



Life Safety Manual ▶ Suncor Energy Centre

**Chief Fire Wardens,
Fire Wardens
& Occupants of the
Suncor Energy Centre**

April 2015

Brookfield



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IMPORTANT TELEPHONE NUMBERS

Fire, Medical or other Life Threatening Emergencies

911

Security

(403) 444-2888

Service Centre Number – (Water – Electrical Failure – Building Hazard Incidents)

310-SERV (7378)

Property Management Office

(403) 266-8922

INTRODUCTION

Brookfield Properties places a priority on the safety of their tenants, visitors, contractors, etc. Brookfield provides this manual to occupants to use in the creation of their own plans. These are the minimum requirements for a safe evacuation from the building. Occupants are required to plan for evacuations of their own space. Should you have any questions or concerns with respect to this manual, please contact the Manager, Security & Life Safety at **403-266.8922**.

As a required safety precaution, each floor shall have a minimum of six Fire Wardens. A minimum of two to three Fire Wardens should be appointed from each tenant on a multi-tenanted floor. All wardens are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plan. Brookfield Management will conduct a drill once per year. Additionally training on the plan can be provided by the Manager, Security & Life Safety throughout the year as requested. At least once per year training must be completed with your Fire wardens.

Do not let an emergency be the first time that you learn about safety features and the evacuation procedures.

Studies have shown that total evacuation is not practical or generally necessary in high rise buildings. Buildings of 120 feet (39.3 meters) in height use a system of staged evacuation. This means that only the occupants of the floor involved in an emergency situation, the floor above and the floor below are evacuated immediately. If a full building evacuation becomes necessary, then the remainder of the building would be evacuated as quickly as conditions warrant or as the Calgary Fire Department deem necessary. This will be accomplished by the use of the voice communication system wherein instructions will be given as necessary. It must be stressed that upon arrival the Calgary Fire Department is in command of the situation until they are off site.

Total building evacuations are necessary only in the case of serious building emergencies.

As Occupants, familiarize yourself with the following:

- location of the nearest fire alarm pull stations;
- alarm signal tones;
- evacuation procedures;
- emergency exits;
- fire extinguisher locations; and
- all of your floor fire wardens.



TENANT ROLES & RESPONSIBILITIES

- Maintain a company life safety and evacuation plan.
- Meet with all the Fire Wardens on your floor(s) a minimum of once every three months to review your evacuation plan.
- Make certain that you always have enough fire wardens and alternates assigned to your floor. A ratio of 1 fire warden per 15 people is recommended. If this means there will be less than two (2) fire wardens for an office, then ensure that these people have trained alternates in place. Maintain accurate records of the fire wardens and their alternates.
- Consider having a specific quadrant assigned to each fire warden and alternate.
- Maintain a current list of people who are mobility impaired or need extra assistance in evacuation.
- In advance ensure you recruit enough buddies to aid those people requiring extra assistance should an evacuation be needed. These people will remain with the mobility impaired persons throughout the evacuation and assist them should they be required to take the stairs.
- Keep areas surrounding fire alarm stations, fire extinguishers and stairwell doors free of obstructions. Ensure evacuation routes are not blocked.
- Twice per year walk through the evacuation process with your staff. This can include leaving your office and going down the stairwells to the building exit points. This will help occupants understand their role in an evacuation and assist fire wardens in getting people out safely. This should be a planned event. Please notify Brookfield when this activity will take place and we will have staff on hand to assist you with answering questions that may arise.



EMERGENCY EVACUATION PROCEDURES

Occupants / Visitors / Contractors

FAST OR EVACUATION STAGE – 120 beats per minute

1. If on your home floor, collect your coat and keys as you may not be able to return to your floor.
2. Evacuate the floor, via the nearest exit stairwell and proceed to the nearest cross over floor not in evacuation mode. If a cross over floor is in evacuation mode, (120 beats per minute), there is a “floor in evacuation, do not enter” sign that will flash at the cross over floor informing evacuees not to enter the cross over floor. If the nearest cross over floor is in evacuation continue down to next cross over or continue going down and out of the building to the off-site evacuation area.

CROSS OVER FLOORS:

Cross over floors - East Tower: 3, 7, 12, 17, 21, 26 and 30
Cross over floors - West Tower: 3, 7, 12, 17, 21, 26, 29, 33, 38, 42, 45, 49 and 53

DESIGNATED OFF-SITE EVACUATION AREAS:

West Tower: Bow Valley Square - 205 - 5th Avenue SW
West Side of 1st street
Designated Location(s): Main floor or Plus 15 Levels

East Tower: Sun Life Plaza – 140 - 4th Ave SW
North side of 4th Avenue SW
Designated Location(s): Main Floor or Plus 15 Levels

3. Use the stairwell and not the elevators. If you encounter smoke use the alternate stairway (cross over floor). If both stairwells contain smoke remain on the floor and call 911 & building management to advise them of the situation. The Fire Department will then make rescuing you a priority.
4. Evacuate without excessive noise to enable announcements to be heard. Stay on the inside railing of the stairwell in single file. Allow other floors to merge into the stairwell.
5. Bottlenecking occurs on the lower levels, watch for signage and markings for the exit.
6. Do not return to your floor until the all clear announcement is heard. Even if the alarm tones are silenced. This does not always mean that the alarm has ended.
7. If you are evacuating to the ground floor, walk directly to your designated off site evacuation area once exiting the stairwell.
8. Upon leaving the building, do not stop in the plaza area as the Calgary Fire Department and other emergency vehicles may need access. Also doing so may back up the traffic coming down the stairwell after you.

SLOW OR ALERT STAGE – 20 beats per minute

1. Prepare for evacuation, remain calm.
2. Follow instructions of the Fire Wardens.
3. Listen to announcements.



Fire Wardens

FAST OR EVACUATION STAGE: (120 beats per minute)

1. Put on the red fire warden cap for identification.
2. Meet in the passenger elevator lobby to assign responsibilities and determine who is available.
3. Assign person(s) to aid those requiring assistance (Mobility Impaired) in evacuation.
4. Ensure exits are unobstructed and that there is no smoke in stairwells.
5. Follow instructions of voice communication system and the Fire Department. One warden to remain in the passenger elevator lobby for reporting purposes and to act as the Chief Warden.
6. Wardens should direct occupants to the exit stairwells with instruction to proceed to the nearest lower cross over floor not in evacuation alarm. Note: The evacuation may entail exiting the complex and moving to the designated off-site evacuation area.
 - a. Occupants should grab their coats and keys (if available) prior to leaving the floor just in case you are unable to return to the floor.
 - b. Any occupant carrying a liquid must leave it on the floor to prevent spilling thereby causing a slip & fall hazard in the stairwell.
 - c. It is recommended that persons who are found texting or using cell phones put these away to ensure evacuees are focusing on the stairs as they are evacuating.
 - d. Wardens are to supervise the merging of tenants accessing the staircase with those already inside it and ensuring evacuees are moving quietly down the inside railing of the staircase.
 - e. When arriving at the Cross Over Floor remain in the lobby area and do not enter other tenant space. Should the lobby area fill up, occupants who have not yet arrived on the floor should continue down to another Cross Over Floor not in alarm.
7. Check all areas (i.e. washrooms, storage areas, offices, mailrooms, conference rooms, etc.). This is to ensure individuals are not inadvertently left behind. If someone refuses to evacuate, make a note of their location and advise the Lobby Fire Warden. They will advise building staff of this fact when checking in (see Step 10).
8. Wardens should close all doors after checking each area to prevent the spread of fire and confirm that all areas have been checked.
9. Report to Lobby Fire Warden that your area is "all clear" and if anyone refused to leave the floor.
10. The Lobby Fire Warden will report in using the intercom station located in the freight elevator lobby. They need to report that your floor is "All Clear", the number of mobility impaired to be evacuated and if anyone refused to leave the floor.
11. The Lobby Fire Warden should be the last person to leave the floor. They may also choose to remain and assist the Mobility Impaired staff.
12. Report any violation of procedures or issues that are critical to the fire alarm situation for immediate investigation and corrective action to Brookfield. For non-critical issues please do so upon completion of the evacuation.



SLOW OR ALERT STAGE: (20 beats per minute)

Occupants are not required to evacuate these floors at this time. Be prepared to evacuate these floors should the conditions change or you are instructed to do so.

1. Put on the red fire warden cap for identification.
2. Meet in the passenger elevator lobby to assign responsibilities and determine who is available.
3. Assign person(s) to aid those requiring assistance (Mobility Impaired) in evacuation.
4. Ensure exits are unobstructed and that there is no smoke in stairwells.
5. Follow instructions of voice communication system and the Fire Department. Be prepared to evacuate should you be required to do so.

Mobility Impaired Persons

It is the responsibility of anyone wishing or requiring assistance to identify themselves to their Manager or Fire Warden.

A mobility-impaired person is anyone who requires assistance down the stairwells including, but not limited to, heart condition, broken limbs, sports injury or pregnancy, etc. This may be of a permanent or temporary nature.

A “Buddy” is someone who is capable of assisting the Mobility Impaired Person should an evacuation be needed where an elevator rescue is not available or the need is immediate. A Buddy should be someone capable of providing this service up to and including carrying the person down the stairs in the most extreme circumstances.

Roles and Responsibilities

FAST OR EVACUATION STAGE – 120 beats per minute

1. Present yourself to the freight elevator lobby.
2. The Lobby Fire Warden will advise via the intercom station in the freight elevator lobby the number of mobility impaired persons that require evacuation.
3. Only Mobility Impaired persons in immediate danger will be evacuated by The Calgary Fire Department.
4. If you are not in immediate danger, you may not be evacuated. Be prepared to wait for an extended period.
5. Listen for announcements and updates via the intercom system.
6. Should you require assistance please use the intercom to call building staff. Wait for a response. During a full building evacuation it may take several minutes to answer your call due to the number of persons calling in.
7. If the freight elevator lobby is or becomes unsafe, the mobility impaired person and buddies must move to the closest exit stairwell. Advise building management or the fire department of the change in status by either calling in to advise of the relocation or when more than one buddy is available sending one down to the next lowest crossover floor not in alarm.



SLOW OR ALERT STAGE – 20 beats per minute

1. Prepare for evacuation, remain calm.
2. Follow instructions of the Fire Wardens.
3. Listen to announcements.

PARKADE EVACUATIONS

If you are in the parkade when an evacuation alarm occurs, proceed to the nearest stairwell and evacuate out of the parkade. Proceed to your designated off site evacuation area. Under no circumstances should you attempt to rescue your vehicle.

PLUS 15 & MAIN FLOOR EVACUATIONS

If you are on the Plus 15 or Main floor when an evacuation alarm occurs on those levels, you will be evacuated out of the building. After evacuating out of the building please proceed to your off site evacuation area and remain with the other occupants from the building who have evacuated with you.



MEDICAL EMERGENCY PROCEDURES

If someone is injured or becomes critically ill, follow these procedures to ensure the fastest possible response:

Call 9-1-1 (If required dial for an outside line then 911 to reach emergency services)

- Be prepared to provide the following information regarding the person in distress:
 - sex;
 - apparent age;
 - the nature of the illness or injury;
 - conscious or unconscious and breathing or not breathing;
 - the specific location of the injured person is **IMPORTANT** (floor, tower and room number); and
 - company name.
- Do not leave the injured or ill person alone.
- Call the **BROOKFIELD SECURITY CONTROL CENTRE at (403) 444-2888**.

Security personnel will do the following once being advised of the emergency:

- If 911 have not been called they will do so.
- They will dispatch a guard with a First Responder Kit & AED (Automated External Defibrillator) to the location of the emergency.
- They will lock off a freight elevator for EMS to use upon arrival.
- They will wait for the ambulance outside the building.
- On arrival, they will escort the ambulance attendants directly to the injured or ill person.
- If needed, security will escort the ambulance attendants and the injured or ill person back down the freight elevator and out of the building.

POWER FAILURE

Suncor Energy Centre is equipped with a generator that in the event of a power failure will automatically supply electrical power to the life safety system. Power will be supplied to operate emergency elevators (one per bank), the fire pump, emergency lighting and the public address system.

You will be kept informed by way of the emergency address system of the extent and duration of the power outage as information becomes available from the City of Calgary.

BOMB THREAT PROCEDURES

When a bomb threat is received:

1. Listen carefully and remain calm.
2. Do not interrupt the caller.
3. Attempt to keep the caller talking.
4. Obtain as much information as possible using the questions on the attached "Bomb Threat Checklist" form. Ask as many questions as possible on the checklist and take down the information.
5. Do not hang up or disconnect your telephone, even after the caller hangs up.
6. Contact your immediate supervisor.
7. Use another telephone line to:
 - Call **9-1-1** and report everything to the Police, or have someone do this for you.
 - Call **(403) 444-2888** to advise Brookfield Security.
8. Return to your desk. Wait for further instructions.
9. Remain calm and do not cause any panic by alarming anyone else. The Police, security, maintenance and management personnel will be dispatched to your area and they will decide what course of action is appropriate.
10. If evacuation is required, building staff will complete a search of the evacuation route before evacuation begins.
11. Occupants will be required to search their work areas for unusual items and report them in if found. Do Not touch or handle anything that is suspicious.



TELEPHONE BOMB THREAT 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	Sex of Caller:
<input type="checkbox"/> Taped	<input type="checkbox"/> Foul	Approximate Age:
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker	Length of Call (Minutes):
		Phone # at which call was received:
		Date: Time:

REPORT CALL IMMEDIATELY TO SECURITY TELEPHONE: (403) 444-2888

Call received by:	Phone #:
Company:	Room #:



ELEVATOR ENTRAPMENT

If you are trapped in an elevator, please follow these guidelines:

1. Remain calm
2. Depress the call button labeled “help” on the elevators control panel
3. Notify Building personnel of your situation
4. Security will dispatch elevator personnel
5. Do not try to free yourself or escape. Remain calm and await instructions

LIFE SAFETY SYSTEMS

The building security staff is on site 24-hours a day and is responsible to respond and manage alarms from the Central Alarm & Control Facility. This is located on the ground floor of the east tower.

If Brookfield staff is on site they will respond to the ground floor to ensure there are sufficient staff to aid security in the response to the alarm.

- Some staff will proceed to the east and west tower plazas to help ensure tenants are moving to their off-site meeting areas.
- Some staff will proceed to the east and west ground floor fire exit doors to ensure the doorways are kept clear for exit from stairwells with instruction to occupants to continue to the off-site meeting areas.
- Staff will be available to accept information from occupants & Fire Wardens where needed.
- They will also be assisting security with crowd control.

Suncor Energy Centre is a double stairwell, fully sprinklered, two tower office building which has a life safety system in place to provide all occupants with adequate protection before, during and after an emergency.

The following list of functions form part of our life safety system:

- A fire warden system.
- Fire Alarm System that allows the building staff and the Fire Department Personnel identify the location and type of alarm.
- One-way all call communication through the emergency address system. This system consists of loudspeakers in the ceilings on each floor and in the exit stairwells.
- Automatic shutdown of building ventilation fans.
- Smoke exhaust dampers for manual removal of smoke from floors based on Fire Department direction.
- 24-hour monitoring of the fire alarm systems.
- All elevators are brought to the main floor lobby level in the event of an emergency (or an alternate floor if the alarm originates from the main floor). Their use is confined to the Calgary Fire Department. These elevators can also be used for the evacuation of mobility impaired persons in immediate danger.



Each floor consists of the following life safety equipment:

- Fire alarm pull stations: Located at the stairwell exits. When operated, they sound an evacuation alarm signal on the floor and on the floors immediately above and below. All other floors in the tower will receive a stand by signal.
- Blue/Brown pull stations: These are located on doors with magnetic locks. They do not activate a fire alarm, but do release power to the magnetic lock holding the doors secured.
- Fire extinguisher cabinets: A minimum of two (2) are located on each floor in the vicinity of the stairwell exits. All other extinguishers on a floor are usually individual tenant extinguishers controlled and maintained by the tenant (i.e. Kitchens).
- Stairwells: Two (2) stairwells are located on each floor in the tower at diagonally opposite corners (northeast and southwest corners).
- Fire Telephones: Are located in the passenger elevator lobbies. These telephones are connected to the CACF (Central Alarm and Control Facility), and provide direct communication to the building staff. The calls must originate from the floors: the CACF room cannot call the floors using the fire phone. Fire phones are for the use of the Calgary Fire Department or a Fire Wardens if the intercom station in the Freight elevator is not available.
- Automatic Thermal (Heat) Detectors are located in areas where high heat is generated.
- Intercom Stations: Located in the Freight elevator Lobbies.
- Smoke Detectors: Located in the ceiling space.
- Automatic Ceiling Sprinklers.
- Water supply to ensure that in case of fire, there will be adequate water.
- Cross Over floors to aid in evacuation should an emergency occur. Cross Over floors are accessible from both stairwells and provide a protected route for occupants to travel between the stairwells. There are "floor in evacuation, do not enter" signs in the stairwell landings on these Cross Over floors. Should a Cross Over floor be in evacuation mode, (120 beats per minute), the sign will flash informing evacuees not to enter the Cross Over floor.

Alarm Warning System

- Fast or Evacuation Stage: A 120 beats per minute high-pitched 'tone' sounding through the public address system followed by an announcement to evacuate the floor. Evacuate your floors on hearing this tone. The floor of the alarm, the floor above and the floor below will all receive this tone. In a rare occasion, this may be heard throughout the building when a full complex evacuation is taking place.
- Slow or Alert Stage: A 20 beats per minute sound through the public address system followed by an announcement advising you to stand by for further instructions. All floors not in the evacuation stage will receive this tone alerting them of an alarm somewhere else in the tower. This means occupants on these floors are not required to evacuate at this time, and are to stand by for further instructions.
- Strobes lights will activate in the tower indicating an alarm condition.

FIRE PREVENTION

Wherever the human element exists, the possibility of accidental fire is always present. The best way to fight fire is to prevent it from happening in the first place. Fires do not just happen; they are usually traced to human error. Prevention of fires is the ultimate achievement in fire safety. Fire prevention is everyone's responsibility. If you notice a fire hazard contact the Building Services Centre (310-SERV) immediately.

The following fire prevention measures are noted for the purpose of creating a safe environment for occupants and building staff.

GENERAL HAZARDS

1. Keep all hallways, aisles and corridors free from obstructions.
2. Ensure that all stairwell doors remain closed at all times. They should never be propped open.
3. Smoke in designated areas only.
4. Avoid placing combustible materials directly in contact with an electrical outlet.
5. Do not hang anything from a fire sprinkler head.

ELECTRICAL HAZARDS

1. Disconnect all electrical appliances with heating elements (e.g. coffee maker) at the end of the workday.
2. Electrical wiring that is defective, frayed or cracked must be replaced.
3. Do not use any outlets or electrical devices if electrical arcing occurs. Contact a qualified electrician to assess the problem.
4. Extension cords are designed for temporary use only. If they are to be used, they should be protected from physical damage. They should never be run under mats or carpets.
5. If a circuit breaker consistently "trips", discontinue using the device that is causing the circuit to trip. It must be determined if the device is faulty, or if there is too much current passing through the circuit, or if the circuit wiring is at fault. Only a certified electrician should assess and repair problems in the electrical distribution system.
6. Circuit breaker panels shall not be covered or obstructed by stored material.