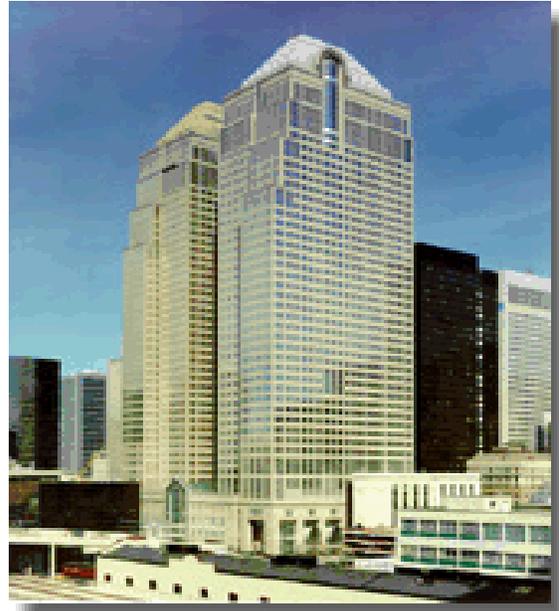


**Bankers Hall Complex  
Calgary, Alberta**



**Life Safety Manual for:**

Fire Wardens,

Assistant Fire Wardens, and

Occupants

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## INTRODUCTION

This manual is intended to provide procedures to follow in case of an emergency. Regular monthly meetings are scheduled and provided by Brookfield for Fire Wardens and their assistants. Private meetings and drills are available to tenants on request.

Bankers Hall management emphasizes that the safety of their tenants is a priority. As a required safety precaution, each single tenant floor shall have at least five (5) Fire Wardens, one of whom is appointed Chief Warden. On a multi-tenant floor, a minimum of one Fire Warden should be appointed from each tenant. Wherever possible, two (2) shall be appointed. All wardens are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plans.

## EVACUATION PLAN

Maintain your evacuation plan. All the Fire Wardens, special needs persons and other occupants on your floor should meet regularly, to review your evacuation plan.

Tenants are encouraged to maintain accurate records of Fire Wardens, Assistants, special needs individuals (and buddies) that require extra assistance to evacuate. Fire Warden training attendance records should also be maintained, to ensure that all Wardens are up to date on building procedures. Protect the safety of everyone working on your floor by informing Fire Wardens whenever this information changes.

Ensure that your company provides:

- Four to six Fire Wardens should be assigned to your floor
- a specific quadrant assigned to each Fire Warden and Assistant
- a current list of people who need extra assistance (special needs)
- enough "buddies" assigned to help people requiring extra assistance

We will be pleased to speak to you and your company personally about all emergency procedures of the building. Should you require further copies of this manual, please contact the Manager, Security and Life Safety at 403 237-5658.

Studies have shown that total evacuation is not practical or generally necessary in high rise buildings due mainly to excessive evacuation times. Buildings of 120 feet (39.3 meters) in height use a system of staged evacuation. This means that only the occupants of the floor or floors involved in an emergency situation are evacuated immediately. The remainder of the building would be evacuated as quickly as conditions warrant or necessary. This will be accomplished by the use of the voice communication system wherein instructions will be given as necessary.

Total building evacuation is necessary only in the case of a serious Fire, Bomb Threat or other building emergencies.

## LIFE SAFETY SYSTEMS - OVERVIEW

The fire protection systems received a great deal of attention when Bankers Hall was being designed. All of the safety systems incorporated into the building were built to meet or exceed all fire codes.

The fire protection equipment in Bankers Hall is designed to minimize damage caused by smoke. If smoke should accumulate on a floor, motorized dampers will automatically close, isolating the smoke. The smoke damper for the floor in alarm will open and the smoke exhaust fans will start. Exhaust fans draw the smoke through a central shaft leading to the roof. The entire air volume of a floor can be exchanged approximately every twenty minutes. The retail levels have fans to exhaust smoke from the open atrium area.

Each floor of Bankers Hall is equipped with heat and smoke detectors. These monitoring devices will detect a fire in the building, register its location on a communicator panel located at the Fire Control Centre (Security Control Room, Main floor) and activate the fire alarm.

The fire alarm systems are monitored in the Security Control Room as well as by an outside monitoring company. Both the monitoring company and the Control Room staff contact the Fire Department on every fire alarm.

Bankers Hall is a fully sprinklered building. Sprinkler heads are activated by heat. Once activated, pressurized water is released from the sprinkler head to contain and extinguish the fire. This system may be supplied with water from two sources:

- ◆ It may be run by the dual city water main system. (Dual means that if one line is out of service, another can be utilized).
- ◆ Fire fighting standpipe connections with which the Fire Department tie into the system are located throughout the building on all floors. For added pressure, this system has fire booster pumps.

Fire booster pumps for the towers have electrical motors with emergency power back up in case of normal power failure.

There is a minimum of two (2) Fire Extinguisher cabinets on each floor, located on the core wall in the vicinity of the stairwell emergency exits. In the event of a small, limited fire, a floor Warden or employee may use the extinguisher. All personnel are reminded; however, that evacuation is first and foremost of importance. If Wardens who have extinguisher training wish to attack a small fire, they are urged to do so in pairs only, keeping a clear exit lane open for evacuation and only after the alarm has been sounded and the evacuation started

Crossover floors are designed to allow safe access to the alternate stairwell should one stairwell become unusable during an evacuation. Crossover floors are designated and clearly signed.

# Brookfield

Should the electrical system fail to function during an emergency, the essential services of the building are connected to an emergency generator, which operates on a diesel supply.

A voice communication system is provided, consisting of loudspeakers in the ceilings of each floor and in exit stairwells. These are connected to the Security Control Room, located on the Main floor.

There is a minimum of two (2) fire alarm pull stations on each floor, located next to the emergency exit stairwell doors. When activated, these devices will cause alarm tones throughout the tower and will alert at the fire alarm panels in the Security Control Room.

Emergency Fire Fighter's Telephones are located in the elevator lobbies on every floor. The telephones are for the use of the Firefighters, Floor Wardens and special needs persons to communicate information to the Security Control Room. The calls must originate from the floors; the Security Control Room cannot call the floors using these telephones.

The security staff or emergency services will make every attempt to position people in locations clear of the building for wardens to report information, but this may not be possible or relied on in every evacuation emergency.

Elevators: all elevators automatically "home" to the main floor lobby level in the event of an emergency. Their use is exclusively confined to the Fire Department who use them for transporting heavy fire-fighting equipment and for the evacuation of mobility impaired persons and first aid cases. For these purposes, the elevators are manually operated and coordinated by security.

## FIRE ALARM TONES AND IMMEDIATE RESPONSE PROCEDURES

There are two (2) alarm tones. The first tone (alert) is twenty (20) beats per minute. The second tone (evacuation) is one hundred twenty (120) beats per minute.

Upon discovery of fire (smoke, fumes, etc.), activate the nearest Fire Alarm Pull Station and warn employees in the immediate area.

Once the evacuation signal sounds (120 beats per minute), walk to the nearest stairwell, and evacuate to the nearest Crossover floor below which is NOT in evacuation alarm.

### SLOW (ALERT) ALARM TONE

1. Instruct occupants to prepare for the possibility of evacuation and to remain calm.
2. Make occupants aware of all stairway exits.
3. Assign person(s) to aid those requiring assistance in evacuation.
4. Ensure exits are unobstructed and there is no smoke in stairway, use alternate if needed.
5. Check washrooms and enclosed areas and notify occupants to prepare for the possibility of evacuation.
6. Follow instructions of voice communication and the Fire Department.

### FAST ALARM (EVACUATION) TONE

1. Put on fire warden's red ball cap.
2. Proceed to the elevator lobby or a pre-arranged central location to verify number of wardens present, and assign responsibilities as necessary
3. Direct occupants to nearest exit stair and proceed to the nearest lower crossover floor **not** in evacuation alarm unless otherwise instructed by security.
4. Check all areas (i.e. washrooms, storage areas, offices, conference rooms, etc.). This is to ensure no individuals have been forgotten or thieves are hiding and are waiting for the floor to empty out to steal items left behind. **Wardens should close all doors after checking each area to prevent the spread of fire and confirm that all areas have been checked.**
5. Designate persons as necessary for each mobility impaired person, if applicable.
6. Report to Chief Fire Warden that your area is "all clear".
7. Chief Fire Warden reports via the Fire Fighter's Telephones the number of persons left on floor, the number of mobility-impaired persons, or if all clear. Then exit the floor and proceed to the next lower cross over floor.

**Note** - If there is a full building evacuation fire wardens can report using either:

- a) the fire phone,
  - b) a cell phone to call security at 403 237 5658
  - C) notify building or emergency services personnel upon exiting the building
8. Chief Fire Warden should be the last person to leave the floor.
  9. Report in writing any violation of regulations for immediate investigation and corrective action.

## MOBILITY IMPAIRED PERSONS

Cardiac patients, disabled people, pregnant women, and persons with sports injuries are examples of people who may require assistance. "Buddies" and the special needs person they will assist should practice how they will evacuate down the stairwells if the need arises.

The Fire Warden in charge on each floor is to appoint as many people who are capable of helping special needs persons as required to assist in the evacuation. One "buddy" for each person capable of walking, yet needing assistance and two for each wheelchair bound person should be adequate.

If there is **NO** immediate danger:

Move the special needs person to the elevator lobby area on the floor and advise the Security Control Room via the Fire phone of the number of evacuees waiting assistance.

If there **IS** immediate danger, and / or if instructed to evacuate the floor:

Wait for the main flow of people to pass before starting to descend to the nearest Crossover floor below, which is not in evacuation tone alarm. On arriving at that floor, use the Fire Fighter's Telephones to call for assistance in evacuation.

During a total evacuation, the Security Control Room receives many calls on the Fire Fighter's Telephones from Fire Wardens and special needs persons requiring elevator evacuation. Retrieving information from each caller and relaying to the Fire Department rescue teams takes time. Please be patient and remain on the Fire Phone line. Do NOT hang up until you have made contact, unless immediate danger exists. Wherever possible, please comply with the wishes of the special needs person.

**Note** - If there is a full building evacuation fire wardens can report using either:

- a) the fire phone,
- b) a cell phone to call security at 403 237 5658
- C) notify building or emergency services personnel upon exiting the building

During a staged evacuation, the time involved evacuating special needs persons is, of course, much less due to the fact that fewer floors are involved. In most cases, there may only be one floor requiring this assistance.

## CROSSOVER FLOORS

The designated Crossover floors are clearly signed inside the stairwells, on the stairwell doors and are easily recognizable by the large red triangle with the floor number centered. They are listed as follows:

East Tower:

50, 45, 41, 37, 34, 31, 26, 21, 16, 10, 5

West Tower:

50, 45, 40, 35, 30, 25, 20, 15, 9, 4

Royal Bank:

23, 21, 16, 10, 5

## OFF SITE GATHERING AREAS

If directed to evacuate CLEAR OF THE BUILDING, proceed to the designated off-site evacuation gathering areas outlined below (unless otherwise indicated by your corporate plan):

Gulf Canada Square  
401 – 9<sup>th</sup> Avenue SW  
Main floor or 2<sup>nd</sup> floor food court,

Or

Toronto Dominion (TD) Square  
317 – 7<sup>th</sup> Avenue SW  
Main floor or 2<sup>nd</sup> and 3<sup>rd</sup> floor Retail areas

## MEDICAL EMERGENCIES

- ✓ DIAL (9) 9-1-1
- ✓ Report the injury or illness and request an ambulance.
- ✓ Give the dispatcher:
  - ◆ location and if known, the type of emergency
  - ◆ building address
  - ◆ floor number
  - ◆ your name
  - ◆ telephone number
- ✓ Have someone wait in the elevator lobby on your floor to greet and direct rescue personnel to the injured or ill person.
- ✓ Call Bankers Hall Security Control room at 403 237-5658 or 403 237-5659
- ✓ Advise that an ambulance has been called.
- ✓ Relay:
  - ◆ your name
  - ◆ telephone number
  - ◆ location and if known, the type of emergency
  - ◆ floor number

### **Bankers Hall Security Control will:**

- ◆ Dispatch someone to your location to assist
- ◆ secure a freight elevator
- ◆ meet the EMS attendants
- ◆ direct EMS to the location of the medical emergency
- ◆ assist the EMS to transport the person to the ambulance

## POWER FAILURE PROCEDURES

Bankers Hall is equipped with emergency generators that automatically supply electrical power to the building Life Safety systems, including the Fire Alarm systems and Public Address system, emergency lighting on floors and in stairwells, one elevator per bank plus the freight elevator and fire pumps.

You will be kept apprised, by way of the Public Address system, of the extent and duration of the power outage, as information becomes available from the City of Calgary.

We urge all tenants to remain in their premises during this outage wherever possible, until the City has resolved the situation or management has made a decision to evacuate.

Elevator use should be kept to an absolute minimum, and preferably for emergency response personnel only.

In the event you are trapped in an elevator when the outage occurs, please be patient while Security calls each elevator to ground, one at a time, to release passengers. When all elevators in each bank have been cleared, one will be supplied with emergency power and delegated for emergency use.

## BIOLOGICAL OR CHEMICAL THREAT PROCEDURES

In the event an envelope or package as received which, when opened, releases a suspicious substance (i.e. white powder), immediate response and caution actions are:

- ✓ Remain calm
- ✓ If possible, place something over the envelope / package and substance to prevent migration. This could be another, larger envelope, a box or empty garbage can
- ✓ Retreat from the immediate area, taking any other person with you, closing the door if possible. Retreating into another office, away from the immediate area is acceptable
- ✓ Do not leave the floor, or allow others to leave, so they may be available to emergency personnel responding
- ✓ If the substance is on your hands, do not use the public facility to wash them. If possible, rinse thoroughly into a separate container, which should be identified to emergency personnel. If the substance is on your clothing, remove immediately and contain them in a bag or container for emergency personnel
- ✓ Contact your immediate supervisor who will:
  - Call (9) 9-1-1 and report everything to the Fire Department.
  - Call the Security Control Room at 403 237-5658 or 403 237-5659
- ✓ Do NOT contact or notify anyone other than your Supervisor and others in the immediate area, or allow others to notify anyone else. Calls to anyone outside may escalate to create panic which could result in injuries or medical emergencies
- ✓ Do NOT activate the building fire alarm system

Immediate evacuation is not always the best course of action, and in fact can assist in the spread of a substance. Every attempt must be made to quarantine the area and people within. Bankers Hall has a rapid shutdown procedure for building air-handling systems in place and the building Security, Operations and Maintenance staff have emergency procedures to follow as well.

## BOMB THREAT PROCEDURES

When a bomb threat is received:

- ✓ Listen carefully and remain calm.
- ✓ Do not interrupt the caller.
- ✓ Attempt to keep the caller talking.
- ✓ Obtain as much information as possible using the questions on the attached "**Bomb Threat Checklist**" form (more copies of this form are available from the Manager, Security and Life Safety). Ask as many questions as possible on the Checklist and take down the information.
- ✓ Contact your immediate supervisor who will:
  - Call (9) 9-1-1 and report everything to the Police.
  - Call the Security Control Room at 403 237-5658, or 403 237-5659
- ✓ Wait for further instructions. Do not leave your desk. Continue to make notes and comments/observations to the Bomb Threat Checklist form.
- ✓ Remain calm and do not cause panic by alarming anyone else.

The building management Emergency Response Team, including Calgary Police Service, Security, Maintenance and other personnel will arrive soon and take the appropriate course of action.

## BOMB THREAT TELEPHONE CHECKLIST

### CALLER'S VOICE:

- |                                   |                                   |  |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Crying   | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Normal   | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Rapid    | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Stutter  | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Lisp     | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy    | <input type="checkbox"/> Familiar        |

### BACKGROUND SOUNDS:

- |   |  |
|---|--|
| <input type="checkbox"/> Street Noises    | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Children         | <input type="checkbox"/> Animal Noises     |
| <input type="checkbox"/> Voices           | <input type="checkbox"/> Clear             |
| <input type="checkbox"/> PA System        | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Music            | <input type="checkbox"/> Local             |
| <input type="checkbox"/> Household Noises | <input type="checkbox"/> Long Distance     |
| <input type="checkbox"/> Motors           | <input type="checkbox"/> Booth             |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Other _____       |

If voice is familiar, whom did it sound like?

### QUESTIONS TO ASK:

When is the bomb going to explode?

Where is it right now?

What does it look like?

What will cause it to explode?

Did you place this bomb?

Why?

What is your name?

### EXACT WORDING OF THREAT:

### THREAT LANGUAGE:

- |   |   |
|---|---|
| <input type="checkbox"/> Well spoken / educated | <input type="checkbox"/> Incoherent                   |
| <input type="checkbox"/> Taped                  | <input type="checkbox"/> Foul                         |
| <input type="checkbox"/> Irrational             | <input type="checkbox"/> Message read by threat maker |

Sex of Caller: \_\_\_\_\_ Approximate Age: \_\_\_\_\_

Length of Call (Minutes): \_\_\_\_\_

Phone # at which call was received: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

### COMMENTS:

**REPORT CALL IMMEDIATELY TO SECURITY AT TELEPHONE: (403) 237 - 5658**

Call received by: \_\_\_\_\_

Phone #: \_\_\_\_\_

Company: \_\_\_\_\_

Room #: \_\_\_\_\_

# **BOMB THREAT**

**TELEPHONE SECURITY**

**403 - 237 - 5658**