to bring both, fibre optic and copper based telecommunications and cable TV carrier services to the main building telecommunications room. Concrete encased ductbank will run from main telecommunications/telephone room to the property line. Diverse entry service will be provided for redundancy. |

## EMERGENCY PLANS AND PROCEDURES

### Fire Safety Plan – Introduction

The **Fire Safety Plan** at Calgary City Centre has been developed to meet or exceed all pertinent legislation under Alberta Fire Code. The goal of the Cadillac Fairview Corporation is to protect the lives, property and prosperity of our tenants and visitors to the Calgary City Centre building from the adverse effects of conditions created by man or nature and to provide a safe and pleasant work environment, complimented by the highest quality of customer oriented services. Fire Safety Planning objective deals with three very distinctive areas:

#### Fire Prevention/Mitigation

- To prevent and/or mitigate the occurrence of fire through the control of fire hazards and the proper maintenance of the built-in fire and life safety systems and facilities.

#### Occupant Safety:

- To establish a systematic method for safe and orderly evacuation of the building in the case of fire or other emergency.

#### Fire Control:

- To establish procedures that will maximize the probability of detection, controlling and extinguishing a fire in the safest and most effective manner.

The Fire Safety Plan includes the Tenant Emergency Procedures Manual and the Emergency Response Plan of the 215 – 2nd Street building. This Fire Plan is intended for the use of our staff members' safe and rapid response in the event of fire, medical emergency, bomb threat, elevator malfunction or entrapment and/or crime in progress. Each tenant is responsible to create their individual Fire Safety Plan and Emergency Response Plan.

The Fire Safety Plan is to be used in conjunction with the ongoing Fire Warden Training Seminars provided by the Security & Life Safety Department in collaboration with the Calgary City Centre tenant fire warden teams. The Security and Life Safety Manager and Tenant Representative will conduct specific training seminars throughout the year as well complete a full fire drill.

All the safety systems incorporated into the building were built to meet and/or exceed all fire codes at the time of installation.

Each floor of Calgary City Centre is equipped with heat and smoke detectors. These monitoring devices will detect a fire in the building, register its location on an enunciator panel located at the fire control room and activate the fire alarm.

The fire protection equipment at Calgary City Centre is designed to mitigate risk and minimize damage and/or injuries caused by smoke. When the fire alarm is activated, the smoke exhaust fan starts automatically. Motorized dampers will be automatically activated. Opening the dampers will allow the exhaust fan to draw the smoke through a central shaft leading to the roof. The entire air volume of a floor may be replaced in twenty minutes.

Building 215 – 2nd Street is a fully sprinklered facility. Sprinkler heads are activated by heat in excess of 175F. Once activated, pressurized water is released from sprinkler heads to contain and extinguish the fire. This system may be supplied with water from two sources:

- It may be run by the city dual water main system. “Dual” means that if one line is out of service, another can cut in.
- Connections through which the Fire Department may tie into the system are spread throughout the building. For added pressure, this system has fire booster pumps.
- Fire booster pumps are driven by electric motors with emergency power backup in case of normal power failure.

Fire extinguishers are located on each floor near the stairwells, as well throughout tenant floor.

Fire pull stations are located by the stairwell exits on each floor.

The Systems are ULC compliant and monitored 24/7 – 365 days a year.

Building Security & Life Safety team monitors the systems and response 24/7 – 365 days.

Fire phones are located on each floor to allow reporting of floor evacuation status for people in need of assistance and enhance ongoing communication with the Fire Control Room. The Security Control room is also equipped with an annunciator and monitoring panel. In addition the system is monitored with impairments and protections, hot work permits and active work in progress protocols. A Fire Works software is available to the staff to effectively process information and response.

Should one stairwell become unusable, crossover floors (**5, 10, 15, 20, 23, 27 and 32**) are designed to allow safe access to the alternate stairwell (see attached document in Appendix A).

Should the electrical system fail to function during an emergency; the essential services of the building are connected to 3 emergency generators that can operate and maintain the life safety systems.

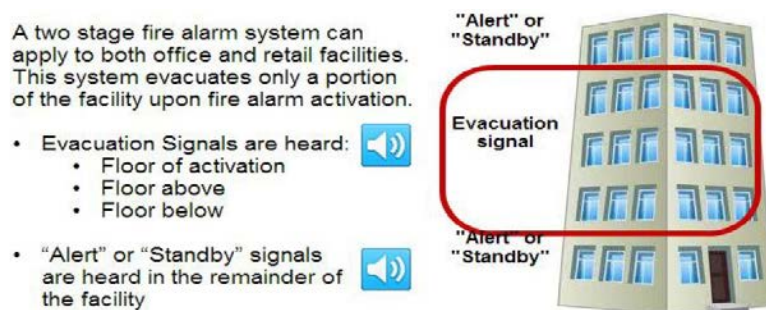
To coordinate fire-fighting activity, there is a fire control room on the main floor. This location is used by the building Security and Life Safety team, Operations team and the Calgary Fire Department to manage the emergency event.

While building 215 – 2nd Street was designed to be as fire proof as possible, the possibility of a fire occurring does exist. Therefore, emergency fire procedures for this building have been established and it is the responsibility of all building occupants to become familiar with them.

- Each floor requires Fire Wardens. They will wear identification vests during an emergency to identify themselves.
- The leadership and directions of a Fire Warden must be followed during an emergency.
- Persons on a floor other than their home floor become the responsibility of that floor's Fire Warden.
- Elevators will be called to the ground floor when the fire alarm is activated. However, if the alarm is coming from the main floor, the low-rise elevators will "home" above the floors impacted. Persons caught in the elevators will continue to evacuate the building when reaching the lobby or alternate floor.
- Inform new employees of the Emergency Procedures and their duties, if any, in the event of an emergency.
- Coordinate with other Fire Wardens.
- Maintain a list of hazardous materials on your floor and provide the list to building management.

## Fire Warden Responsibilities

- A Fire Warden is a volunteer or assigned building occupant.
- Attend the Fire Warden Training presented by building management and Calgary Fire Department.
- Understand the evacuation procedures for the building (see attached document in Appendix B).
- The tones and messages associated with the “Alert” stage and “Evacuation” stage alarms.
- Understand the “3 floor evacuation rule” in place for the 2nd stage alarm areas (see attached document in Appendix B) :



- Know what action is required in the event of an alarm sounding.
- Ensure all floor occupants understand the procedures to be followed during a fire emergency.
- Acquire a detailed knowledge of the floor. (Stairwell, fire phone and fire extinguisher locations, etc.)
- Know the building crossover/re-entry floors: **5, 10, 15, 20, 23, 27 and 32** (See attached detailed map in Appendix A)
- Keep current a list of all incapacitated/assistance-required persons and their designated “buddies”.
- Ensure all aisles, corridors and exits are kept free of obstructions.
- Communicate to Security and Life Safety when fire warden changes occur.
- Inform new employees of the Emergency Procedures and their duties, in the event of an emergency.

## Fire Warden Duties

### At slow alarm Tone:

This tone is an “**Alert**” or “**Standby**” tone signal and will not come from the area directly impacted by the event. This tone has a 1-1-1 tone sound pattern. The alert recorded message is communicated with a male voice.

- This tone will indicate that there is an emergency in the building, therefore prepare for possible floor evacuation.
- Put on the Fire Warden Identifier Vest
- Proceed to the elevator lobby and meet with all other Fire Wardens and “buddies” to determine the action plan for escalating the emergency plan procedures. Identify if there are missing fire wardens and re-task others to replace missing Fire Wardens/buddies as required.
- Shut down critical business process and prepare occupants for possible Evacuation. Assemble all occupants on the floor near the stairwells.
- Confirm number and location of person(s) in need of assistance and assign the appropriate number of Buddies to assist with the relocation of individuals requiring assistance.
- Standby for further information

### At fast alarm Bell:

This tone is an “**Evacuation**” bell signal and will come from the floor directly impacted by the event, or from the floor above or below of the floor in cause. This tone has a 3-3-3 bell sound pattern. The evacuation recorded message is communicated with a female voice.

- This tone will indicate that your floor is in the immediate emergency area, therefore you are required to order the floor evacuation.
- Put on Fire Warden Identifier vest.
- Proceed to the elevator lobby and meet with all other Fire Wardens and “buddies” to determine the action plan for escalating the emergency plan procedures. Identify if there are missing fire wardens and re-task others to replace missing Fire Wardens/buddies as required.
- Instruct employees to exit their offices and proceed to the stairwells.
- Direct Assistant Wardens to quickly check all areas including offices, washrooms, storage areas, conference rooms, etc. to ensure no one is left behind. Close the doors once the space has been cleared.
- Ensure all assistance-required persons and their “buddies” are together.
- If evacuating to a lower cross-over floor (as directed by CFD or building Security), report the status of your home floor utilizing the Fire Phone on the cross-over floor.
- **Use the fire phones to report the number of persons in need of assistance** and the number of buddies left behind. If not able to use the fire phones report the information on the main floor to the designated Security staff.
- Report anyone refusing to leave to Security when the floor status is reported.

- Ensure your floor personnel move to the designated assembly area well away from the building assuring their personal safety and ensuring they do not become an obstruction to the firefighters.
- If you encounter someone in the stairwell who is having difficulty evacuating the building, designate assistants (buddies) for them and advise them that they should move into the next alternate crossover floor. Tell them that you will advise the fire department of their location and that they should remain there, providing it is safe to do so, until evacuated by the fire department or until the all clear has been announced.
- **Do not go back to the floor**, once the evacuation is started you are required to complete the evacuation and proceed to the muster point area.

### Occupant Responsibilities- General Duties

If you discover a fire:

- pull the fire alarm pull station



- Call 911
- Notify the Fire Wardens of the location of the fire and follow the emergency evacuation plan.
- Alert the building Security Operations Centre. Security will prepare the building and elevators for the emergency responders to speed up their response and ensure that there is no delay getting to the area of concern.

**24/7 SECURITY OPERATIONS CENTRE PHONE:587- 475 - 9834**

**EMERGENCY LINE : 587-956-0006**

### Occupant Responsibilities- General Duties

If instructed to leave the building by Security & Life Safety or Fire Department personnel, remain at the muster point area until you are told it is safe to return. Assemble at SHELL CENTER located directly SW of Calgary City Centre.



In the event of a fire alarm of any sort, whether it is smoke detection, heat detection, sprinkler head activation or a fire alarm pull station pulled, the evacuation system will automatically put the building in a fire mode and the following sequence will take place:

- An Alarm sounds,
- Elevators will home to their programmed destination
- All mechanical air moving systems shut down,
- Applicable smoke exhaust fans start,
- The Fire Department upon their arrival and investigation may, from the central fire panel, manually start and stop air systems and damper functions to assist in the containment of smoke.

For the safety of yourself and others in the event of a fire, it is important that you are aware of your responsibilities. As an occupant of the building, you must know the following:

- The names of the Fire Wardens on your floor. This information should be posted.
- During an emergency, the Fire Wardens are in charge. Follow their instructions.
- The nearest exit, fire alarm pull station, fire extinguisher and fire phone on your floor as indicated on the floor plan.
- The building utilizes a two Stage alarm system:

#### **ALERT**

A slow tone sounding, 1-1-1 sound pattern.

#### **EVACUATE**

A fast tone sounding, 3-3-3 sound pattern.

- Floor numbers **5, 10, 15, 20, 23, 27 and 32** are designated crossover floors (floors where both stairwells are accessible to each other). **These floors are clearly marked inside the stairwell.**

#### **Occupant Responsibilities- Emergency Preparedness**

If an **ALERT** alarm sounds on your floor:

- Take your personal items with you ( keys to your home/vehicle, wallet/purse, coat for inclement weather)
- Walk to the nearest stairwell and await further instructions.
- If you are a Person In Need Of Assistance report to the Fire Warden and follow their instructions.

If an **EVACUATION** alarm sounds on your floor:

- Take your personal items with you ( keys to your home/vehicle, wallet/purse, coat for inclement weather)
- If you are a Person In Need Of Assistance report to the Fire Warden and follow their instructions.
- Evacuate via the nearest stairwell. Exit into the stairwell in the stairwell with caution as would be other building occupants moving in the stairwell – use the one to one rule.
- Keep conversation minimal so that public address announcements and fire warden instructions can be clearly heard.
- Remove high heels in order to prevent injuries.

- **DO NOT** use the elevators.
- **DO NOT** run – walk in single file towards the inside rail of the stairwell.
- **DO NOT** stop the evacuation if the alarm stops and/or the public address system no longer relays messages. Continue the evacuation and move to the muster point area.
- Go to the designated muster point located at Shell Centre at 400 – 4th Avenue SW or to the tenant designated muster point.

### **Occupant Responsibilities- Persons Requiring Assistance (PRA)**

Cardiac patients, disabled persons, pregnant women and people with sport injuries are all examples of persons who may require assistance. Personnel and visitors to the facility who would require assistance during a building evacuation have a responsibility to make themselves known to the evacuation warden for the area that they will normally occupy.

Following the procedure for personnel requiring assistance to evacuate will minimize risk to those persons as well as other building occupants during building evacuation.

- Those requiring assistance must ensure their Fire Warden is aware of their presence and can speak with them confidentially about their specific needs for an emergency..
- Fire Wardens must ensure that the building management staff is aware of any person normally working in their area who will need assistance in the case of an evacuation.
- All persons requiring assistance should have a buddy. Buddies and the person they will assist should agree beforehand on how they will evacuate down the stairwells if the need arises.
- Fire Wardens must ensure enough people are available to assist in relocating all persons requiring assistance in one trip.
- Unless there is an immediate and apparent danger in a given area, incapacitated persons and their aides will wait adjacent to a stairwell. These persons will be recovered via an elevator by the fire department personnel.
- If an unlisted person requiring assistance is present in your area, the Fire Warden will enlist as many people as necessary to assist. If your floor is being evacuated, the Fire Warden will notify the Security Operations Centre by the fire phone of the presence of a person needing assistance.
- Follow the advice and wishes of persons in need of assistance as long as their safety and yours are not in jeopardy.

**In the Event of a Fire Alarm during Business Hours (0600 – 1800 hours)**

In the event of an alarm, the person requiring assistance to evacuate will:

1. Meet with their designated buddies in the elevator lobby. The Fire Phone should be used to advise the Fire Control Room of their location.
2. Wait in the elevator lobby or until the all clear is announced over the public address system. If you are deemed to be at-risk you will be evacuated by the fire department. If required to relocate move minimum 3 floor below and use the fire phone to advise on the new location.
3. If the elevator lobby becomes unsafe, persons requiring assistance and their buddies should proceed into the stairwell and descend to the next cross over floor.
4. It is not necessary to proceed down the stairs unless there is smoke or fire present or you feel that you are in danger.
5. In the event that the person requiring assistance wants to egress via the stairs, the buddies should be prepared to assist.
6. If the stairwell becomes unsafe, proceed to the next "cross over floor" and enter the cross over floor (as long as it is safe to do so).
7. If you feel that you are unsafe Call 911 and inform them of your name, number of people present with you and the location where you are calling from (building name and address, floor).

**In the Event of a Fire Alarm during Non-Business Hours**

In the event of an alarm, the person requiring assistance to evacuate will if “buddies” are present follow the business hours procedures or if after hours follow the guidelines below:

1. Proceed to the elevator lobby and use the fire phone to report their location. If the fire phone is not accessible due to smoke and/or fire, the person requiring assistance should call 911 to report their location in the building.
2. Wait in the elevator lobby to be evacuated by the fire department or until the all clear is announced over the public address system.
3. If the elevator lobby becomes unsafe, persons requiring assistance should proceed into the stairwell and wait on the landing at that floor. If necessary to relocate move 3 floors below and advise on your new location via the fire phone.
4. It is not necessary to proceed down the stairs unless there is smoke or fire present.
5. If the stairwell becomes unsafe, proceed to the next "cross over floor" and enter the cross over floor (as long as it is safe to do so). Use the fire phone on the crossover floor to report their new location.
6. If you feel that you are unsafe Call 911 and inform them of your name, number of people present with you and the location where you are calling from (building name and address, floor).

## **Occupant Responsibilities- Prevention & Mitigation**

### **Daily Fire Prevention**

1. Clear paper jams from any copy and printing machines promptly.
2. Report any defective machines, wall plugs or other electrical devices to building services immediately. This can be done by submitting a service request.
3. Keep all work areas clean and organized.
4. Report to the Security Operation Center any areas in which debris has gathered that may interrupt the regular flow of traffic during an emergency evacuation.
5. Ensure stairwell exit doors are closed. Open the door and let it close to ensure that it re-latches without assistance. Check your floor and all exit doors, corridors, etc. whenever possible and report any faulty conditions to the building security department or building maintenance (doors should not be wedged open or closed under any conditions).
6. Check exit lighting and report any burnt out lights by submitting a service request.
7. Check for dangerous ignition sources, i.e. worn extension cords, overheating equipment, etc.
8. Ensure lights are in good order and adequate lighting in public corridors and stairwells.

9. Ensure that exit routes are not obstructed.
10. Ensure that portable extinguishers are in good order, ready to use and are readily accessible.
11. Ensure that fire extinguishers are maintained as per legislation ( documented monthly checks and annual inspection)

**All fire hazards that are discovered must be reported to Building Security immediately.**

## **EMERGENCY PROCEDURES**

### **Hazardous Materials - General**

1. Identify materials in your tenant space that may be hazardous. Most products that might be hazardous will likely contain ammonia. Examples include inks, toner, developer fluids, paints and adhesives. To properly identify hazardous materials, read the product labels and ensure that you receive and read the "Safety Data Sheet" (SDS) from the manufacturer.
2. Your company is legally responsible for proper storage and disposal of hazardous materials in your office. These types of materials are easiest to manage when the quantity kept on hand is minimal.
3. If you would like assistance establishing a "Workplace Hazardous Material Information System" (WHMIS) Program, please contact the Security and Life Safety team.

### **Hazardous Material – Leak or Spill**

1. Clear all people from the area.
2. Close all doors surrounding the leak to prevent spreading.
3. Call the Security Operations Centre at **587-956-0006** and report the incident. Building Operations personnel will respond with spill kits and equipment to clean up the material.

### **Bomb Threats**

In the event of a bomb threat, evacuating the tenants from the potential danger area is the highest priority. Personnel who normally take calls from external sources should be prepared to take a threatening phone call or bomb threat. Ensure that these people keep a copy of the "Bomb Threat Checklist" under their telephone.

**If someone in your area receives a threatening call, instruct them to:**

1. Phone the police at 911.
2. Call the Security Operations Centre and report the incident. Building Security & Life Safety personnel will respond and will meet or communicate with the arriving Police services.

**24/7 SECURITY OPERATIONS CENTRE PHONE: 587-475-9834**  
**EMERGENCY LINE : 587-956-0006**

3. Complete the “Bomb Threat Checklist” form as soon as possible.
4. Remain available for security and the police to ask questions.

**Upon Notification of a Threatening Phone Call or Bomb Threat:**

1. Follow the instructions of Security personnel and building operations personnel.  
They may come to you in person, or give instructions over the public address system.
2. If you find a suspicious object:
  - a. Do not touch or move the object
  - b. Inform the floor fire warden
  - c. Evacuate the area
  - d. Advise building security or operations personnel

**BOMB THREAT call checklist:**

- Document as much information as possible
- Do not interrupt the caller

Upon actual receipt of a bomb threat, use the following checklist as a guide in acquiring and recording information concerning the caller and the device.

**Exact wording of threat:** \_\_\_\_\_

**QUESTIONS TO ASK:**

When will the bomb go off?  
\_\_\_\_\_

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

What kind of bomb is it?  
\_\_\_\_\_

What is the explosive material?  
\_\_\_\_\_

How large is it?  
\_\_\_\_\_

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

How is the bomb detonated? Timer,  
Motion, remotely, etc.  
\_\_\_\_\_

Whom do you represent?  
\_\_\_\_\_

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

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

**Threat Language**

Well Spoken  
Irrational  
Taped  
Foul  
Incoherent  
Message read by caller

**IDENTIFYING CHARACTERISTICS:**

Sex: \_\_\_\_\_ Estimated Age: \_\_\_\_\_

Accent: \_\_\_\_\_ (Eng., Fr, Ital., etc.)

Voice: \_\_\_\_\_ (Loud, soft, etc.)

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

Diction: \_\_\_\_\_ (grammar, phrasing, etc.)

Manner: \_\_\_\_\_ (calm, emotional, vulgar, etc.)

**Caller's Voice:**

|                |          |                |
|----------------|----------|----------------|
| Calm           | Nasal    | Angry          |
| Stutter        | Excited  | Lisp           |
| low            | Raspy    | Rapid          |
| Deep           | Ragged   | Laughter       |
| Loud           | Soft     | Normal         |
| Distinct       | Accent   | Slurred        |
| Crying         | Familiar | Disguised      |
| Cracking Voice |          | Deep Breathing |

**Background Sounds**

|              |               |
|--------------|---------------|
| Street Noise | Machinery     |
| Crockery     | Animal Noises |
| Voices       | Clear         |
| PA System    | Static        |
| Music        | Local         |
| House Noises | Other         |

Be calm and courteous and keep the caller on the line as long as possible. Enlist the aid of fellow employees to notify the Calgary Police Service at 911 and Cadillac Fairview Security at 587-956-0006 giving the following information:

- Company name,
- Floor number where call is being/has been received, and
- Your name and telephone number.

### **Discovery of Suspicious Package**

If you discover a suspicious looking package:

- Do not touch the package,
- Clear the immediate area around the package, and
- Notify the Calgary Police Service at 911 giving the following information:
  1. Company name and location,
  2. Floor number where the suspicious looking package has been discovered,
  3. Details of suspicious package, and
  4. Your name and telephone number
- Notify Cadillac Fairview Security

### **Medical Emergencies**

In the event of a medical emergency, your priority is the safety of the person(s) involved.

- Call 911
- Give the name and address of the building,

**Calgary City Centre**  
**215 – 2nd Street SW**  
**Floor:** \_\_\_\_\_

- Provide the details of the injury or illness,
- Give your name and telephone Number,
- Notify Cadillac Fairview Security
- DO NOT move the ill or injured persons but try to make them comfortable.

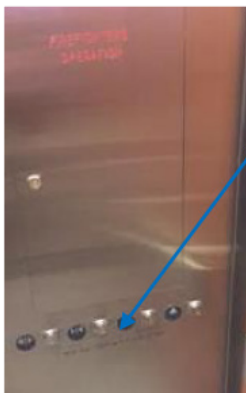
### Elevator Malfunction or Entrapment

To report elevator malfunctions such as a slow trip, a missed call, improper leveling, buttons not functioning, etc., notify Cadillac Fairview Security & Life Safety or the Cadillac Fairview Service Centre and give the following information:

- Elevator car number (which is engraved on the inside of the cab),
- Details of the malfunction, and
- Your name and telephone number

If you should become trapped in an elevator, take the following steps:

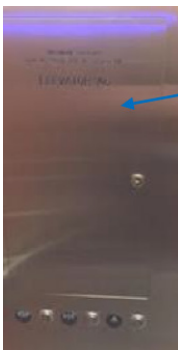
- Remain Calm,
- Push the HELP button located in the cab of each elevator (see attached picture)



**HELP button – located inside the elevator,  
below the floor buttons**

- The security staff will answer your call and dispatch the emergency elevator response technician and the Cadillac Fairview Security team.
- Both will respond to your situation.

- If there is an issue with the communication you can call 911 if you have a phone available.  
In such instance you need to know:
  1. Building Address – 215, 2nd Street SW
  2. Elevator # (see attached picture)



**Elevator # location – located on the left side of the elevator doors**

3. Security Phone #
4. Your company name, your name and contact

## Shelter in Place

- **Shelter in place** (also known as a **Shelter In-Place Warning SAME** code: **SPW**) is the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere.



## REACT EVALUATE DECIDE

- Lockout: You see this in such situations as an active assailant on the loose in the area near your building, and you need to secure the perimeter. You lock out exterior entries since the situation has not yet reached you.
- Lockdown: The threat is imminent or inside the building and you need to focus on cover and concealment.
- Shelter-in-place: Again, this is for a non-human threat, such as issuance of a tornado warning and you need to find a safe interior area. Evaluate your floor environment and conduct a risk assessment in order to identify the best shelter in place locations within your floor.
- Evacuation: There is a fire or bomb threat and occupants must vacate the building.

### A Lockdown is Not the Same as Sheltering in Place — and the Difference Matters During a Public Safety Threat

If the threat is not from a human — think a tornado or a large chemical spill — then people in harm's way are told to “shelter in place.” That means find safety within the structure to minimize exposure to the external problem.

If the threat has a human component, and is potentially violent, authorities will issue a “lockdown,” meaning those in harm's way need to look for cover and concealment.

### When is shelter-in-place necessary?

Emergencies that require shelter-in-place include:

- severe weather
- earthquakes
- releases of dangerous goods into the area outside the building you're occupying, such as chemical, biological, radiological or nuclear contaminants.

**KNOW YOUR BUILDING!** Find the safest spots for shelter-in-place near the locations you frequent most.

Potential Events:

- Tornado/Windstorm
- Hazardous Material Release
- Emergency Lockdown

### Tornado/severe Windstorm Shelter in – Place

Upon receipt of direction to "Shelter in Place" for a Tornado or Severe Windstorm, **all building occupants shall:**

1. Stay away from outside walls, windows and doors.
2. Do not use elevators.
3. Avoid large open rooms, if possible.
4. Take shelter in a small interior floor room, closet or hallway, stairwells
5. Use the closest and safest route.
6. Stay close to the ground and protect your head from flying objects.

All occupants are to remain at the "Safe Area" location until advised that it is safe to return to their regular work or study area or to leave the building.

**IF A TORNADO STRIKES, DO NOT** go outside to survey the damage. A second tornado sometimes strikes the same area after the first one has moved through.

If you do not have a "safe area" in your work place and do not have time to get to another suitable location:

1. Get under a piece of sturdy furniture, such as a workbench or heavy table or desk and hold on to it.
2. Use arms to protect head and neck.

If outdoors:

1. If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area or crouch near a strong building. Be aware of the potential for flooding.
2. Use arms to protect head and neck.

### **Hazardous Materials Releases – Shelter in Place**

Upon receipt of direction to "Shelter in Place" for a Hazardous Materials Release,  
**all building occupants shall:**

1. Take direction from any municipal emergency agency, building Security and Life Safety, Emergency Wardens as to the appropriate actions.
2. Go indoors and stay there until directed differently.
3. Close all windows (where applicable), and doors.
4. Turn off anything that moves air (Building Infrastructure will turn off the air intake to the buildings).
5. Await further instructions.

### **Emergency Lockdown – Shelter in Place**

What to do during a lockdown emergency procedure

A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.

A notification to occupants to lockdown may be sent by email, text messaging (where information available), building Security (PA communication), Emergency Wardens.

It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

Upon Alert to Lockdown:

- If you are in an office, stay there, secure the door and windows and await further instructions or escort from emergency personnel.
- If the door does not lock consider barricading the door with tables and chairs.
- If you are in a corridor go into the closest office not already secured and lock or barricade the door and windows.
- Close curtains or blinds where possible.
- Stay away from windows and doors.
- Stay low and quiet.
- Cell phones should be put on quiet or vibrate mode. Do not make non-essential calls.

#### Actions to Avoid:

- Do not open the door once it has been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door.
- Do not use or hide in washrooms.
- Do not travel down long corridors.
- Do not assemble in large open areas (e.g. cafeterias).
- Do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response to avoid jamming the phone lines.

#### Considerations:

- Follow instructions from emergency personnel only.
- During a lockdown, if the fire alarm is activated, remain where you are and await further instructions over the PA system.
- For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

#### Following the Lockdown:

- Cooperate with emergency personnel to assist in an orderly evacuation.
- Proceed to the designated assembly area if advised.
- The police may require individuals to remain available for questioning following a lockdown.
- Building staff may be present as you exit the building to provide additional information.

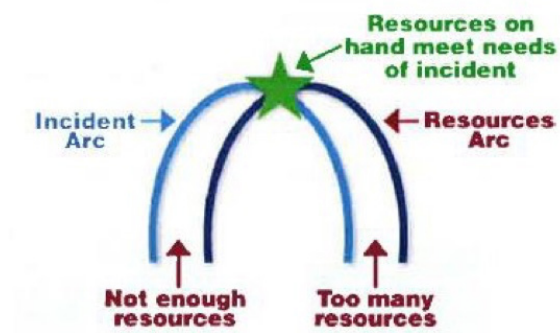
#### Practice:

- Customers/guests that are in the lobby can be brought down to the parkade using either the freight elevator or by using the stairs near the high rise elevator lobby (by the Security ID Room).
- Stay away from any windows, if possible.
- For tornadoes and hurricanes, advise staff and guests that it would be safer to stay in the building than to be on the road or sidewalks.
- Security to verify if there are no contractors still signed out on the roof or on the exterior of the building.

#### DON'T:

- Don't evacuate the area until it's declared safe to do so

## ACTIVE ASSAILANT – Active Shooter



Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you conduct business or visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take action. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her. This action requires commitment and consideration that your life is in imminent danger.

## CALL 911 WHEN IT IS SAFE TO DO SO!

### Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind. Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible

- Follow the instructions of any police officers
- Do not attempt to move wounded people **Call 911 when you are safe**

### **Hide**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement to prevent an active shooter from entering your hiding place
- Lock the door
- Blockade the door with heavy furniture If the active shooter is nearby
- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise
- Hide behind large items
- Remain quiet if evacuation and hiding out are not possible
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen.

### **Take Action**

Take action against the active shooter as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Yelling
- Throwing items and improvising weapons
- Committing to your actions

**How to react when law enforcement arrives:**

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

**Information to provide to law enforcement or 911 Operator**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

**Crime and Security**

A modern building is in itself a small city. Due to its public nature, great numbers of people are continually passing in and out. There is always the possibility of theft, burglary, shoplifting, fraud and other misdemeanors, as well as robberies or crimes of a more serious nature.

Observance of the following suggestions could be most beneficial:

- In case of theft or burglary, call the police at non-emergency line 403-266-1234 and report the incident.
- In cases of robbery, molestation, assault, or other serious crimes, immediately call the Police at 911.
- Report all cases to Cadillac Fairview Security and advise them of the action taken.
- In the event of suspicious actions of anyone or the observance of unsavory characters or peddlers, call Cadillac Fairview Security at and provide a description and location of the suspect.
- Handbags, coats and other articles of value should not be left unguarded or in open public areas in plain view, not even for a few minutes. Portable articles, when left in these areas, are easy for the expert to steal. Keep personal items and petty cash in the office to a minimum and lock them up.

- It is important to collect keys and building access cards from all terminating employees or, alternatively, to change the locks.
- Ensure that combinations or keys for secured areas are kept locked up. Do not leave vault, safe or file combinations in the office.
- Report all problems out of the ordinary to Building Security and Life Safety promptly at :

**24/7 SECURITY OPERATIONS CENTER PHONE: 587 – 475-9834**

**EMERGENCY LINE: 587-956-0006**

- Parking areas present conditions for vandalism and crime. If you see anything suspicious, or find any lights not functioning, please let building management know immediately.
- Protect your computer password(s) with the same concern as you would the key to your valuable possessions. Experienced thieves and hackers are extremely capable at finding written passwords concealed in offices and adept at extracting passwords from unwary people over the phone.
- Remember to lock your vehicle and do not leave valuables visible inside the vehicle.

APPENDIX A  
CROSS OVER FLOORS

|                     |
|---------------------|
| ROOF                |
| 36                  |
| 35                  |
| 34                  |
| 33                  |
| 32                  |
| 31                  |
| 30                  |
| 29                  |
| 28                  |
| 27                  |
| 26                  |
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| 14                  |
| 13                  |
| 12                  |
| 11                  |
| 10                  |
| 9                   |
| 8                   |
| 7                   |
| 6                   |
| 5                   |
| 4                   |
| 3                   |
| Plus 15 (Mezzanine) |
| MAIN                |
| P1                  |
| P2                  |
| P3                  |
| P4                  |
| P5                  |

APPENDIX B  
FLOOR EVACUATION



## APPENDIX C ASSEMBLY AREA



**THIS AREA IS USED AS A MUSTER POINT FOR ALL HOURS OF OPERATION (24/7/365).**

During afterhours the buildings surrounding the area are closed therefore makes it difficult to send people to a neighboring building from Calgary City Centre. Since Shell Center is a Cadillac Fairview building the procedure is that the Security personnel at Calgary City Centre will contact the Shell Center security and advise that people will come to their location. They will open the doors and provide access until the event at Calgary City Centre is cleared.

## APPENDIX D

### Legislation

#### Federal Bill C-45:

**“ Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task. “ - Bill C-45**

**"Employers must fully recognize their responsibility in providing a safe work environment".** "Failure to do so in a manner that endangers employee and public safety must be appropriately dealt with through our criminal laws. I am pleased to introduce measures today that will effectively modernize the law on corporate liability."

#### Alberta Fire Code – 2.8:

A fire safety plan conforming to this Section shall be prepared in co-operation with the fire department and other applicable regulatory authorities and shall include:

- a) the emergency procedures to be used in case of fire, including
  - i) sounding the fire alarm
  - ii) notifying the fire department,
  - iii) instructing occupants on procedures to be followed when the fire alarm sounds,
  - iv) evacuating occupants, including special provisions for persons requiring assistance (see Appendix A\*),
  - v) confining, controlling and extinguishing the fire,
- b) the appointment and organization of designated supervisory staff to carry out fire safety duties,
- c) the training of supervisory staff and other occupants in their responsibilities for fire safety,
- d) documents, including diagrams, showing the type, location and operation of the building fire emergency systems,
- e) the holding of fire drills,
- f) the control of fire hazards in the building, and
- g) the inspection and maintenance of the buildings facilities provided for the safety of occupants.

## APPENDIX E

### Fire Extinguisher Operation & Class



- **P**ull the pin
- **A**im the nozzle
- **S**queeze the trigger
- **S**weep the base of the fire



Class A extinguishers put out fires in ordinary combustibles such as cloth, wood, rubber, paper, and many plastics.



Class B extinguishers are used on fires involving flammable liquids, such as grease, gasoline, oil, and oil-based paints.



Class C extinguishers are suitable for use on fires involving appliances, tools, or other equipment that is electrically energized or plugged in.



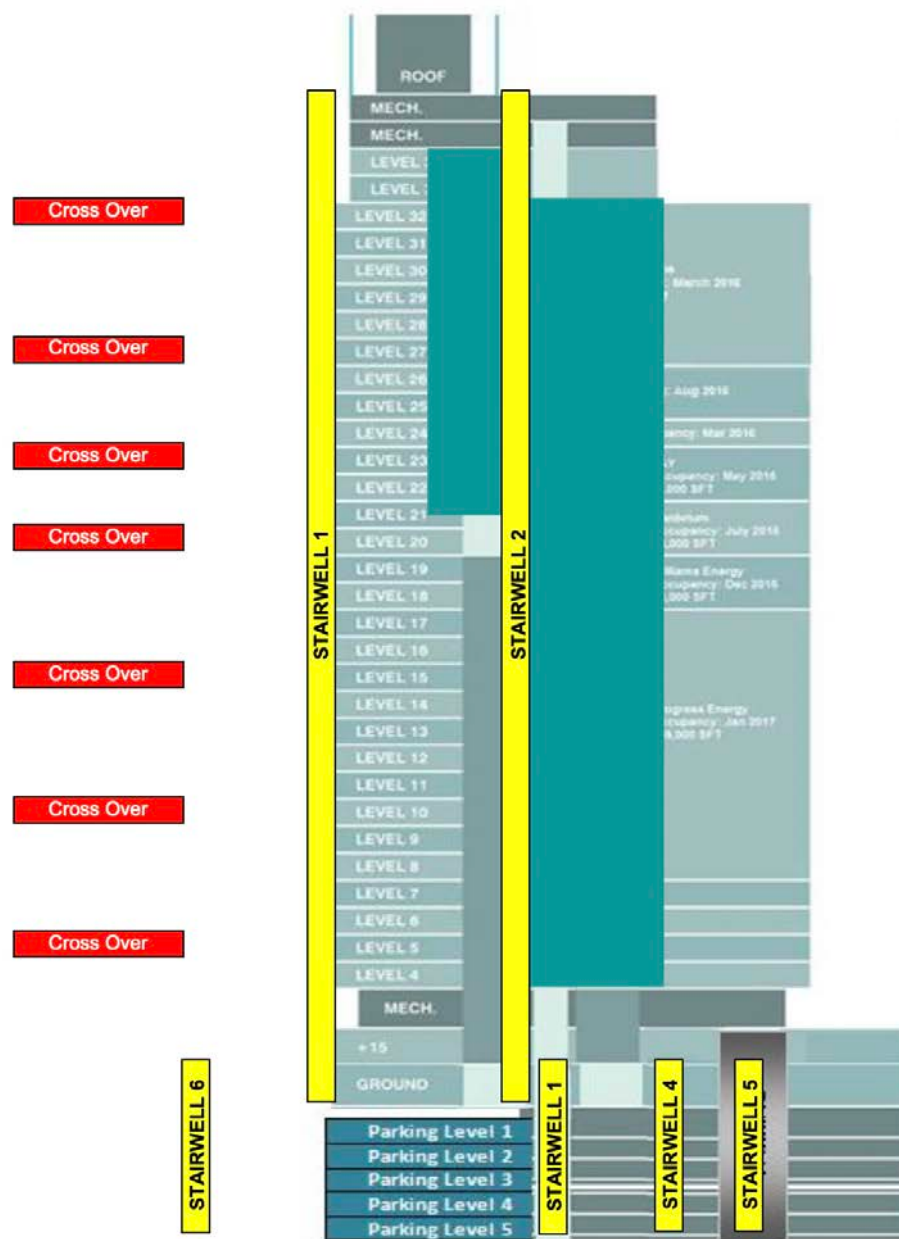
Class D extinguishers are designed for use on flammable metals and are often specific for the type of metal in question. These are typically found only in factories working with these metals.

**K**

Class K fire extinguishers are intended for use on fires that involve vegetable oils, animal oils, or fats in cooking appliances. These extinguishers are generally found in commercial kitchens, such as those found in restaurants, cafeterias, and caterers. Class K extinguishers are now finding their way into residential market for use in kitchens.

## APPENDIX F

### Building Life Safety Diagram



## APPENDIX G

### Calgary City Centre Building Evacuation Diagram



## BUSINESS CONTINUITY

### What is Business Continuity Management?

Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organization, and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, and value creating activities.

Its primary objective is to allow the executive to continue to manage their business under adverse conditions, through the introduction of appropriate resilience strategies, recovery objectives, business continuity, and crisis management plans in collaboration with, or as a key component of, an integrated risk management initiative. Business Continuity Management is a necessity for all organizations that want to ensure that they will continue to be in business before, during, and after known or unplanned events that can disrupt business.

Business Continuity Management should be reviewed, updated as required, and tested on an annual basis. At a minimum, business continuity plans should be in place that addresses life, safety, and communication. For those areas of a business that are deemed more critical (e.g. time sensitive), it is recommended that business continuity initiatives need to be more detailed and comprehensive in nature.

### Why Should an Organization have a Business Continuity Management Program?

There are several reasons why a business continuity plan should be included as a part of a business practice:

- Due diligence – It makes good business sense
- Customer service – To ensure the ability to continue to provide your products and services to clients and that the organization is positioned to manage client expectations
- Increase in events – There is a rising number and diversification in the events being responded to
- Globalization – Business is ongoing around the globe – 24/7
- Cost benefits – It has been proven that organizations that have a Business Continuity Management program have a better chance of remaining in business, and incur significantly less additional expenditures at the time of a disruption
- Technology evolution – The rate of change and dependency on technology is rising ten- fold
- Just-in-time – As more businesses become economically savvy, managing business partners is key to the success of your organization during potential interruptions
- Regulatory influence – Some industries are bound by guidelines and requirements, due to the nature of the services provided
- Community responsibility – During widespread events, corporate responsibility provides an opportunity to support individuals and assist communities in their return to normal sooner versus later

## How to Incorporate Business Continuity Management?

There are many ways to go about introducing and/or enhancing existing Business Continuity Management programs.

Key milestones may include, but are not limited to:

1. Executive education and commitment
2. Program development
3. Business continuity planning cycle
4. Education and awareness
5. Business impact analysis
6. Threat and risk analysis
7. Privacy impact analysis
8. Business continuity strategy
9. Business continuity plan
10. Plan validation – exercise
11. Sign-off and employee review
12. Crisis management planning cycle
13. Education and awareness
14. Crisis management strategy
15. Crisis management plan
16. Plan validation – exercise
17. Sign-off and employee review
18. Executive program approval and sign-off
19. Ongoing monitoring, reporting, and debriefings (corporate governance)
20. Program communication - Internal (employees, board, shareholders), external (suppliers, vendors, outsourcers, business partners, clients), and media (print, radio, TV, web)

## Business Continuity Checklist

### **Business Recovery Plan – Level 1 (Executive Awareness/Authority)**

- o Has a Business Recovery Plan been:
  - o Developed?
  - o Updated within the last 6 months?

### **Business Recovery Plan – Level 2 (Plan Development and Documentation)**

- o Has a classification (critical, important, marginal) been assigned to the Business Process/Function/Component that this facility/function supports?
- o Has a Business Recovery Plan been:
  - o Documented?
  - o Maintained?
- o Does the Business Recovery Plan include the following sections:
  - o Identification?
  - o Incident management?
  - o Responsible company officer?
  - o Personnel responsible for updates?
  - o Response?
  - o Restoration?
  - o Plan exercise?
  - o Plan maintenance?
  - o Business recovery teams and contact information?
- o Does the Business Recovery Plan identify hardware and software critical to recover the business and/or functions?
- o Does the Business Recovery Plan identify necessary support equipment (forms, spare parts, office equipment, etc.) to recover the business and/or functions?
- o Does the Business Recovery Plan require an alternate site for recovery?
- o Does the Business Recovery Plan provide for mail service to be forwarded to the alternate facility?

- o Does the Business Recovery Plan provide for other vital support functions?
    - o Are all critical or important data required to support the business being backed up?
    - o Are they being stored in a protected location (offsite)?
  - o Is a walk-through exercise of the plan conducted at least annually? (This should include a full walk-through as well as "elements" of the plan (i.e. Accounts Payable, Receivable, Shipping and Receiving, etc.).
  - o Does the walk-through element exercises have a prepared plan which includes:
    - o Description.
    - o Scope.
    - o Objective.
  - o Is a current copy of the Business Recovery Plan maintained off-site?
  - o Do all users of the Business Recovery Plan have ready access to a current copy at all times?
  - o Is there an audit trail of the changes made to the Business Recovery Plan?
- Do all employees responsible for the execution of the Business Recovery Plan receive ongoing training in Disaster Recovery and Emergency Management?

**Business Recovery Plan – Level 3 (Management & Recovery Team Assessment and Evaluation)**

- o Has the business officer and management team approved the Business Recovery Plan?
- o Does the business owner maintain:
  - o The master copy of the Business Recovery Plan?
  - o An audit trail of the changes made to a Business Recovery Plan?
- o Do all aspects of physical and logical security at the alternate site conform with the current security procedures?
- o Is the physical and logical security at the alternate site at least as stringent as the security at the disaster location?
- o Have all employees, and their alternates, responsible for executing a guide work-around for a mechanized process been identified in the Business Recovery Plan and properly trained?
- o Has an independent observer documented the simulation exercise(s), noting all results, discrepancies, exposures, action items, individual responsible, etc.?
- o Was a debriefing held within a reasonable period of time (typically two weeks) after the simulation exercise(s) to ensure that all activities have been accurately recorded?

- o Did the exercise coordinator publish a simulation exercise(s) report within a reasonable period of time (typically three weeks) after the completion of the simulation exercise(s)?
- o Did the exercise report include:
  - o What worked properly, as well as any deficiencies and recommendations for improvement?
  - o Responsibility and a due date for the development of the Corrective Action Plan?
- o Was a corrective action plan developed by the exercise team to address any deficiencies identified by the exercise?
- o Is there a retention plan for the exercise plans and corrective action plans (minimum retention 3 years)?
- o Has a walk-through element exercise been performed at least quarterly?
- o Did each walk-through element exercise have a prepared plan which includes:
  - o Description.
  - o Scope.
  - o Objective.
- o When there is a change in hardware, software, or a process that might impact the Business Recovery Plan, is the Business Recovery Plan reviewed and updated within 30 days of the changes?
- o Based on the joint assessment has the management and exercise team determined that the Business Recovery Plan is effective?

#### **Business Recovery Plan – Level 4 (Certification)**

- o Has the component Business Recovery Plan been approved by the owner(s) of the Business Function(s)?
- o Has the entire Business Recovery Plan simulation exercise been performed at least annually?
- o Has the Corrective Action Plan been completed and closed?
- o Did the Business Recovery Plan simulation exercise have a prepared plan which includes:
  - o Description.
  - o Scope.
  - o Objective.
- o Did the Business Recovery Plan simulation exercise meet the acceptable Recovery Time Objective set by management?

- o Based on the joint assessment has the management and exercise team determined that the Business Recovery Plan and Exercises have met all requirements to provide reasonable assurance that the plan will work in the event of a disaster?
- o Does the Business Recovery Plan specify the maximum acceptable Recovery Time Objective (RTO)?
- o Does the Business Recovery Plan specify the level of service (which the business owner has agreed to be acceptable) to be provided while in recovery mode?
- o Have all changes relating to RTO in the Business Recovery Plan been approved by the process owner?

## NOTES



