



Life Safety Manual ▶ Bay Adelaide Centre

For:

**Fire Wardens,
Retail Fire Wardens
& Occupants of
Bay Adelaide Centre**

August 2018

Brookfield

TABLE OF CONTENTS

1. IMPORTANT TELEPHONE NUMBERS	1
2. FIRE & LIFE SAFETY FEATURES	1
3. TYPICAL OFFICE FLOOR PLANS	2
4. FIRE WARDENS	5
4.1 ONGOING RESPONSIBILITIES – FIRE WARDENS	7
4.2 EMERGENCY PROCEDURES – FIRE WARDENS	10
5. RETAIL FIRE WARDENS	16
5.1 ONGOING RESPONSIBILITIES – RETAIL FIRE WARDENS	17
5.2 EMERGENCY PROCEDURES – RETAIL FIRE WARDENS	18
6. EMERGENCY PROCEDURES – BUILDING OCCUPANTS	20
7. PERSONS REQUIRING ASSISTANCE	24
8. USING A FIRE EXTINGUISHER	25
9. FIRE PREVENTION	27
10. FIRE DRILLS	29
11. POWER FAILURE	30
12. ELEVATOR ENTRAPMENT	30
13. MEDICAL EMERGENCY	31
14. BOMB THREAT PROCEDURES	32
15. SUSPICIOUS PACKAGES	33
LIFE SAFETY FORM.....	APPENDIX A
FIRE DRILL REPORT.....	APPENDIX B
TELEPHONE BOMB THREAT CHECKLIST	APPENDIX C

1. IMPORTANT TELEPHONE NUMBERS

Fire / Emergency	9-1-1 (Emergency)
Security Operations Centre	(647) 260-1136 (Non-emergency) (416) 368-8116 (Emergency)
Water - Electrical - Building Hazards Building Service Centre	310-SERV (7378)
Property Management Office	(647) 260-1101

2. FIRE & LIFE SAFETY FEATURES

The Bay Adelaide Centre complex includes the West Tower (333 Bay St), East Tower (22 Adelaide St W), East Tower Podium (8 Adelaide St W), 132 Yonge Street, Retail areas (Concourse and Ground) and below grade parking (four levels).

The complex is fully protected by sprinklers. There is a two stage fire alarm system that includes an 'Alert' and 'Evacuation' stage. The floor in alarm known as the alarm floor, the floor above and floor below and any interconnected space will receive the faster evacuation signal. The rest of the building or portion of the complex will receive the slower alert signal depending on the location of alarm. Public address announcements will come after any alarm tones and instruct occupants on how to respond. The passenger elevators will ground in a fire alarm requiring occupants to use the exit stairwells to leave the building.

Crossover floors which provide access to an alternate stairwell in the event that your stairwell becomes unusable are located every five floors or less and are distinguished by signs on the stairwell wall.

Electromagnetic locks or 'maglocks' on doors that serve as exits or that lead to crossover floors will disengage or become unlocked in the event of a fire alarm.

Each floor contains the following fire and life safety features:

- At least two exit stairwells which are pressurized and have emergency lighting,
- Fire hose cabinets including firefighting connections, hose and fire extinguisher located beside exit stairwells and other locations,
- Fire alarm pull stations located beside exit stairwells and other locations,
- Red firefighter telephones located beside exit stairwells,
- Plus other fire and life safety features.

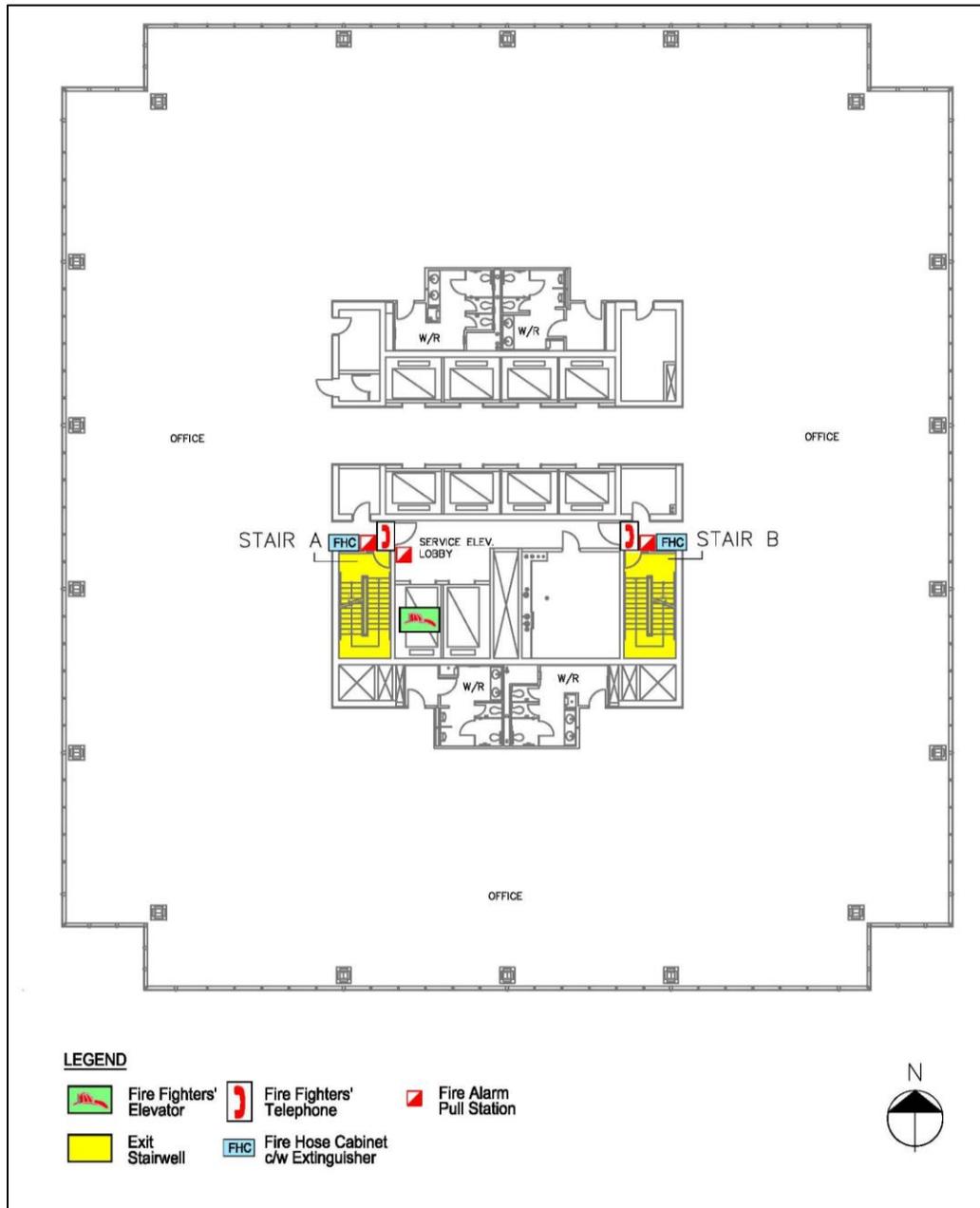
Security has a trauma bag including medical supplies, Automated External Defibrillator (AED) and oxygen that they will bring to respond to any medical calls. The building has multiple AED's including ones that are accessible in cabinets in select public areas.

Security personnel are on site at all times and will assist with responding to any emergencies. Please refer to the phone numbers listed in the Important Telephone Numbers section.

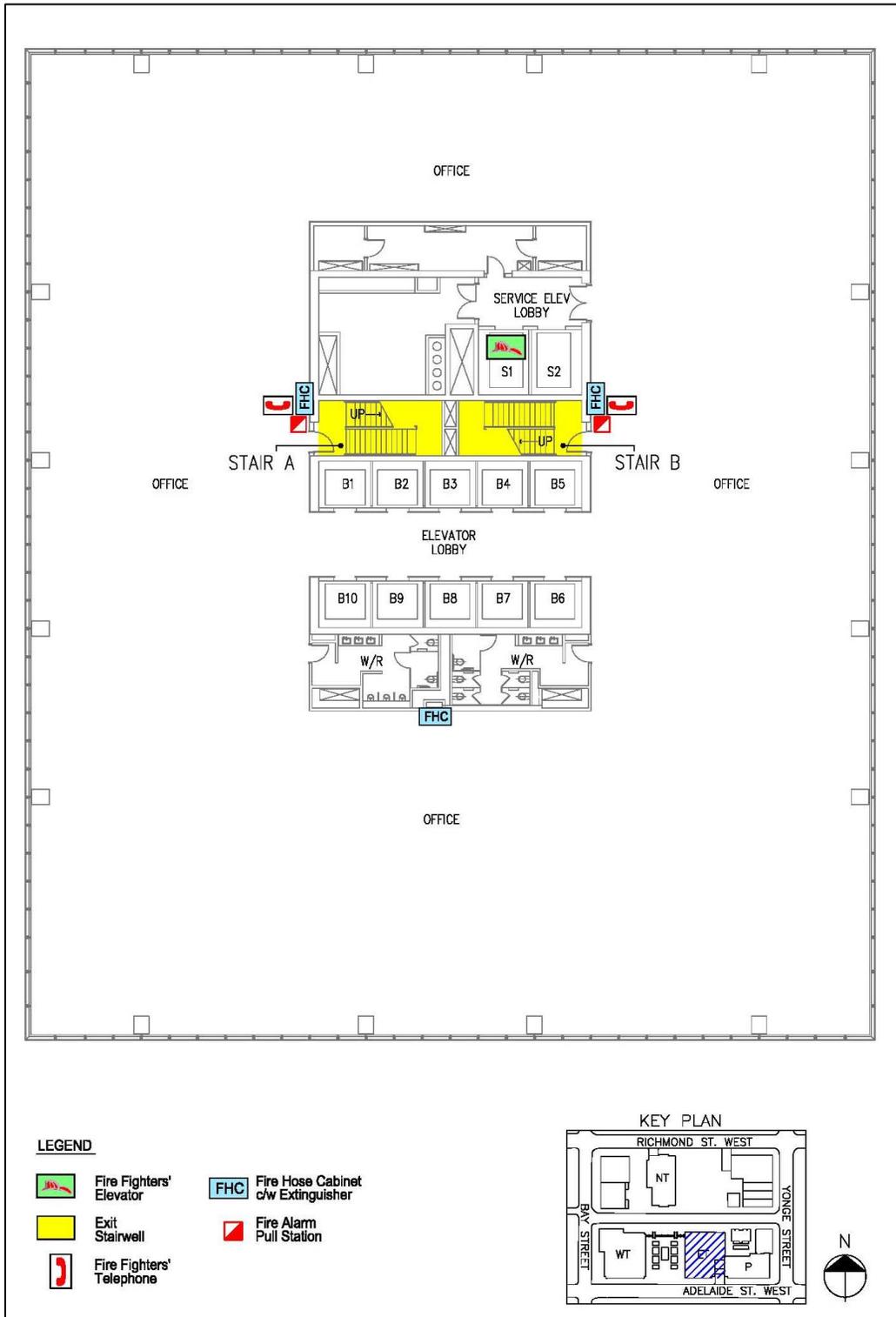
3. TYPICAL OFFICE FLOOR PLANS

Please note the following floors plans only serve to show where the emergency exit stairwells and other fire and life safety equipment are typically located. Your floor will likely be different from the ones shown below. Additional fire hose cabinets and pull stations may be located on your floor depending on its layout. It is important to familiarize yourself with your floor before an emergency occurs.

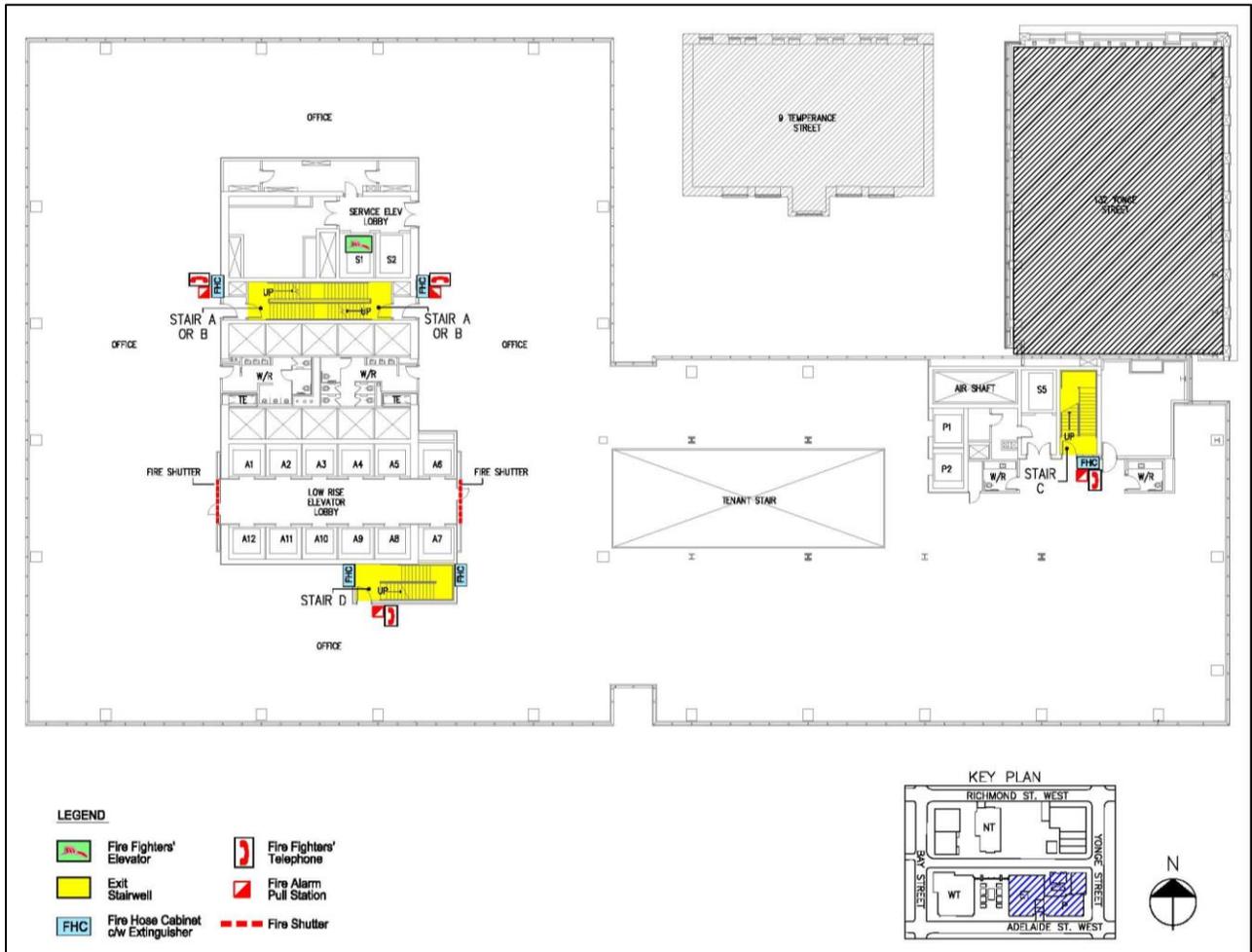
WEST TOWER (333 Bay Street)



EAST TOWER (22 Adelaide St W)



PODIUM LEVELS (8 Adelaide St W)



4. FIRE WARDENS

Fire Wardens are tenant volunteers who have taken some responsibility for fire and life safety for the floor or area of the building in which they work. Fire Wardens conduct searches, monitor exits and assist persons requiring assistance during a fire alarm or other emergency. Fire Wardens are there to ensure an orderly and expedient evacuation, when necessary.

Tenants are responsible for assembling their Fire Warden Team. The tenant should determine a designated offsite meeting area that is at least 150 meters (500 feet) away from the building where staff will meet after an evacuation. Tenants should submit a Life Safety Form to property management which contains a list of Fire Wardens, Persons Requiring Assistance and the Designated Meeting Location. See Appendix A or the property website for a copy of the form.

The size of a Fire Warden Team will vary according to the number of employees of each employer in an office, area or floor.

A tenant occupying a full floor(s) will have a team for each floor, comprised of:

- Senior Fire Warden,
- Deputy Fire Warden,
- Two Search Wardens - one female and one male (if possible),
- Two+ Stairwell Wardens - one for each exit stairwell,
- Assistant Personnel for persons requiring assistance,
- Backup Personnel (if necessary)

The minimum size of a team will be comprised of:

- Senior Fire Warden,
- Deputy Fire Warden.

The minimum size team described above will only apply to multi-floor tenants. In addition to the responsibilities assigned for these positions, the Senior and Deputy Fire Warden of a team of minimum size will, between them, fulfill the responsibilities assigned to Search and Exit Wardens.

Fire wardens should be drawn from senior personnel in each organization. Where senior staff is not available, it should be demonstrated to other staff that the appointed wardens take the lead in an emergency. This shall be done with all due regard for personal safety.

Property Management will conduct fire warden training and hold a full building fire drill at least once per year. Fire Wardens are responsible for attending this training and participating in the drill. Senior Fire Wardens are responsible for ensuring that all Fire Wardens are trained and understand their duties.

Fire Wardens will receive the following training:

- familiarization of the architectural layout of the building and adjoining areas,
- evacuation routes,

- procedures to be taken during emergency conditions,
- procedures for evacuation of persons requiring assistance,
- use of portable fire extinguishers.

4.1 ONGOING RESPONSIBILITIES – FIRE WARDENS

ONGOING RESPONSIBILITIES – SENIOR FIRE WARDEN

The Senior Fire Warden will:

- Know your duties and responsibilities under the “Ongoing Responsibilities” and “Emergency Procedures” sections of this Plan. Ensure that Fire Wardens are selected and trained on their duties.
- Determine a designated meeting point where all employees and visitors on the floor will be instructed to go in the event of an evacuation. Ensure the meeting point is at least 150 meters (500 feet) away from the building and clear of any fire routes or equipment. Inform all employees of this location
- Be familiar with your floor area including all available exits, the location of life safety equipment (fire alarm pull stations, fire hose cabinets, etc.) and the designated meeting point.
- Be familiar with personnel on your respective floors/areas who require assistance to evacuate, and any plans in place to ensure their safety. Follow the procedures under the ‘Persons Requiring Assistance’ section.
- Attend all training sessions provided for Fire Wardens and promote active participation of your team in this training. Ensure that all team members are trained in their duties.
- Maintain a list of Fire Wardens, Persons Requiring Assistance and the Designated Meeting Point and provide a copy to the Security & Life Safety Department (See Appendix A).
- Participate in fire drills as described in this Plan, and encourage full Fire Warden and employee participation in the drills. Provide feedback for fire drills noting any deficiencies.
- Assist in fire prevention by noting and reporting to Building Operations (310-SERV) where fire hazards or unsafe conditions exist.

Note: Stairwell doors must remain closed at all times. Aisles, corridors, landings, stairwells and exits must be free of obstructions. Combustible refuse must be promptly removed from the building.

- Ensure that fire extinguishers, fire hoses, and other safety equipment, are unobstructed and ready for use. Observations of defects are to be reported immediately to Building Operations (310-SERV).
- Ensure that “Emergency Procedures” or “In Case of Fire” signage is displayed on your floor and kept up-to-date.
- Compile and maintain a list of any hazardous materials on your floor, and forward a copy of this list to the Security & Life Safety Department.

- Ensure that a back-up Fire Warden is selected and advised of your absence (e.g. meeting, illness, vacation).

ONGOING RESPONSIBILITIES – DEPUTY FIRE WARDEN, SEARCH WARDEN & STAIRWELL WARDEN

Deputy Fire Wardens, Search Wardens and Stairwell Wardens will:

- Know your duties and responsibilities under the “Ongoing Responsibilities” and “Emergency Procedures” section of this Plan.
- Be familiar with your floor area including all available exits, the location of life safety equipment (fire alarm pull stations, fire hose cabinets, etc.) and the designated meeting point.
- Be familiar with personnel on your respective floors/areas who require assistance to evacuate. Follow the procedures under the ‘Persons Requiring Assistance’ section.
- Attend all training sessions provided for the Fire Wardens and promote active participation of your team in this training.
- Participate in fire drills as described in this Plan, and encourage full Fire Warden and employee participation in the drills. Report any deficiencies to the Senior Fire Warden.
- Assist in fire prevention by noting and reporting to Building Operations (310-SERV) where fire hazards or unsafe conditions exist.

Note: Stairwell doors must remain closed at all times. Aisles, corridors, landings, stairwells and exits must be free of obstructions. Combustible refuse must be promptly removed from the building.

- Ensure that fire extinguishers, fire hoses, and other safety equipment, are unobstructed and ready for use. Observations of defects are to be reported immediately to Building Operations (310-SERV).
- Ensure that “Emergency Procedures” or “In Case of Fire” signage is displayed on your floor and kept up-to-date.
- Know the exact location(s) of any hazardous materials on your floor/area.
- Ensure that a back-up Fire Warden have been selected and are advised of your absence (e.g. meeting, illness, vacation).

4.2 EMERGENCY PROCEDURES – FIRE WARDENS

UPON HEARING THE 1st STAGE (ALERT) FIRE ALARM SIGNAL

ALL FIRE WARDEN TEAM MEMBERS

You will adhere to the “Emergency Procedures” and, provided it is safe to do so, you will:

- Immediately put on your Fire Warden identification.
- Conduct a systematic check of the floor, including office areas, meeting rooms, washrooms, storage rooms, elevator lobbies and stairwells, looking for smoke or fire. The Search Wardens will carry out a check of office areas, meeting rooms, washrooms, storage rooms, and elevator lobbies. The Stairwell Wardens will check their designated EXIT stairwells.
- **IF SMOKE OR FIRE IS FOUND**, activate a pull station, use the closest red emergency telephone handset (in a safe location, free of fire or smoke) to contact the CACF and advise the operator to sound the 2nd stage (evacuation) fire alarm, then immediately fulfill your evacuation duties.
- Before opening the stairwell, office or room door, check for smoke and feel the door for heat:
 - ▶ If the door is **HOT OR SMOKE APPEARS** at the edges, **DO NOT OPEN**. Direct occupants to the nearest alternate **EXIT**. Follow instructions under “**IF SMOKE OR FIRE IS FOUND**” as shown above. Dispatch a person of your selection to inform the Fire Warden of the condition. From a safe distance, maintain control of the EXIT, until the floor is evacuated.
 - ▶ If the door is **NOT HOT** and **NO SMOKE** is observed, brace the door with your body and slowly open it. If heat is felt, close the door immediately and follow instructions as shown in the item above.
- If neither fire nor smoke is found on the floor, meet at a predetermined location on the floor/area, in order to report the status of the area just checked to your Fire Warden.
- Ensure that all team positions are filled. Co-opt additional persons, as required, to assist in evacuation.
- Prepare to evacuate persons requiring assistance (e.g. wheelchair, blind, recent surgery).
- Stairwell Wardens will return to their designated EXIT stairwells.
- Search Wardens will attend at their designated area and continue to check for fire and smoke, and be available to answer any concerns expressed by occupants.
- The Senior Fire Warden will oversee the situation on the floor.
- Continue to monitor the messages given over the voice communication system until the “ALL CLEAR” is announced. If at any time during the emergency, information received causes you to make the decision to evacuate, the duties and responsibilities listed under

“UPON HEARING THE 2nd STAGE (EVACUATION) FIRE ALARM SIGNAL”, are to be carried out, however, **DO NOT** activate a fire alarm pull station, unless there is smoke or fire on your floor/area. Quickly, using direct communication with personnel on your floor/area, advise them to evacuate.

- During the sounding of the Alert signal, personnel on the floor/area are to be kept informed, as much as possible, of decisions made (i.e. evacuating or not evacuating), and the reasons for these decisions.
- Should a condition of a serious nature occur that does not directly involve the fire alarm (e.g. stranger(s) entering the floor from a stairwell or a door usually secured by a maglock, or a medical emergency) contact the Security Operations Centre at (416) 368- 8166 and report the condition/situation.

UPON HEARING THE 2nd STAGE (EVACUATION) FIRE ALARM SIGNAL

SENIOR FIRE WARDEN/ DEPUTY FIRE WARDEN – EVACUATION PROCEDURES

You will adhere to the “Emergency Procedures” and, provided it is safe to do so, you will:

- Immediately put on your Fire Warden identification (if not already on).
- Commence evacuation of the floor/area, ensuring that Fire Wardens are fulfilling their duties, and assisting in the evacuation by directing occupants to the nearest exit stairwell. Evacuation should proceed to street level, if possible, but may require going to a safe location within the building.
- Evacuation of persons requiring assistance (e.g. wheelchair, blind, recent surgery) should be carried out under the following guidelines:

Scenario #1 - The fire/smoke is not in your area and you are not in immediate danger:

- ▶ Assign available personnel to help those in need of assistance to evacuate. In order to avoid congestion in the stair, evacuate these people last. If necessary, evacuate those in need of assistance at least to a safe and unaffected floor/area. In this eventuality, report directly to Building Security, and ensure that the Fire Department is informed of the exact location of the persons left on the floor/area.

Scenario #2 - The fire/smoke is in your area and you are in immediate danger:

- ▶ Evacuate all persons. If unable to evacuate those in need of assistance, report directly to Building Security, and ensure that the Fire Department is informed of the exact location of the persons left on the floor/area.
- Support Fire Wardens in carrying out their responsibilities.
 - Upon arrival at street level or place of safety, meet with the other Fire Wardens and gather any important information regarding the emergency. This information may include:
 - ▶ persons still on the floor/area in need of assistance, and their probable location(s),
 - ▶ status of persons injured,
 - ▶ the locations where smoke was encountered,
 - ▶ the location of fire and what was burning,
 - ▶ the location of hazardous materials and chemicals on their floor.
 - Deliver, or delegate a team member to deliver any important information to Building Security, or if this is not possible, to the Fire Department at their response point.
 - Advise evacuees to move as far away as possible from the building and to proceed to the designated meeting point.
 - Assist with crowd control and follow instructions from the Fire Department.

UPON HEARING THE 2nd STAGE (EVACUATION) FIRE ALARM SIGNAL

SEARCH WARDENS – EVACUATION PROCEDURES

You will adhere to the “Emergency Procedures” and, provided it is safe to do so, you will:

- Immediately put on your Fire Warden identification (if not already on).
- Evacuate all personnel in your floor/area. Direct occupants to the nearest exit stairwell or if impassable to an alternate route. Advise staff regarding exit routes and evacuation procedures.
- Conduct a systematic search of office areas, meeting rooms, lounges and washrooms, and other areas frequented by persons of your gender, including isolated portions of the floor/area.
- Assist in the evacuation of any persons requiring assistance (e.g. wheelchair, blind, recent surgery). The Senior Fire Warden or Deputy Fire Warden will assign these duties.
- Close but do not lock all doors behind you.
- Assist other Fire Warden as requested.
- Upon arrival at street level or place of safety, meet with the other Fire Wardens and report any important information regarding the emergency to the Senior Fire Warden. This information will include:
 - ▶ persons still on the floor/area in need of assistance, and their probable location(s)
 - ▶ the status of person(s) injured
 - ▶ the locations where smoke was encountered
 - ▶ the location of fire and description of what is burning
 - ▶ the location of hazardous materials and chemicals on their floor.
- Ensure that Building Security receives any important information pertinent to the emergency evacuation.
- Advise evacuees to move as far away as possible from the building and to proceed to the designated meeting point.
- Assist with crowd control and remain at the designated meeting point until the “all clear” is given or until otherwise instructed.
- Follow instructions from the Fire Department and assist as required.

UPON HEARING THE 2nd STAGE (EVACUATION) FIRE ALARM SIGNAL

STAIRWELL WARDENS – EVACUATION PROCEDURES

You will adhere to the “Emergency Procedures” and, provided it is safe to do so, you will:

- Immediately put on Fire Warden identification (if not already on).
- Check (re-check) your designated stairwell is to ensure that it is free of fire and smoke and available for use.
- **Before opening the stairwell door, check for smoke and feel the door for heat:**
 - ▶ If the door is **HOT OR SMOKE APPEARS** at the edges, do not open. Direct occupants to the nearest alternate EXIT. Dispatch a person to inform the Senior Fire Warden of the condition. From a safe distance, maintain control of the EXIT, until the floor is evacuated.
 - ▶ If the door is **NOT HOT** and **NO SMOKE** is observed, brace the door with your body and slowly open it. If heat is felt, close the door immediately and follow instructions as stated above.
- **If the stairwell is available for use**, enter the stairwell, remaining on your floor level, and ensure that evacuees move quickly and quietly down the stairwell in an orderly manner, merging effectively with those coming from floors above.
- In the event that two Stairwell Wardens are assigned to one exit stairwell, one Stairwell Warden will lead occupants through the exit route to the exterior, while the other remains on the floor level to direct the evacuation. Provide the assistance necessary to maintain a calm and orderly evacuation.
- Evacuate the building upon seeing the other Fire Wardens enter the stairwell.
- Direct occupants to proceed to the designated meeting point, ensuring that they stay as far away from the building as possible and stay clear of all fire routes.
- Upon arrival at street level or place of safety, meet with the other Fire Wardens and report any important information regarding the emergency to the Senior Fire Warden. This information may include:
 - ▶ persons still on the floor/area in need of assistance, and their probable location(s)
 - ▶ the status of person(s) injured
 - ▶ the locations where smoke was encountered
 - ▶ the location of fire and description of what is burning
 - ▶ the location of hazardous materials and chemicals on your floor.
- Ensure that Building Security receives any important information pertinent to the emergency evacuation.

- Assist with crowd control and remain at your designated meeting point until the “all clear” is given or until otherwise instructed. Follow instructions from the fire department.
- Follow instructions from the Fire Department and assist as required.

5. RETAIL FIRE WARDENS

RETAIL FIRE WARDEN TEAM MEMBERS

Retail Fire Wardens are tenant volunteers who work at retail stores or restaurants in the building and have taken some responsibility for fire or life safety for their work area. Fire Wardens conduct searches, monitor exits and assist persons requiring assistance during a fire alarm or other emergency. Fire Wardens are there to ensure an orderly and expedient evacuation, when necessary.

Each store or restaurant will ensure that they have enough Retail Fire Wardens for each area. There should be an adequate number of Wardens to ensure that any breaks, vacations, illnesses, etc. are covered. The Owner, Manager or Supervisor will assume the responsibility of Fire Warden Team Leader and ensure that the ongoing responsibilities and emergency procedures are fulfilled and that all Fire Wardens are trained and understand their duties.

Property Management will conduct fire warden training and hold a full building fire drill at least once per year. Fire Wardens are responsible for attending the training and participating in the drill.

Retail Fire Wardens will receive the following training:

- Familiarization of the architectural layout of the building and adjoining areas,
- Evacuation routes,
- Procedures to be taken during emergency conditions,
- Procedures for evacuation of persons requiring assistance,
- Use of portable extinguishers.

5.1 ONGOING RESPONSIBILITIES – RETAIL FIRE WARDENS

The duties of Retail Fire Wardens responsible for life safety include:

- Obtaining and reviewing the appropriate sections of this Plan.
- Determining a designated meeting point where all employees and visitors will be instructed to go in the event of an evacuation. Ensure the meeting point is at least 150 meters away from the building keeping clear of any fire routes or equipment. Inform all employees of this location.
- Maintaining a list of Fire Wardens, Persons Requiring Assistance and the Designated Meeting Point and provide a copy to the Security & Life Safety Department (See Appendix A).
- Being familiar with their floor areas, exits and the location of firefighting equipment.
- Being familiar with procedures for turning off equipment and securing cash and receipts.
- Assisting in the evacuation of building occupants as described under “Emergency Procedures”.
- Participating in fire drills as described in this Plan.
- Practicing fire protection by:
 - ▶ Relating any condition considered unsafe to his/her supervisor,
 - ▶ Removing all combustibles as required,
 - ▶ Ensuring fire doors are closed at all times, and
 - ▶ Ensuring exit routes are kept clear and unobstructed at all times.
- Store Owners and/or Managers will ensure that their employees are familiar with the “Ongoing Responsibilities” and “Emergency Procedures” as stated in this Fire Safety Plan.

5.2 EMERGENCY PROCEDURES – RETAIL FIRE WARDENS

RETAIL FIRE WARDENS

UPON DISCOVERY OF FIRE OR SMOKE

- Immediately evacuate all persons within your premises to the street and away from the building, using the nearest exit. Do not use elevators or escalators. Go to your designated meeting point.
- If safe to do so, conduct a systematic search of their store, with special attention to change rooms, where applicable. Turn off any cooking equipment and secure cash (if applicable and safe to do so).
- Assist in the evacuation of persons requiring assistance.
- Close all doors behind you. Do not lock the doors.
- Activate the fire alarm by pulling the first fire alarm pull station you see (only if there is fire or smoke).
- Call the Fire Department at 911 (from a safe location).
- Remain calm during the emergency.
- Report any pertinent information regarding the emergency to emergency personnel. This information may include location(s) of persons who may be trapped or are injured, persons who were left behind, persons requiring assistance, and the location of any smoke or fire.

UPON HEARING THE 2nd STAGE (EVACUATION) FIRE ALARM SIGNAL

- Immediately evacuate all persons (including customers) within your premises to the street and away from the building, using the nearest exit. Do not use elevators or escalators. Go to the designated meeting point.
- Conduct a systematic search of your store, with special attention to change rooms, where applicable. Turn off any cooking equipment and secure cash (if applicable and safe to do so).
- Assist in the evacuation of persons requiring assistance.
- Close all doors behind you. Only lock the doors if the fire is not within your store or the immediate area, and if it is safe to do so.
- Remain calm during the emergency.

- Report any pertinent information regarding the emergency to emergency personnel. This information may include location(s) of persons who may be trapped or are injured, persons who were left behind, persons requiring assistance, and the location of any smoke or fire.
- Listen to announcements provided over the voice communication system.
- Follow instructions provided by Building Staff, Fire Department and/or broadcasts over the voice communication system.

UPON HEARING THE 1st STAGE (ALERT) FIRE ALARM SIGNAL

- Prepare to evacuate:
 - ▶ Close half the doors in your store,
 - ▶ Complete the transactions in progress then suspended business and secure cash,
 - ▶ Turn off cooking equipment (if applicable),
 - ▶ Inform customers about the alarm,
 - ▶ Conduct a systematic check of your premises, looking for smoke or fire.
- Listen for and monitor instruction over the voice communication system until the “All Clear” is announced.
- Reopen the doors after the “All Clear” has been announced.
- If the tone changes to the evacuation tone (rapid) or if advised over the voice communication system to evacuate, immediately evacuate all persons (including customers) within your premises to the street, using the nearest exit. Do not use escalators.
- Conduct a systematic search of your store, with special attention to the change rooms where applicable.
- Close all doors behind you. Only lock the doors if the fire is not within your store or the immediate area, and it is safe for you to do so.
- Remain calm.

6. EMERGENCY PROCEDURES – BUILDING OCCUPANTS

UPON DISCOVERY OF FIRE OR SMOKE

- Leave the affected area immediately.
- Close all doors behind you.
- Activate the Fire Alarm Pull Station.
- Use the EXIT stairwell(s) and/or an exterior EXIT to evacuate the building.
- Call the Fire Department at 911 (from a safe location, only when safe to do so).
- **DO NOT ATTEMPT TO USE THE ELEVATORS**
- **USING A FIRE EXTINGUISHER IS A VOLUNTARY ACT**

UPON HEARING THE 2ND STAGE (EVACUATION) ALARM (fast pulsing, continuous signal)

- Leave the building via the nearest EXIT stairwell and/or exterior EXIT.
- Close but not lock all doors behind you.
- Remain calm.
- **DO NOT ATTEMPT TO USE THE ELEVATORS**

UPON HEARING THE 1ST STAGE (ALERT) ALARM (slow pulsing, intermittent signal)

- Stand by and prepare to leave the building.
- Listen for instructions over the paging system or from the Fire Department.
- Remain calm.

* * * * *

- The Fire Department will respond to investigate the cause of the alarm.
- When leaving the building, follow instructions given over the voice communication system by emergency personnel and the Fire Department.
- Assist persons requiring assistance to the exits.
- Electromagnetic locking or hold-open devices will release upon activation of the fire alarm system. These doors are identified by a sign stating, “EMERGENCY EXIT UNLOCKED BY FIRE ALARM”.
- Crossover floors are located every five (5) floors or less and are distinguishable by large signs located inside the stairwells.

EMERGENCY PROCEDURES – BUILDING OCCUPANTS

IF YOU DISCOVER FIRE OR SMOKE

Upon discovering fire or smoke, the following steps are to be taken:

- Leave the fire area immediately doing your best to assist any persons in immediate danger. Make sure that doors to the affected area are closed but not locked.
- Activate the building fire alarm system by operating the nearest fire alarm pull station as you leave the fire area.
- Before opening any doors, test the door and door handle for heat.
 - ▶ If the door is hot, leave the door closed and unlocked. If you are in an office with no alternate exit, remain where you are and call 9-1-1 to alert them to your location. Otherwise, try an alternate exit.
 - ▶ If the door is not hot and you do not feel a hot draft, walk to the nearest exit and leave the building.
- Use stairways and/or exterior exit doors to exit. DO NOT use elevators. If you encounter fire or smoke in the stairway, use an alternate exit. If you are unable to use an alternate exit or are trapped:
 - ▶ Return to an office and close the door, leaving it unlocked.
 - ▶ Seal off all openings, which may admit smoke.
 - ▶ Crouch low to the floor if smoke enters the room.
 - ▶ Call the Fire Department at 911 and alert them to your location.
 - ▶ Wait to be rescued. Listen for instructions given by authorized personnel.
 - ▶ Remain Calm.
- Call the Fire Department at 9-1-1 when it is safe to do so. Advise them of your building location and floor number. Also contact the Security Operations Centre emergency line at (416) 368-8116.
- Do not return to the building until it is declared safe to do so by the Fire Department.
- **REMAIN CALM**

EMERGENCY PROCEDURES – BUILDING OCCUPANTS

IF YOU HEAR A FIRE ALARM 2ND STAGE (EVACUATION) SIGNAL

Upon hearing the 2nd stage (evacuation) fire alarm signal:

- Evacuate the building immediately, using the nearest exit.
- Before opening your office door, test the door and door handle for heat.
 - ▶ If the door is hot, remain in your suite and ensure that the door is unlocked.
 - ▶ If the door is not hot, brace yourself against the door and open slightly.
 - ▶ If you feel a hot draft, close the door and remain in your suite.
 - ▶ Call the Fire Department at 911 and alert them of your location.
- If safe to do so, walk to your nearest exit and leave the building. Use stairs only. DO NOT use elevators. Close all doors behind you.
- Follow instructions provided by Fire Wardens and the Fire Department.
- Listen to announcements over the voice communication system.
- If you encounter smoke in the stairway use an alternate exit. If you are unable to use an alternate exit or are trapped:
 - ▶ Return to an office and close the door.
 - ▶ Seal off all openings, which may admit smoke.
 - ▶ Crouch low to the floor if smoke enters the room.
 - ▶ Call the Fire Department at 911 and alert them of your location.
 - ▶ Wait to be rescued.
 - ▶ Remain calm.
- Report any dangerous conditions such as the location of fire/smoke or any trapped or endangered persons to your fire warden or the fire department and building staff upon leaving the building.
- Leave the building ensuring to keep clear of all fire department equipment and access routes. Proceed to your designated meeting location.
- Do not return to your work area until an “all clear” has been given by the Fire Department.
- **REMAIN CALM**

EMERGENCY PROCEDURES – BUILDING OCCUPANTS

IF YOU HEAR A FIRE ALARM 1ST STAGE (ALERT) SIGNAL

Upon hearing the 1st stage (alert) fire alarm signal:

- Prepare to evacuate your floor.
- Listen to announcements over the voice communication system.
- Follow instructions given to you by building staff or your fire warden team.
- Listen for the 2nd stage (evacuation) fire alarm signal.

7. PERSONS REQUIRING ASSISTANCE

It is the responsibility of Employers to plan and implement the necessary procedures to ensure the safety of any persons requiring assistance that work or visit their premises. It is important that persons requiring assistance are recognized in order to ensure they are able to exit the building in a safe and timely manner and that the appropriate assistance can be provided. Tenants are responsible for submitting an up to date Life Safety Form (Appendix A) to property management who will have this information available should it be requested by the Fire Department.

Individuals who require assistance to evacuate do not just include those with obvious mobility issues such as those using wheelchairs, walkers, crutches and canes. It can also include:

- Those who are blind, have impaired vision, are deaf or have hearing impairments
- Woman who are pregnant
- Persons with temporary conditions such as a broken leg or sprained ankle
- Individuals with arthritis
- Persons with hidden disabilities, such as heart problems
- Individuals who have breathing difficulties such as asthma

Each individual should be paired up on the 'Buddy System' with an able-bodied volunteer who works in close proximity. Each 'buddy' should aide their assigned individual who requires assistance to evacuate, to the exit and off site to the designated meeting point (if evacuating via stairs, see next three pages).

If the person who requires assistance is unable to use the exit stairs, that person and buddy should proceed to a safe area (service elevator lobby, exit stairwell, etc.) and use the fire fighters' telephone to inform Security and the Fire Department of their location.

The 'buddy' should assist that individual to a safe area and then exit the building. It may not be necessary and in fact dangerous for that person to wait with the individual until the elevator arrives (unless severely injured) as it may inhibit one's ability to escape.

Please note that the Fire Department will take over primary duties for rescuing any persons requiring assistance and that this process will be on a priority basis.

Volunteer will only aide a person requiring assistance, provided it is safe to do so, taking all due regard for their own personal safety.

Under normal circumstances, persons who require assistance should proceed to a safe area (service elevator lobby, etc.) under the supervision of a Fire Warden, until such time as the Fire Department can affect a rescue. But under some circumstances, it may be life threatening for persons to remain on that floor, awaiting Fire Department rescue.

Evacuation may be to a safer area in the building and may utilize a crossover floor. Under these circumstances, persons requiring assistance may be transported via the stairs.

8. USING A FIRE EXTINGUISHER

This is primarily the responsibility of the Fire Department. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated. Fire and smoke can be contained and/or controlled by ensuring that doors are closed.

Only after ensuring that the alarm has been initiated and the Fire Department has been notified, a small fire can be extinguished by experienced person(s) familiar with extinguisher operation. Before attempting to fight a fire the person must ensure that they have a safe way out and keep their back to an exit. If the fire cannot be easily extinguished, leave the area and confine the fire by closing the door. **Fighting the fire including using a fire extinguisher is always a voluntary act.**

Before using a fire extinguisher, be sure to read the instructions before it's too late. Although there are many different types of fire extinguishers, all of them operate in a similar manner. Using the incorrect type of extinguisher on a fire may be dangerous such as using a water-based extinguisher on an electrical fire. Make sure that you know the type of extinguisher you are using and the type of fire you are attempting to extinguish BEFORE using an extinguisher.

A typical multi-purpose fire extinguisher contains approximately 10 seconds of extinguishing agent. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended by fire prevention experts that you get hands-on training before operating a fire extinguisher. Many service providers or local fire departments offer this service.

Always discharge the entire contents of the fire extinguisher when fighting a fire. Once the fire is out, don't walk away! Watch the area for a few minutes in case it re-ignites. Always contact the fire department even if the fire has been extinguished. Recharge the extinguisher immediately after each and every use.

Multi-purpose dry chemical extinguishers are the most common type of extinguishers. None of the three chemicals most commonly used in dry fire extinguishers are acutely toxic. One component, monoammonium phosphate, has the potential to cause minor skin irritation and is classed in the same category as acetone. The extinguishing agent may be corrosive to some materials.

Most dry fire extinguishers use compressed nitrogen gas to propel a yellow fire-suppressing powder over the flames. This powder is made from sodium bicarbonate, also known as baking soda, a chemical closely related to potassium bicarbonate and monoammonium phosphate. Of these, only monoammonium phosphate has the potential to irritate skin. As of 2014, the National Fire Prevention Association has assigned monoammonium phosphate a health hazard rating of "1," the lowest level given. Consider using a professional disaster/emergency clean up contractor to clean up dry chemical fire extinguisher discharges.

The property owner is responsible for ensuring that all the required fire extinguishers are maintained and available for use and that the appropriate persons are trained on their use. If you know of any extinguishers that are not being maintained or available for use, please report this to property management. Refer to the Maintenance Schedule for the required maintenance for extinguishers.

Use this acronym as a quick reference:

P A S S
<p>Pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.</p> <p>Aim at the base of the fire, not the flames. This is important - in order to put out the fire, you must extinguish the fuel.</p> <p>Squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.</p> <p>Sweep from side to side. Using a sweeping motion, move the fire extinguisher back and forth until the fire is completely out. Operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Be sure to read the instructions on your fire extinguisher - different fire extinguishers recommend operating them from different distances. Remember: Aim at the base of the fire, not at the flames.</p>

Types of fire extinguishers:

Type <small>Fire</small> <small>Extinguisher</small>	CLASS A	CLASS B	CLASS C	CLASS D	Electrical	CLASS F	Comments
	Combustible materials (e.g. paper & wood)	Flammable liquids (e.g. paint & petrol)	Flammable gases (e.g. butane and methane)	Flammable metals (e.g. lithium & potassium)	Electrical equipment (e.g. computers & generators)	Deep fat fryers (e.g. chip pans)	
Water	✓	✗	✗	✗	✗	✗	Do not use on liquid or electric fires
Foam	✓	✓	✗	✗	✗	✗	Not suited to domestic use
Dry Powder	✓	✓	✓	✓	✓	✗	Can be used safely up to 1000 volts
CO2	✗	✓	✗	✗	✓	✗	Safe on both high and low voltage
Wet Chemical	✓	✗	✗	✗	✗	✓	Use on extremely high temperatures

9. 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 Building Operations (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

- Keep all hallways, aisles and corridors free from obstructions.
- Ensure that all stairwell doors remain closed at all times. They should never be propped open.
- Smoking is a major cause of fire deaths. Many fires are related to careless smoking practices. Smoke in designated areas only.
- Avoid placing combustible materials directly in contact with an electrical outlet.
- Do not hang anything from a fire sprinkler head.

ELECTRICAL HAZARDS

- Disconnect all electrical appliances with heating elements (e.g. coffee maker) at the end of the workday.
- Electrical wiring that is defective, frayed, or cracked must be replaced.
- Do not use any outlets or electrical devices if electrical arcing occurs. Contact a qualified electrician to assess the problem.
- 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.
- 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.
- Circuit breaker panels shall not be covered or obstructed by stored material.

STORAGE AREAS

- Storage areas should be kept clean and free of rubbish.
- Materials should be stacked to ensure stability of the piles.

- There should be a clearance of at least 18 in. between fire sprinkler heads and stored material.
- Light fixtures should be protected by wire guard or cage to prevent accidental breakage of light bulbs.
- Material should not be stored directly touching an electrical outlet.
- Electrical equipment and devices should not be operated, or connected to an electrical source in storage rooms.
- Doors to storage rooms shall be kept closed at all times.
- Flammable and combustible liquids should not be stored in storage rooms used for ordinary combustible materials (e.g. paper, boxes, clothing, linens, etc.).
- Hazardous, reactive, or unstable chemicals and substances shall not be stored in storage rooms used for ordinary combustible materials.

FLAMMABLE AND COMBUSTIBLE LIQUIDS

The handling and storage of flammable and combustible liquids are required to comply with applicable requirements of the current Ontario Fire Code (OFC).

- Ensure that personnel who use flammable and combustible liquids are trained in their handling. This includes appropriate storage, use, grounding and bonding, disposal and emergency response techniques. Personnel using hazardous chemicals are required to be familiar with the MSDS sheets, which describe the use and handling of chemicals.
- Eliminate sources of ignition in an environment where flammable vapours are present or may be present.
- Transport flammable and combustible liquids in a safety container approved by Underwriters' Laboratories of Canada.
- Containers of flammable and combustible liquids shall be kept closed when not in use.
- Do not store flammable and combustible liquids with corrosives, oxidizers, reactive chemicals, or compressed gases.

10. FIRE DRILLS

Property management will conduct a full building fire drill at least once per year. The date of the drill will be announced to tenants but the time will not be disclosed in order to ensure active participation in the drill.

Once the alarm tones sound Fire Wardens are expected to complete their duties in the emergency procedures section of this manual. Fire Wardens and occupants will exit the building via the exit stairwells and proceed to their designated meeting points. Tenants should ensure that staff go to their designated meeting location and do not congregate at the building entrances/exits or in the plaza.

Persons requiring assistance may wish to practice their emergency procedures with their Fire Warden Teams during the drill. Building Security will be monitoring the red firefighter's telephones and, if necessary, will respond accordingly.

Participation in the annual fire drill is optional for building occupants but is highly encouraged by property management. Do not let an emergency be the first time that you learn about the safety features and evacuation procedures!

Following each drill, Fire Wardens should report on any observations and note any deficiencies and problems. Fire Warden Teams may submit a Fire Drill Report (Appendix B) to the property management office.

Property staff will conduct more regular internal fire drills to ensure that the property is prepared in case of emergency. The staff fire drills will be conducted after hours and should have minimal impact on tenants.

11. POWER FAILURE

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. Bay Adelaide Centre has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with emergency power generators providing power to the life safety equipment (i.e. exit signs, elevators, emergency lights and fire equipment).

Elevators

Once emergency power is activated and/or restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark. A reduced number of elevators will operate until full power is restored.

If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fall. Do not attempt to force the doors open or escape through the roof hatch. Depress the call button labeled 'HELP' on the control panel and notify Security of your location.

Lights

All suites and public areas are equipped with independently powered exit signs and emergency lights. Should a power failure occur, these will remain lit until normal power is restored.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office.
- Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate the building, lock all areas of your premises and remember to take your key.
- Do not congregate in the lobby areas or in the street.
- Building management will notify you as soon as possible when power will be restored.

12. ELEVATOR ENTRAPMENT

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

- Remain Calm.
- Depress the call button labeled "help" on the elevator control panel.
- Notify Building personnel of your situation.
- Security will dispatch elevator personnel to assist.
- Do not try to free yourself or escape. Remain calm and await instructions.

13. MEDICAL EMERGENCY

If someone in your office is in need of medical assistance due to illness or injury, please follow these steps:

- Call 911 - Provide your address, floor and suite number. You may be asked to describe the condition of the person in distress.
- Call the Security Operations Centre emergency line at (416)-368-8116 and notify them of your location. Security will provide interim assistance, and will arrange for emergency personnel to arrive at your location as quickly as possible.
- Post one person on your floors service elevator lobby to meet medical personnel and lead them to the person in distress.

Security will bring a trauma bag, oxygen and Automated External Defibrillator (AED) to assist the person in distress.

Following the above procedures will ensure the situation is dealt with as efficiently as possible. Security's assistance could make the difference in an emergency situation.

14. BOMB THREAT PROCEDURES

Statistics have shown that Canada is a relatively safe country, where the vast majority of threats and acts of terrorism are hoaxes. However, as the potential injury to persons and damage to property is great, all situations must be dealt with as if they are real. **If you receive a bomb threat, take it seriously.**

If you receive a Bomb Threat by phone:

- 1) The person receiving the call should attempt to obtain as much information as possible including the time, wording of the threat and any distinguishing characteristics. Fill out the Telephone Bomb Threat Checklist (Appendix C).
- 2) Listen carefully and remain calm. Do not hang up on the caller and attempt to keep them talking.
- 3) Call **9-1-1** from another telephone to notify police. Do not hang up on the caller.
- 4) Call the Security Operation Centre emergency line at **(416) 368-8116**.

Searches

A search of tenant premises cannot be performed effectively by police or Brookfield personnel as they are unfamiliar with your environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search.

It is recommended that your Life Safety Team utilize employee volunteers to assist with the search. Brookfield Staff, Building Security and/or police will assist them.

During the search procedure remember this rule: **Look for something that doesn't belong, that is out of the ordinary, or out of place.** Conduct the search quickly but thoroughly. Keep the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, **DO NOT TOUCH IT.**

In the event that a suspicious object is found, local police or Brookfield Staff and Building Security may recommend a partial or complete evacuation.

The search of common areas is the responsibility of Brookfield Staff and Building Security.

15. SUSPICIOUS PACKAGES

Suspicious packages could be delivered to your home or workplace, so it is good practice to be vigilant and aware of what to do. You know what kind of mail and packages you usually receive. Look for things that are out of the ordinary, such as unexpected mail from a foreign country.

The following might help in identifying a suspicious package:

- Unfamiliar return address or none at all
- Strange odour or noise
- Protruding wires
- Excessive postage
- Misspelled words
- Addressed to a business title only (e.g. President)
- Restrictive markings (e.g. Do not X-ray)
- Badly typed or written
- Rigid or bulky letters
- Lopsided or uneven
- Excessive wrapping, tape or string
- Oily stains, discolouration or crystallization on wrapping
- Leaking

The contents of a letter or package may cause concern if:

- You see powder or a liquid.
- It contains a threatening note.
- It contains an object that you did not expect to receive or cannot identify.

If you are worried about a package or letter you have received:

- Do not handle, shake, smell or taste it.
- Leave the letter or package where it is.
- Get everyone out of the room and close the door.
- Remove any clothing that has powder or liquid on it
- Call 9-1-1 and Building Security
- Wash your hands with soap and water.
- Wait in a safe place until the police or fire response teams arrive.

The police, other emergency workers and public health authorities will give advice about what to do next.

**APPENDIX A:
LIFE SAFETY FORM**

BUILDING : _____

SUITE NO. : _____

TENANT NAME : _____
(Please Print)

DATE : _____

LIFE SAFETY TEAM					
Floor(s)	Employee Name	Life Safety Team Position	Contact Details		
			Work Phone	Cell Phone	Email

DESIGNATED MEETING POINT	
---------------------------------	--

PERSONS REQUIRING ASSISTANCE (PRA)					
Floor	Employee Name	Reason for Assistance	Contact Details		
			Work Phone	Cell Phone	Email

[Please refer to the Tenant Handbook or contact Building Security for more information]

**APPENDIX B:
FIRE DRILL REPORT**

Fire Drill Report Bay Adelaide Centre

Drill Date:	Drill Time:
Contact name:	Company Name:
Floor(s) involved:	Designated meeting location:
Were fire alarm tones heard adequately?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Instructions clear and understood?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Did you attend fire warden training?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Did fire wardens wear identification?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Did Building Management respond according to planning?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Was there adequate drill participation in your work area?	<input type="checkbox"/> YES <input type="checkbox"/> NO If not, explain:
Did occupants meet at the designated meeting location?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Were any Persons Requiring Assistance involved (PRA's)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Are procedures in place for Persons Requiring Assistance (PRA's)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
List any challenges or issues:	
Recommendations:	

Please drop off completed form(s) to the Property Management Office

**APPENDIX C:
TELEPHONE BOMB THREAT CHECKLIST**

TELEPHONE BOMB THREAT CHECKLIST

THREAT LANGUAGE

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

CALLER'S VOICE:

BACKGROUND SOUNDS:

<input type="checkbox"/> Calm	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Ragged	<input type="checkbox"/> Children	<input type="checkbox"/> Animal Noises
<input type="checkbox"/> Excited	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Voices	<input type="checkbox"/> Clear
<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> PA System	<input type="checkbox"/> Static
<input type="checkbox"/> Rapid	<input type="checkbox"/> Nasal	<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	<input type="checkbox"/> Local
<input type="checkbox"/> Soft	<input type="checkbox"/> Stutter	<input type="checkbox"/> Disguised	<input type="checkbox"/> Household Noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Loud	<input type="checkbox"/> Lisp	<input type="checkbox"/> Accent	<input type="checkbox"/> Motors	<input type="checkbox"/> Booth
<input type="checkbox"/> Laughter	<input type="checkbox"/> Raspy	<input type="checkbox"/> Familiar	<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:

COMMENTS:

REPORT CALL IMMEDIATELY TO 9-1-1 AND SECURITY (416) 368-8116

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