

EMERGENCY RESPONSE PROCEDURES

Southland Park II

10333 Southport Road SW
Calgary, AB
T2W 4X9

Created By:

WPS Disaster Management Solutions
Unit 108 – 20171 92A Avenue
Langley, BC V1M 3A5
Toll-Free: 1-800-545-9028

Plan Completion Date: January 2016

Core Plan Creation Date: January 2016

Core Plan Version: 12.22.0

Copyright Notice: All rights reserved. No part of the contents of this manual may be altered, reproduced or transmitted in any form or by any means without the express written permission of the author (Terry Bruns – CEO / CTO of WPS Disaster Management Solutions).

PART 1

Part 1.1 Table of Contents

PART 1 1-2

 1.1 Table of Contents 1-2

CRITICAL PHONE NUMBERS.....TAB

PART 2 2-1

EMERGENCY PERSONNEL.....TAB

PART 3 3-1

 3.1 Organizational Chart – Fire 3-1

 3.2 Organizational Chart – Other Emergency 3-2

 3.3 Organizational Matrix 3-3

 3.4 Personnel Descriptions 3-4

 Building Incident Commander 3-4

 Alternate Building Incident Commander 3-4

 Liaison Officer 3-4

 Disabilities Support Coordinator 3-4

 Muster Point Coordinators 3-4

 Building Response Team 3-5

 Floor Wardens 3-5

 Deputy Floor Wardens 3-5

 Assistance Monitors 3-5

 3.5 Emergency Personnel 3-6

 3.6 Floor Wardens 3-7

FIRE.....TAB

PART 4 4-1

 4.1 Building Incident Commander – Fire Procedures 4-1

 Fire Incident Form 4-3

 4.2 Disabilities Support Coordinator – Emergency Procedures 4-4

 4.3 Muster Point Coordinators – Fire Procedures 4-5

 4.4 Building Response Team – Fire Procedures 4-6

 4.5 Floor Wardens – Fire Procedures 4-7

 Fire Drill Report 4-9

 4.6 Deputy Floor Wardens – Evacuation Procedures 4-10

 4.7 Assistance Monitors – Evacuation Procedures 4-11

 4.8 9-1-1 Protocol & Emergency Procedures for Building Occupants 4-12

 4.9 Occupants – Fire and Evacuation Procedures 4-13

 4.10 Instructions to Operate Fire Extinguishers 4-14

NATURAL DISASTERS.....TAB

PART 5 5-1

 5.1 Building Incident Commander – Tornado Procedures 5-1

Resource Management Form..... 5-4

5.2 Building Response Team – Tornado Procedures..... 5-5

5.3 Floor Wardens – Tornado Procedures 5-7

5.4 Occupants – Tornado Procedures 5-9

HUMAN INDUCED / TECHNOLOGY FAILURES.....TAB

PART 6 6-1

6.1 Building Incident Commander – Bomb Threat Procedures 6-1

 Bomb Threat Standoff 6-4

 Identifying a Possible Package Bomb 6-5

 Bomb Threat Assessment Matrix 6-6

6.2 Building Incident Commander – Suspicious Package Procedures..... 6-8

6.3 Building Incident Commander – Suspicious Object Procedures 6-10

6.4 Building Incident Commander – Explosion / Aircraft Impact Procedures 6-12

6.5 Building Incident Commander – Bio-Toxins in Mail 6-14

6.6 Building Incident Commander – Internal Hazardous Chemical Spill 6-15

6.7 Building Incident Commander – External Haz-Mat / Shelter-in-Place 6-16

6.8 Building Incident Commander – Power Failure Procedures 6-18

6.9 Building Incident Commander – Civil Unrest Procedures..... 6-20

6.10 Building Incident Commander – Personal Violence Procedures 6-22

 Active Shooter or Armed Intruder 6-22

 Unarmed Violent Intruder 6-23

6.11 Liaison Officer – Power Failure Procedures 6-24

6.12 Building Response Team – Bomb Threat Procedures 6-25

 Identifying a Possible Package Bomb 6-27

6.13 Building Response Team – Suspicious Package Procedures..... 6-28

6.14 Building Response Team – External Haz-Mat / Shelter-in-Place 6-29

6.15 Building Response Team – Power Failure Procedures 6-30

6.16 Building Response Team – Personal Violence Procedures 6-32

 Active Shooter or Armed Intruder 6-32

 Unarmed Violent Intruder 6-32

6.17 Floor Wardens – Bomb Threat Procedures..... 6-34

 Identifying a Possible Package Bomb 6-35

6.18 Floor Wardens – Suspicious Package Procedures 6-36

6.19 Floor Wardens – Shelter-in-Place Procedures 6-37

6.20 Floor Wardens – Power Failure Procedures 6-38

6.21 Floor Wardens – Personal Violence Procedures..... 6-39

 Active Shooter or Armed Intruder 6-39

 Unarmed Violent Intruder 6-40

6.22 Occupants – Bomb Threat Procedures 6-41

6.23 Occupants – Suspicious Package Procedures..... 6-42

6.24 Occupants – Explosion / Aircraft Impact Procedures 6-43

6.25 Occupants – Bio-Hazard Procedures 6-44

6.26 Occupants – Hazardous Materials Procedures..... 6-45

6.27 Occupants – Shelter-in-Place Procedures 6-46

6.28 Occupants – Power Failure Procedures..... 6-47

6.29 Occupants – Personal Violence Procedures 6-48

 Active Shooter or Armed Intruder 6-48

Unarmed Violent Intruder	6-49
MEDICAL / FIRST AID.....	TAB
PART 7	7-1
7.1 Building Incident Commander – Pandemic Influenza Procedures.....	7-1
7.2 Building Incident Commander – Medical Emergency Procedures.....	7-3
7.3 Building Response Team – Medical Emergency Procedures.....	7-4
7.4 Occupants – Pandemic Procedures.....	7-5
7.5 Occupants – Medical Emergency Procedures	7-6
7.6 Emergency First Aid.....	7-7
FACILITY DESCRIPTION.....	TAB
PART 8.....	8-1
8.1 General Description of the Office Building	8-1
8.2 Fire Alarm System.....	8-2
8.3 Exit System	8-4
8.4 Communications	8-5
8.5 Emergency Power.....	8-6
8.6 Elevators	8-6
8.7 Fire Equipment.....	8-7
8.8 Smoke Control	8-10
8.9 Utilities.....	8-11
8.10 Occupancy / Staffing Levels.....	8-12
FLOOR PLANS.....	TAB
PART 9.....	9-1
PERSONS REQUIRING ASSISTANCE.....	TAB
PART 10.....	10-1
10.1 List of Persons Requiring Assistance.....	10-1
10.2 Evacuation Techniques.....	10-2
APPENDICES.....	TAB
PART 11	11-1
Appendix A: Emergency Voice Paging Scripts	11-1

PART 2

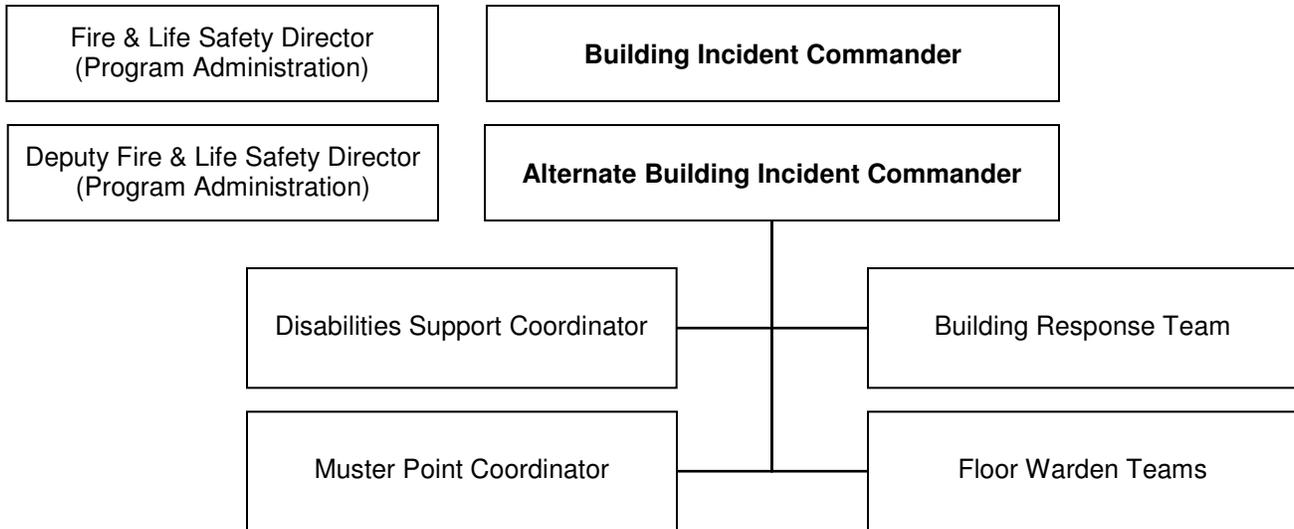
CRITICAL PHONE NUMBERS

Please append your 'Critical Phone Numbers' list from ePlan Manager after this page

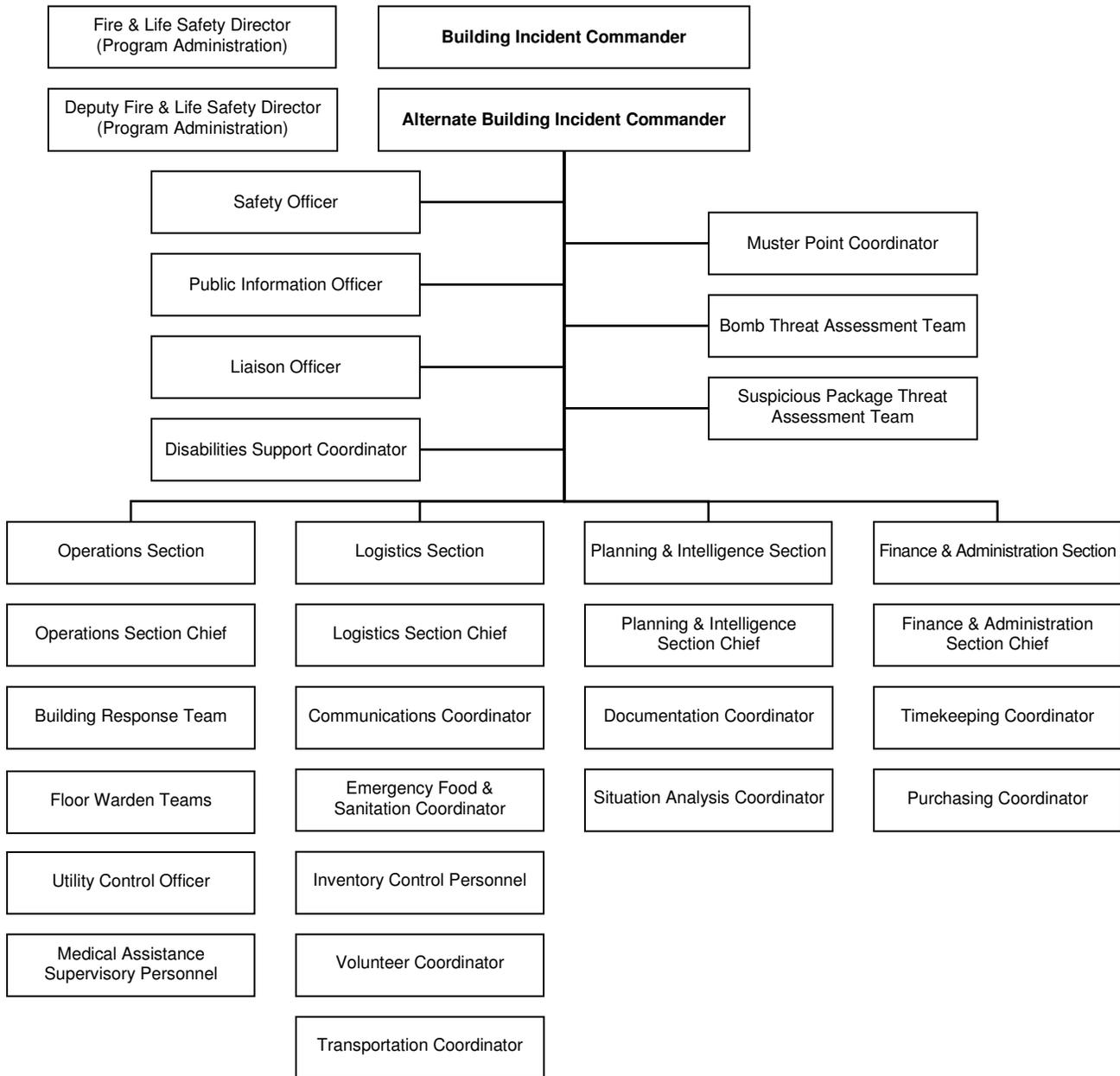
PART 3

EMERGENCY PERSONNEL

Part 3.1 **Organizational Chart – Fire**



Part 3.2 Organizational Chart – Other Emergency



Part 3.3 Organizational Matrix

	Fire	Tornado	Bomb Threat	Suspicious Package	Explosion / Aircraft Impact	Bio-Toxins in Mail	Internal Hazmat	External Hazmat	Power Failure	Civil Unrest	Personal Violence	Pandemic Influenza	Medical Emergency
Building Incident Commander	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
Safety Officer	x	x	x	x	x	x	x	x	x	x	x	x	x
Public Information Officer	x	x	x	x	x	x	x	x	x	x	x	x	x
Liaison Officer	x	x	x	x	x	x	x	x	xxx	x	x	x	x
Disabilities Support Coordinator	x	x	x	x	x	x	x	x	x	x	x	x	x
Muster Point Coordinators	xxx		x	x									
Bomb Threat Assessment Team			xxx										
Suspicious Package Threat Assessment Team				xxx									
Operations Section Chief		xxx			x								
Building Response Team	xxx	xxx	xxx	xxx	x	x	x	xxx	xxx	x	xxx	x	xxx
Floor Wardens	xxx	xxx	xxx	xxx	x	x	x	x	xxx	x			
Deputy Floor Warden	xxx	x	x	x	x	x	x	x	x	x			
Assistance Monitors	xxx	x	x	x	x	x	x	x	x				
Utility Control Officer		x			x								
Medical Assistance Supervisory Personnel		x			x								xxx
Logistics Section Chief		x			x								
Communications Coordinator		x											
Emergency Food & Sanitation Coordinator		x											
Inventory Control Personnel		x											
Volunteer Coordinator		x											
Transportation Coordinator		x											
Planning & Intel Section Chief		x											
Documentation Coordinator		x		x									
Situation Analysis Coordinator		x											
Finance & Admin Section Chief		x											
Timekeeping Coordinator		x											
Purchasing Coordinator		x											

Legend:	
xxx	= Will be activated
x	= May be activated
(blank)	= Most likely will not be activated

Part 3.4 Personnel Descriptions

Building Incident Commander (BIC)

The Building Incident Commander will constantly manage the incident. The Building Incident Commander will never leave the scene until the danger to the occupants has passed and the office building is secure, or the Building Incident Commander has been relieved by the authorities. Should the Building Incident Commander leave, the Alternate Building Incident Commander will take over. The Building Incident Commander shall constantly engage in:

- a) Situation assessment
- b) Resource availability assessment
- c) Incident response implementation strategy
- d) Plan functionality
- e) Plan adjustments to reflect situation
- f) Response documentation compliance

The Building Incident Commander is responsible for the coordination of all response activities through the Section Chiefs from a strictly management position.

This position will be activated during any emergency.

Alternate Building Incident Commander (ABIC)

The Alternate Building Incident Commander assists the Building Incident Commander during an emergency by assuming the role of the Building Incident Commander should the Building Incident Commander be absent.

Liaison Officer (LO)

The Liaison Officer assists the Building Incident Commander during an emergency by serving as a point of contact for community response agencies such as the fire/rescue departments, the Community support groups, law enforcement agencies or other interested parties. This position will be activated only if sufficient building staff or tenant volunteers are available.

Disabilities Support Coordinator (DSC)

The Disabilities Support Coordinator assists the Building Incident Commander during an emergency by ensuring that the needs of persons requiring assistance to evacuate are being addressed during an emergency response.

Muster Point Coordinators (MPC)

This position will be manned by persons from the property management team, who will proceed to the recommended muster point if exterior evacuation is required and receive the evacuation reports, documenting any problems that might have been experienced during evacuation, and communicating this information back to the Building Incident Commander via radio or cellular phone. The Muster Point Coordinators will confirm that the evacuation teams have made it to the muster point safely. If the muster point becomes overcrowded or unsafe, the Muster Point Coordinators will direct occupants to additional locations. The Muster Point Coordinators will also advise evacuees when it is safe to return to the building.

Building Response Team (BRT)

Building Response Team members are responsible for responding to the zone or area of the emergency, verifying the emergency and communicating their findings to the Building Incident Commander. They will act as a first line of support for the Floor Wardens and will either deal with or contain the emergency or, failing that, assist the Floor Wardens in evacuating the occupants out of harm's way. They will also have responsibilities for light search and rescue, security and damage assessment. Building Response Team members report directly to the Building Incident Commander or the Operations Section Chief. This position will be activated during any emergency.

Floor Wardens (FW)

Floor Wardens are responsible for the supervision of the occupants in an orderly evacuation of their office spaces to the recommended muster point, either within the building or outside, should an evacuation or relocation be ordered by the authorities or the Building Incident Commander. They are also responsible for communicating with the Building Incident Commander / Muster Point Coordinator on the status of their assigned area and the disposition of any persons requiring assistance to evacuate. Floor Wardens report directly to the Building Incident Commander or the Operations Section Chief (delayed response by the authorities). Should any of the members of the Floor Warden team (Deputy Floor Wardens, Assistance Monitors) be unable to fulfill their duties as outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility), the Floor Warden shall advise the Fire & Life Safety Director of the vacancy. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

Deputy Floor Wardens (DFW)

Deputy Floor Wardens are responsible for assisting the Floor Warden with the initiation of an evacuation of occupants, should an evacuation or relocation be ordered by the Floor Warden. They will assume the role of Floor Warden in the Floor Warden's absence and will advise the Fire & Life Safety Director if the Floor Warden is no longer able to perform the duties outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility). They are also responsible for communicating with the Floor Warden on the status of their assigned area and the disposition of any persons requiring assistance to evacuate. Deputy Floor Wardens report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

Assistance Monitors (AM)

Assistance Monitors are responsible for assisting persons requiring assistance to a safe area beside or within the stairwells to await assistance from the Building Response Team or the authorities, should an evacuation or relocation be ordered by the Floor Warden. They are also responsible for communicating with the Floor Warden on the status of the disposition of any persons requiring assistance to evacuate, and for providing that assistance should the emergency force an evacuation prior to assistance arriving. Assistance Monitors report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of persons requiring assistance to evacuate. If there is a new person requiring assistance in an Assistance Monitor's area of responsibility or if there is a change of status of a person requiring assistance to evacuate (e.g., a broken ankle heals), the Assistance Monitor will advise the Fire & Life Safety Director so that the *Persons Requiring Assistance to Evacuate* list within the Facility Emergency Response Plan can be updated.

Part 3.5 **Emergency Personnel**

**Please append your 'Emergency Personnel' list from ePlan Manager after
this page**

Part 3.6 **Floor Wardens**

Please append your 'Floor Warden' list from ePlan Manager after this page

PART 4

FIRE

Part 4.1 Building Incident Commander – Fire Procedures

At the sound of a fire alarm, or upon being informed of a fire condition within Southland Park II, the Building Incident Commander shall initiate the following procedures:

- 1) Approach the central alarm and control facility **on the west wall of the main entrance lobby**. Ascertain in which zone the alarm was activated and the mode of activation.
- 2) Ensure immediately that the Fire Department has been called at **911**, giving your name, exact address, nature of the emergency, nearest cross streets, your call-back phone number and any other information requested by the dispatcher.
- 3) Proceed to the Fire Department Keybox located next to the fire alarm panel to retrieve the Fire Department keys. Issue the keys to the Alternate Building Incident Commander, who will meet the responding Fire Department units and turn the Fire Department keys over to the Fire Department.

Note: Should the incident occur after hours, available Security personnel shall await the arrival of the Fire Department, provide them with the Fire Department keys, and assist as directed by the Fire Department personnel.

- 4) Dispatch the Building Response Team to investigate the cause of the alarm. If the Building Response Team confirms a fire condition, have someone call the Fire Department a second time at **911** to give confirmation that a fire condition exists. Use the emergency voice paging system to instruct the Floor Wardens to evacuate their occupants out of the building to the designated recommended muster point. These instructions may be broadcast with the following procedures:
 - a) Activate the emergency voice paging system by pressing the '**ALL CALL**' button.
 - b) Give the following instructions into the keyed microphone:
 - **Attention please. Attention please.**
 - **We currently have an alarm condition on ____ (fire floor/area).**
 - **Floor Wardens, start evacuating the occupants of your floor into the stairwells or exits and out of the building to the recommended muster point at the northeast corner of the Southland Park I parking lot.**
 - c) Repeat the above message.
 - d) Deactivate the '**ALL CALL**' switch.
- 5) Use the *Fire Incident Form* to record vital information about the fire for the Fire Department upon their arrival. Information should include:
 - The floor of activation
 - Evacuated floors
 - Floors with persons requiring assistance to evacuate
 - Miscellaneous information

- 6) If the alarm was the result of a confirmed incident and has been brought under control and it is deemed safe by the Fire Department to resume normal operations, use the emergency voice paging system to inform the occupants of the confirmed alarm condition and that it is safe to resume normal operations by giving the following instructions:
- **Attention please. Attention please.**
 - **The alarm condition has been rectified and the building has been deemed safe by the Fire Department.**
 - **We will be resetting the fire system momentarily.**
 - **It is now safe to return to your floor.**
 - **Thank you for your cooperation.**

Repeat the message.

- 7) If the alarm is verified to be a nuisance alarm, **and with the permission of the Fire Department**, activate the '**ALL CALL**' button under the heading of 'EMERGENCY INSTRUCTION' and use the emergency voice paging system to inform the occupants of the nuisance alarm condition by giving the following instructions:
- **Attention please. Attention please.**
 - **The alarm condition has been resolved, and there is no need to evacuate the building.**
 - **Please resume your normal activities.**
 - **We will be resetting the fire system momentarily.**
 - **Thank you for your cooperation.**

Repeat the message.

- 8) After the incident is resolved and the Fire Department determines that it is safe to return to the building, reset the fire alarm and elevators (if applicable). Contact the Muster Point Coordinators and inform them that it is safe for the occupants to return to the office building.

Note: If you are informed that one stairwell is contaminated with smoke, use the emergency voice paging system to inform the entire office building to use the other stairwell. If all stairwells are contaminated, inform the Floor Wardens, so that they are able to initiate the instructions dictated in subsection (C) of their procedures.

Note: DO NOT RESET THE FIRE ALARM UNDER ANY CIRCUMSTANCES UNTIL THE FIRE DEPARTMENT ARRIVES AND GIVES PERMISSION TO DO SO.

Fire Incident Form

..... Drill
..... Nuisance Alarm
..... Confirmed Fire Condition

..... Detector
..... Manual Pull
..... Flow Switch

Incident Zone: _____

Equipment Used: _____

Senior Fire Dept. Officer's Name: _____

Building Incident Commander: _____

Building Response Team: _____

Floor Wardens: _____

Casualties: _____

Persons Requiring Assistance to Evacuate: _____

Extent of Damage: _____

Time: _____ Date: _____

Comments: _____

Signed: _____

Part 4.2 Disabilities Support Coordinator – Emergency Procedures

After being briefed by the Building Incident Commander, the Disabilities Support Coordinator shall immediately:

- 1) Put on a position identifier, such as a vest, if available.
- 2) Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster as it applies to the support of any persons requiring assistance to evacuate.
- 3) Advise the Building Incident Commander of the locations of any persons requiring assistance to evacuate.
- 4) Ensure that the Building Incident Commander is factoring into the emergency response strategies the evacuation or relocation of persons requiring assistance to evacuate.
- 5) Ascertain the status and location of known persons requiring assistance to evacuate, as reported by the Floor Wardens or Muster Point Coordinators to the Building Incident Commander. Ensure that, upon their arrival, the authorities are advised of the status of persons requiring assistance to evacuate.
- 6) At the direction of the Building Incident Commander, deactivate the Disabilities Support Coordinator position and close out all logs. Provide logs and other relevant documents to the Documentation Coordinator or the Building Incident Commander.

Note: If the event is a tornado, protect yourself by taking cover inside a designated exit stairwell (Blue, Green or Yellow Stair). If you cannot get to a designated stairwell, protect yourself by avoiding exterior walls and windows and taking cover under a sturdy piece of furniture or crouching inside a closet or against a sturdy interior wall.

Part 4.3 **Muster Point Coordinators – Fire Procedures**

At the sound of a fire alarm or upon receiving an evacuation order, the Muster Point Coordinators shall immediately:

- 1) Put on your identification, if readily available.
- 2) Ensure that you have your radio or cellular phone and then acquire the Floor Warden list, a clipboard and a pencil.
- 3) Proceed to the recommended muster point **at the northeast corner of the Southland Park I parking lot.**
- 4) As the Floor Wardens report to you, check them off the list and document any problems or concerns that they had, communicating important information to the Building Incident Commander by radio or cellular phone.
- 5) When the Building Incident Commander or authorities determine that it is safe to return to the building, advise the Floor Wardens that it is safe to return to the building.

Part 4.4 **Building Response Team – Fire Procedures**

At the sound of a fire alarm, or upon being informed of a fire, the Building Response Team members shall immediately:

- 1) Contact the Building Incident Commander and ascertain the zone of the emergency.
- 2) Acquire a fire extinguisher (if trained to use one) and proceed to the floor of the emergency (via the stairwells) and verify that a fire condition does indeed exist. Communicate with the Building Incident Commander and give details of your findings.
- 3) If a fire exists and it is visible and small (no larger than a waste paper basket), and if you are not endangering yourself, attempt to extinguish it with a fire extinguisher (provided you have adequate training on that equipment).
- 4) If you cannot control the fire, or if the smoke is too thick for you to remain in the area, close the doors behind you and inform the Building Incident Commander of the fire's progression and/or any special problems, such as trapped persons or persons requiring assistance to evacuate. Monitor the status of the stairwells for smoke or congestion, keeping the Building Incident Commander updated. Follow the orders of the Building Incident Commander.
- 5) If you arrive in the zone of the emergency and there are no visible signs of fire or smoke, do a complete search of the area with the assistance of a Floor Warden (if his or her floor has been evacuated). Check the following areas:
 - a) all washrooms
 - b) mechanical rooms
 - c) offices
 - d) above false ceilings
- 6) Report your findings to the Building Incident Commander via portable radios.

Note: Be aware that the ionization of fire gases during a fire can interfere with radio transmissions.

Part 4.5 Floor Wardens – Fire Procedures**A) At the sound of a fire alarm, the Floor Wardens shall immediately:**

- 1) Put on your identification, if readily available, and quickly check the integrity of the exits.
- 2) If the exits are safe, instruct the occupants of your area to evacuate into the nearest safe stairwell or exit and out of the building to the recommended muster point **at the northeast corner of the Southland Park I parking lot.**
- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have been evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Proceed via the nearest safe stairwell or exit to the recommended muster point. Check in with the Muster Point Coordinator and report on the status of your area; then rejoin your group or relocate your group as directed by the Muster Point Coordinator.

Note: For persons requiring assistance to evacuate, please refer to the Assistance Monitor procedures.

B) If you encounter fire or are informed of a fire in your area of responsibility:

- 1) Get everyone out of the room or area, activate the nearest manual pull station and close any doors behind you. This may help to control the fire by cutting off its oxygen supply, as well as limiting the spread of smoke to adjacent areas.
- 2) Assist the Deputy in evacuating the occupants of your area into the nearest safe stairwell or exit and out of the building to the recommended muster point **at the northeast corner of the Southland Park I parking lot.**
- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have been evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Proceed via Blue Stair to the Building Incident Commander **at the 1st Floor security desk** and report on the status of your area and of any persons requiring assistance. If the Building Incident Commander is not present, Building Management shall be called at 403-253-8677 and informed of the incident. Afterward, report to the Muster Point Coordinator on the status of your area; then rejoin or relocate your group as directed by the Muster Point Coordinator.

Note: If you ever have to open a closed door and you are suspicious that a fire condition may be present, feel the door first to see if it is hot. If it is hot to the touch, do not open that door.

C) Defend In Place:

In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:

- 1) Calmly get all the people into one area of the office building least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc. and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

Note: The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters.

FIRE DRILL REPORT

To be completed by Floor Warden

Date: _____

Your Name: _____

Company: _____ Suite # _____

Building Name: _____

Building Address: _____

Floor(s) of Responsibility: _____

Time Bells Started: _____ Time Your Floor Cleared Building: _____

Time Reporting Floor Status: _____ Time Advised Safe to Return: _____

Reported to: __Senior Fire Official
 __Building Incident Commander
 __Muster Point Coordinator

.....

Y	N	N/A	
---	---	-----	--

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was alarm clearly heard in all areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was announcement heard in all areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was announcement understandable? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were any doors wedged open or blocked? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were the hallways and exits clear of obstructions? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were any evacuation or suppression operations hindered? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did all occupants know where the muster point was? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were everyone's duties understood? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is training/review required? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did occupants have a positive attitude towards the drill? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did occupants comply with the fire drill? |

COMMENTS:

Part 4.6 Deputy Floor Wardens – Evacuation Procedures

At the sound of a fire alarm or upon being informed of an emergency or an evacuation order, the Deputy Floor Warden shall:

- 1) If the Floor Warden is not present on your floor, you shall assume the duties of the Floor Warden and assign someone to the position of Deputy Floor Warden.
- 2) Systematically check each area to ensure that occupants are evacuating their areas, if an evacuation has been ordered. Take note of any persons requiring assistance to evacuate at the exits.
- 3) Report back to the Floor Warden, provide an evacuation status report, and then stand by for further instructions.

Part 4.7 Assistance Monitors – Evacuation Procedures

At the sound of a fire alarm or upon receiving an evacuation order within the office building, the Assistance Monitors shall perform the following:

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual to the nearest safe exit.
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.

If the person requiring assistance is above the ground floor:

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual next to the nearest safe exit stairwell (but not inside the stairwell unless fire or smoke is present on your floor).
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.
- 3) If the person is mobile but slowed as a result of his or her condition, wait until other occupants from your floor and the floors above you have descended past your floor, and then assist the person into the stairwell, and out of the building to the recommended muster point as directed by the Floor Warden.
- 4) If the person cannot negotiate the stairs (e.g., in a wheelchair), wait beside the stairwell for assistance from the Fire Department or the Building Response Team. If it is dangerous to remain beside the stairwell (because of the presence of fire or smoke), move the person requiring assistance into the stairwell, down at least two floors, and back out of the stairwell onto the floor beside the exit.

Defend In Place:

In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:

- 1) Calmly bring the person requiring assistance to an area of the floor space least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc., and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

Part 4.8 9-1-1 Protocol & Emergency Procedures for Building Occupants**9-1-1 Protocol**

Call 911, or an equivalent number such as 9-911 (depending on your phone system), from a safe phone.

- 1) Whenever you have to call 911 or its equivalent, always provide the following information:

Building address: **Southland Park II
10333 Southport Road SW
Calgary, AB T2W 4X9**

Nearest known cross streets: **at the southeast corner of the campus,
between Southport Lane SW and Southport
Road SW**

Location within the building: Floor #: _____

Suite #: _____

Nature of the emergency: _____

Your call-back number: _____

- 2) Follow the dispatcher's instructions. Be prepared to provide additional information on injured persons.
- 3) Remain on the phone until the dispatcher hangs up.
- 4) Simultaneous to the 911 call, have someone call Building Management or Building Security to inform them of the emergency and location.
- 5) Building Management or Building Security will expedite emergency personnel to your location.

Emergency Procedures for Building Occupants

The instructions offered in this publication are consistent with, and part of, an overall plan that is currently in effect in this office building. Your continued support in this program is greatly appreciated.

Please take a moment to place this section in a convenient and visible location, as a quick reference or for use in case of emergencies.

REMEMBER: This section is a quick reference guide. For detailed information on Persons Requiring Assistance to Evacuate, or for locations of emergency exits, fire extinguishers, fire alarm pull devices and other emergency / safety procedures, contact your building's Emergency Representative. The time to plan is now, not after an emergency happens!

Please refer any questions about the enclosed information and / or your office building's plan to the Building Management office.

Part 4.9 Occupants – Fire and Evacuation Procedures**In the event of a fire:**

- 1) Get people out of immediate danger and close the door to the room or area.
- 2) Activate the red alarm pull station and follow the **9-1-1 Protocol**.
- 3) Notify the occupants in your floor area, and vacate the floor via the nearest safe exit or stairwell.

DO NOT USE THE ELEVATORS

**If a person is on fire:
STOP – DROP – COVER FACE – ROLL
Smother fire by wrapping person in heavy fabric, e.g., coat, rug, curtain.
Do not run while on fire – running fans the fire.**

At the sound of a fire alarm:

- 1) All employees and visitors must follow the instructions of Emergency Personnel.
- 2) If there are no Emergency Personnel nearby and no instructions have been given by Building Management or the Fire Department, evacuate out the nearest safe exit.

Fire Evacuation Procedures:

- 1) Walk. Do not run. Shut all doors behind you and proceed along corridors and in stairwells in a quiet, orderly manner. Do not push or jostle. If smoke is heavily concentrated in the exit, do not attempt to exit by that means of egress, but proceed to an alternate exit. Once outside, move away from the building to avoid falling debris and to allow the Fire Department unobstructed access.
- 2) Proceed to the designated muster point **at the northeast corner of the Southland Park I parking lot** or as directed by building staff or the Fire Department.

Do not go back into the building for any reason unless the Fire Department has given permission to do so.

If you cannot safely reach an exit (Defend-in-Place):

- 1) Stay low to avoid breathing in smoke and toxic gases.
- 2) Retreat into a closed office space.
- 3) Close all doors and other openings.
- 4) Place clothing, paper or other soft material in gaps around closed doors.
- 5) If a telephone is available, follow the **9-1-1 Protocol**.
- 6) If in an office with a window and materials are available, make a large 'HELP' sign. Include your suite and floor number. Hold the sign up to a window that faces the street.
- 7) Do not break the windows as this will draw smoke and gas into the room.
- 8) Remain calm; each partition and standard door provides a barrier against fire.

Part 4.10 **Instructions to Operate Fire Extinguishers**

IMPORTANT The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process.

The fire extinguisher is not there to empower untrained individuals to become firefighters. It is highly recommended that you take a hands-on fire extinguisher training program prior to using a fire extinguisher.

Prior to using a fire extinguisher, make sure the Fire Department is notified of the fire and ensure that you have your back to an exit. Fire extinguishers work only on small fires. Contact your emergency representative to set up fire extinguisher training.

Before Using a Fire Extinguisher:

- Activate the fire alarm to evacuate the building, and then call **911**.
- Ensure that you have an available evacuation route.
- Advise someone that you are going to try to use the fire extinguisher (Buddy System).
- Check that you are using the right fire extinguisher for the type of fire (**A** – Ordinary Solid Materials / **B** – Flammable Liquids / **C** – Electrical Fire / **D** – Combustible Metals).

If the fire is still small and not spreading,

ONLY THEN

Use the P.A.S.S. technique outlined below.

PULL Pull the pin. This will break the tamper seal.

AIM Aim low. Point the hose a few inches in front of the base of the fire. If you are right-handed, hold the extinguisher in your left hand and the end of the hose in your right. This will give you better control of the discharge path.

CAUTION: Do not touch the discharge horn of a CO₂ extinguisher as the CO₂ can damage your skin.

SQUEEZE Squeeze the handle to release the extinguishing agent.

SWEEP Sweep from side to side as you aim the discharge path from the bottom of the fire to the top and back again until the fire appears to be out, and then evacuate the area immediately.

NOTE You have approximately 10 seconds to knock the fire down once you begin to discharge the extinguishing agent. If you are unable to knock the fire down enough to allow you to evacuate, defend in place until help arrives.

PART 5

NATURAL DISASTERS**Part 5.1 Building Incident Commander – Tornado Procedures**

In the event of a Tornado Watch, the Building Incident Commander shall:

- 1) Proceed to the Incident Command Post and contact Building Response Team members.
- 2) Deploy the Building Response Team with radios to the highest floor with a view of the skyline to join the watch.
- 3) Get your portable radio or television, report back to the Incident Command Post, and tune into a local AM radio station or television channel to get the latest emergency bulletins.
- 4) If the Tornado Watch is upgraded to a Tornado Warning, initiate the following procedures:
 - a) Instruct the Building Response Team to take shelter in the nearest designated exit stairwell and sit on a stair and hold onto a railing. **Blue, Green or Yellow Stair** can be used for shelter from a tornado. If they cannot get to a designated stairwell then, avoiding exterior walls and windows, they should take cover under sturdy furniture, holding onto whatever they are under. If no cover is available, they should crouch against a sturdy interior wall and, facing out, bring their knees and hands up to protect themselves.
 - b) Use the emergency voice paging system to contact the Floor Wardens, and tell them to instruct the occupants to leave their spaces, enter the nearest designated stairwell (**Blue, Green or Yellow Stair**), sit on a stair and hold onto a railing (this will place the occupants in a concrete structure with solid fire doors to protect them from debris); if they cannot get to a designated stairwell, they are to take cover under sturdy furniture or crouch against a sturdy interior wall. Do so with the following announcements:
 - **Attention all floors.**
 - **A tornado warning has just been issued.**
 - **Follow the instructions of your Floor Warden.**
 - **Proceed into Blue, Green or Yellow Stair, sit on a stair and hold onto a railing. If you cannot get to a designated stairwell, move toward the centre of the building and take cover under sturdy furniture or crouch against a sturdy interior wall.**
 - **We will advise when the threat has passed.**
 - **Do not leave the building until you are advised that it is safe to do so.**
 - c) Instruct all building staff to proceed to the underground levels and close the doors to all areas within the underground levels and then take cover.

- d) Relocate the Incident Command Post to an underground level, as the tornado could impact the Incident Command Post because of its proximity to the exterior of the building.
- 5) Once the tornado has passed, return to and reactivate the Incident Command Post. If the office building has been impacted by a tornado, use the emergency voice paging system to advise the office building occupants that a tornado has occurred and to stand by for further instructions with the following general announcement:
- **Attention all floors.**
 - **The building has just been impacted by a tornado.**
 - **Building staff are being dispatched to inspect critical life safety systems.**
 - **Floor Wardens, please keep your people on your floors until the integrity of the stairwells has been checked.**
 - **If relocation is required because of fire or an immediate life-threatening condition, relocate your occupants to the lowest safe accessible floors in the building.**
 - **Discourage everyone from leaving the building as they are at risk from falling debris outside.**
- 6) If:
- a) your (current) standard Emergency Response Resources are being overtaxed; or
 - b) you have been able to contact Fire / Ambulance / Police and been advised of extended response times; or
 - c) there are communication problems that have prevented you from contacting Fire / Ambulance / Police;

then use the **ICS Deployment Plan** to deploy your operations, logistics, planning and finance section chiefs (if sufficient building staff or tenant volunteers are available) to activate the response groups under their jurisdiction. Make sure you communicate your priorities: protection of lives, protection of property, restoration of services.

- 7) Ensure that the following systems are checked:
- Fire alarm system to ensure that a fire has not broken out. If fire is indicated, relocate occupants from the fire floor and all floors above to the lowest safe floors in the building.
 - Natural gas lines checked and gas valve shut off.
 - Stairwells and exits to ensure safe relocation of occupants.
 - Elevators to ensure no one is trapped inside. Initiate rescue of trapped occupants as soon as possible in case a fire breaks out as a secondary event. Trapped occupants will have to be rescued from any elevator cars that are stopped between floors.
 - Emergency generator if the power is out and no emergency lights are on.
 - Automatic sprinkler systems to ensure they have water pressure.
 - If power to the building has been interrupted, disconnect the main building power feed at the main switch until the circuits can be inspected for ground faults or shorts.
 - If major damage has occurred, shut down the domestic water feed until water pipes can be inspected.

- 8) If any of the building safety systems, including power, have been compromised, ensure that the Floor Wardens are evacuating the occupants of the office building to the lowest safe floors within the building.
- 9) Ensure that during the response, safety to occupants is not compromised.
- 10) Continue to monitor the status of the incident and the progress of your response. Check your incident coordination maps for search and rescue progress and damage assessment. Assign or reassign personnel as needed or as directed by the authorities. If relocation is required, notify the Floor Wardens to relocate their personnel to the lowest safe accessible floors in the building and to stage there until further action is required.
- 11) Communicate to the authorities, if possible, the status of occupants, staff and facilities; request any assets needed.
- 12) Develop or revise action plans as necessary, communicating those revisions to your emergency personnel.
- 13) Authorize the release of information as per company policy.
- 14) Continue to monitor staff for critical incident stress and ensure that you and your responders get regular breaks away from the command post. If the incident lasts for longer than 12 hours, assign a second shift and let the first shift rest for at least six hours.
- 15) Release staff as appropriate per company policy.
- 16) Remain on-site and in charge until relieved or redirected by the authorities or building owners.
- 17) When the incident has been resolved:
 - a) Authorize the deactivation of active sections, branches or units when they are no longer required.
 - b) Proceed to deactivate the entire emergency response.
 - c) Ensure that any open actions not yet completed will be taken care of after response deactivation.
 - d) Ensure the return of all equipment and reusable supplies to the appropriate storage.
 - e) Close out all incident logs. Ensure that all incident logs, reports and other relevant documents are completed and safely stored for future reference.
 - f) Proclaim termination of the emergency and proceed with recovery operations as necessary.

Note: The safest location within the building during a tornado is in a designated stairwell (Blue, Green or Yellow Stair) because of the concrete and steel construction. If everyone stands within a designated stairwell, there should be sufficient room to get all of the occupants into them in the event of a tornado warning.

RESOURCE MANAGEMENT FORM

(+ indicates surplus, - indicates required)

Building Name: _____

Date: ____/____/____ Time: ____:____ Author: _____

Status

_____ Minor Injuries	_____ Serious Injuries	_____ Fatalities
_____ # Trapped	_____ # Rescued	_____ Total Occupants

Assets

Personnel Assets

_____ First aid personnel
 _____ Tradesmen (discipline) _____
 _____ Search & Rescue
 _____ Fire control and security
 _____ Communications personnel
 _____ Other (specify) _____

Survival Assets

_____ Days of food
 _____ Days of water
 _____ Blankets
 _____ First aid Equipment _____
 _____ Search & Rescue _____
 _____ Equipment _____
 _____ Flashlights
 _____ Batteries
 _____ Sanitary equipment _____
 _____ Other (specify) _____

Transportation Assets

_____ Cars
 _____ 2X2 pickup trucks
 _____ 4X4 pickup trucks
 _____ Van
 _____ Motorcycle
 _____ Motor home
 _____ Other (specify) _____

Communications Assets

_____ Telephones
 _____ Cellular phones
 _____ Radios
 _____ Other (specify) _____

Part 5.2 Building Response Team – Tornado Procedures

In the event of a Tornado Watch, the Building Response Team shall immediately:

- 1) Proceed to the Incident Command Post, get a portable AM radio and a two-way radio (if you don't have one with you), and proceed to the highest occupied floor with a view of the skyline. Do not go up to the roof as tornados produce strong winds and you may be blown off the roof.
- 2) Scan the horizon and skies for evidence of a funnel cloud.
- 3) Monitor your AM radio and keep the Operations Section Chief or the Building Incident Commander informed of your status.
- 4) If the Watch is upgraded to a Warning or if you spot a funnel cloud, advise the Operations Section Chief or the Building Incident Commander at the Incident Command Post and proceed to the nearest designated exit stairwell, where you will sit on a step and hold onto the railing. **Blue, Green or Yellow Stair** can be used for shelter from a tornado. If you cannot get to a designated stairwell, proceed toward the centre of the building, away from exterior walls and windows; protect yourself by taking cover under a desk, sturdy table or other piece of furniture.
- 5) After the tornado has passed, proceed to the Incident Command Post **at the 1st Floor security desk** and check with the Operations Section Chief or the Building Incident Commander.
- 6) Respond as directed by the Operations Section Chief or the Building Incident Commander to address critical systems. This may include the following:
 - Natural gas lines checked and gas valve shut off.
 - Stairwells and exits to ensure safe relocation of occupants.
 - Elevators to ensure no one is trapped inside. Initiate rescue of trapped occupants as soon as possible in case a fire breaks out as a secondary event. Trapped occupants will have to be rescued from any elevator cars that are stopped between floors.
 - Emergency generator if the power is out and no emergency lights are on.
 - Automatic sprinkler systems to ensure they have water pressure.
 - If power to the building has been interrupted, disconnect the main building power feed at the main switch until the circuits can be inspected for ground faults or shorts.
 - If major damage has occurred, shut down the domestic water feed until water pipes can be inspected.
- 7) Ascertain the existence of structural damage to the office building by performing a rapid visual assessment, beginning with the exterior and moving to the interior, if safe to do so (see the *Building Assessment Forms* section in the ICS Deployment Manual). If there is substantial structural damage, advise the Operations Section Chief or the Building Incident Commander and barricade the area off.
- 8) If the Operations Section Chief or the Building Incident Commander informs you of injuries, proceed to the injured persons and assist in the rendering of first aid, concentrating on life-threatening conditions such as stopped breathing, bleeding or unconsciousness.

- 9) If there is structural failure, with the possibility of trapped people and the Fire Department is not on the scene, initiate the following procedures, in teams of at least two persons:
 - a) Take a few minutes to conduct site reconnaissance, and then deal with surface casualties.
 - b) Search for casualties on the fringes of the damaged area. Locate lightly trapped casualties, render first aid on them and remove them. Maintain contact with those people who can be seen or heard but not reached at this time.
 - c) Call and listen as you explore likely survival points and rescue all persons from within the ruins who can be seen or heard. Take time to render first aid before moving victims, unless they are in immediate danger from falling debris or further structural collapse.
 - d) Continue exploring the ruins and selectively remove debris from the locations where survivors are most likely to be found.
 - e) Strip debris from selected areas until all supposed casualties are accounted for. This may include the removal of body parts and the dead. Identify areas within the office building that you have searched with paint, flags or anything else that is easily visible. Also mark areas where you suspect bodies may be located.

For detailed light search and rescue techniques, refer to the *Light Search & Rescue* section in the ICS Deployment Manual.

Note: Never enter dangerous areas alone. Always ensure that another member of your search team is with you and that others know where you are going.

Part 5.3 **Floor Wardens – Tornado Procedures**

In the event of a Tornado Watch at Southland Park II, Floor Wardens shall:

- 1) Put on your identification, if readily available.
- 2) If the WATCH has been upgraded to a WARNING, advise the occupants and reassure them.
- 3) Assist the occupants into the nearest designated stairwell and instruct them to sit on a stair and hold onto a railing. **Blue, Green or Yellow Stair** can be used for shelter from a tornado. If they cannot get to a designated stairwell then, avoiding exterior walls and windows, they should take cover under sturdy furniture, holding onto whatever they are under. If no cover is available, they should crouch against a sturdy interior wall and, facing out, bring their knees and hands up to protect themselves.
- 4) Do not leave cover until you are positive the tornado has passed and it is safe, or until instructed to do so by the Building Incident Commander.
- 5) Reassure everyone and ask them to remain calm while you check for injuries.
- 6) Do a complete check of your floor, looking for injured or trapped persons, dangerous or shorting electrical circuits, damaged and leaking water lines, unstable walls, ceilings, or furniture. Return telephone receivers to their cradles if they have fallen off.
- 7) Upon finding injured occupants, render first aid, if qualified. If not qualified, assist those rendering or requiring first aid.
- 8) Barricade off unsafe areas.
- 9) Check the integrity of the stairwells and exits on your floor and prepare to evacuate if so ordered.
- 10) Implement sanitation procedures by placing garbage cans in the washrooms with triple plastic garbage can liners to be used as temporary toilets until the integrity of the sewage systems is checked. (This is to ensure that raw sewage does not pour into the floor spaces below you should the sewer lines be damaged.)
- 11) Contact the Operations Section Chief or the Building Incident Commander at the Incident Command Post located **at the 1st Floor security desk** and follow the instructions of the Operations Section Chief or the Building Incident Commander.
- 12) If ordered to evacuate your floor to the exterior of the office building (due to structural failure), evacuate the occupants of your floor into the stairwells or exits and proceed to the designated recommended muster point as directed by the Building Incident Commander. Do not run outdoors. Watch for falling debris and electrical wires when leaving the office building.
- 13) If fire occurs, activate the nearest fire alarm pull station (if it has not already been activated) and follow procedures outlined in the previous 'If you discover a fire' section.
- 14) Report any missing persons to the Operations Section Chief or the Building Incident Commander.

Note: The building operations staff will be actively checking critical building systems following a tornado impact and may not be immediately available to assist you with any problems you are experiencing as a result of the tornado. It is important that you stabilize your floors and deal with spot fires and injuries as best you can and report any problems to building staff as soon as possible. Just be aware that it may be some time before building staff are in a position to assist you and that your corporate emergency response plan should reflect that.

Part 5.4 Occupants – Tornado Procedures

In the event of a tornado:

- 1) If prior warning of a tornado is made, the safest place to evacuate to (a relocation to another internal portion of the building) is inside a designated exit stairwell or toward the centre of the building, away from exterior walls and windows. **Blue, Green or Yellow Stair** can be used for shelter from a tornado. If you cannot get to a designated stairwell, protect yourself by taking cover under a desk, sturdy table or other piece of furniture. Hold on to whatever you are under. If taking cover under a sturdy piece of furniture is not possible, crouch inside a closet or against a sturdy interior wall and, facing out, bring your knees and hands up to protect yourself. Stay away (and face away) from windows. Stay away from anything that can shatter or fall on you (light fixtures, bookshelves, etc.). If possible, predetermine a safe location in which to take cover, prior to a tornado.
- 2) Do not leave cover until the tornado has passed and an announcement has been heard stating that it is safe to do so.
- 3) After a major tornado, evacuate the building if so directed by Emergency Personnel.
- 4) Keep calm. Do not run outdoors. Watch for falling debris or electrical wires when leaving the building.
- 5) If required to evacuate, proceed to the designated muster point outside as directed by Emergency Personnel.

If you require assistance to evacuate, remain in your current work location and wait for assistance from Emergency Personnel.

- 6) If fire occurs, activate the nearest fire alarm pull station as the system may still be functional. Follow the office building's **fire and evacuation procedures**.
- 7) If qualified, render first aid. If not qualified, assist those rendering or requiring first aid.
- 8) Report any missing persons to Emergency Personnel, as they will relay information to building staff and the authorities.
- 9) Telephones are to be reserved for emergency use only.

PART 6

HUMAN INDUCED / TECHNOLOGY FAILURES

Part 6.1 Building Incident Commander – Bomb Threat Procedures

Upon being informed of or receiving a bomb threat at Southland Park II, the Building Incident Commander shall:

- 1) If someone has not already done so, complete the following *Bomb Threat Telephone Checklist*.

<p>WHEN A BOMB THREAT IS RECEIVED:</p> <ul style="list-style-type: none"> - Listen. - Be calm and courteous. - Do not interrupt the caller. - Obtain as much information as you can. - Initiate call trace action (where possible) and notify your responsible authority by prearranged signal while the caller is on the line. <p>QUESTIONS TO ASK:</p> <p>What time will the bomb explode? _____</p> <p>Where is it? _____</p> <p>Why did you place the bomb? _____</p> <p>What does it look like? _____</p> <p>Where are you calling from? _____</p> <p>What is your name? _____</p> <p>THREAT RECIPIENT'S PARTICULARS:</p> <p>Name: _____</p> <p>Sect./Br./Dept.: _____</p> <p>Person to contact: _____</p> <p>Telephone: _____</p>	<p>RECORDED DATA:</p> <p>Date: _____</p> <p>Time: _____</p> <p>Duration of Call: _____</p> <p>EXACT WORDING OF THREAT:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>IDENTIFYING CHARACTERISTICS:</p> <p>Sex: _____ Estimated Age: _____</p> <p>Accent (Eng., Fr., etc.): _____</p> <p>Voice (loud, soft, etc.): _____</p> <p>Speech (fast, slow, etc.): _____</p> <p>Diction (good, nasal, lisp, etc.): _____</p> <p>Manner (calm, emotional, vulgar, etc.): _____</p> <p>Background noises: _____</p> <p>Was voice familiar? _____</p> <p>Was caller familiar with area? _____</p>
---	---

- 2) Phone the police and advise them that you have received a bomb threat, and relay any information from the *Bomb Threat Telephone Checklist* that they may require. Choose a location for the Bomb Threat Assessment Team to meet. Advise the Bomb Threat Assessment Team of the meeting location.
- 3) Use the *Bomb Threat Assessment Matrix* to assess the credibility of the threat. Proceed to meet with the Bomb Threat Assessment Team, bringing the *Bomb Threat Assessment Matrix* and *Bomb Threat Telephone Checklist* and any security reports that may assist with the threat assessment.
- 4) If no information was provided by the perpetrator of the threat other than the presence of a bomb in the building, the threat level should be deemed LOW and the following procedures initiated:
 - a) Advise occupant contacts either by phone or in person.
 - b) Recommend NO evacuation.
 - c) Ensure that occupant contacts understand that the decision to evacuate is ultimately up to the occupant.
 - d) Ask that all occupants search their own area as a precaution.
- 5) If an area has been targeted by the individual making the threat and you, as well as the Bomb Threat Assessment Team, feel that the target is valid, the motivation is valid, that the caller has the opportunity to have access to the target, and if a time has been given, determine the threat level to be HIGH and initiate the following procedures:
 - a) Dispatch the Building Response Team to the area to initiate overt search procedures, starting with red search zones, then yellow zones and finally green zones.
 - b) Advise the Floor Wardens in that area, via the emergency voice paging system, that a high-level threat has been directed against the building, and that you RECOMMEND they evacuate all occupants from their area, once the occupants have checked their own office area. Do this with the following 'ALL CALL' public instructions:
 - **Attention all floors.**
 - **A 'Code B' incident has occurred within the building.**
 - **Threat level is HIGH.**
 - **Please check your immediate area for suspicious packages, and should you choose to evacuate, please take your briefcases, bags, parcels or personal items with you.**
 - **Building staff are evacuating.**
 - **We RECOMMEND evacuation.**
 - **This will be our last announcement.**

Note: Communicate all details of the threat to the authorities. If they provide guidance as to where the occupants should assemble, incorporate that in the above announcement.

- 6) If a suspicious package is found:
 - a) Advise whoever found it **NOT TO DISTURB IT** in any way. Contact the police and follow their instructions.
 - b) Assist the bomb squad by ensuring unobstructed access to the area. Make sure all nonessential staff has been evacuated from the area. Once the bomb squad has access to the area, proceed to a safe distance from the area and stand by for further instructions.
 - c) If the suspicious device explodes and fire develops, initiate emergency actions as outlined in the preceding fire procedures.
- 7) If no device has been found, the Building Incident Commander, in conjunction with the police department and Bomb Threat Assessment Team, must make the decision whether or not to announce a false alarm and allow the occupants to return to the office building.

Considerations:

1. Ninety-nine percent of bomb threats do not involve improvised explosive devices (IEDs). Those wanting to kill will never call in the threat. The exception would be to call in the threat, see where everyone evacuates to, park a vehicle bomb near that area and call in another threat.
2. The muster point must be rotated from threat to threat and be located a distance from the building as per the *Bomb Threat Standoff* chart on the following page.
3. Areas where the general public has unchallenged access shall be designated 'Red' and shall be searched first, starting in the area nearest the target. Areas where the general public has limited or restricted access will be designated 'Yellow' and searched next, starting with the area nearest the target. Areas where the general public has no access will be designated as 'Green' and searched last, beginning with areas nearest the target.
4. Leaving all doors open to the area containing the suspicious device will allow the explosion to vent, reducing the damage to the building.
5. Use of radios to assist with the search is acceptable, but transmissions must not be allowed from the room containing the device.
6. Floor plans must be available to the bomb squad.
7. Many IEDs use microswitches and mercury switches to initiate detonation, so the suspicious device/package must never be moved.
8. Upon finding a suspicious package, all efforts (time permitting) must be made to identify the owner of the package to eliminate it as a potential device. This may be done by interviewing the occupants normally in the area where the package was found.

Bomb Threat Standoff

THREAT DESCRIPTION	EXPLOSIVES CAPACITY (TNT EQUIVALENT)	BUILDING EVACUATION DISTANCE	OUTDOOR EVACUATION DISTANCE
PIPE BOMB	5 LBS / 2.3 KG	70 FT / 21 M	850 FT / 259 M *
BRIEFCASE / SUITCASE BOMB	50 LBS / 23 KG	150 FT / 46 M	1850 FT / 564 M *
COMPACT SEDAN	500 LBS / 227 KG	320 FT / 98 M	1500 FT / 457 M **
SEDAN	1000 LBS / 454 KG	400 FT / 122 M	1750 FT / 534 M **
PASSENGER / CARGO VAN	4000 LBS / 1814 KG	640 FT / 195 M	2750 FT / 838 M **
SMALL MOVING VAN / DELIVERY TRUCK	10000 LBS / 4536 KG	860 FT / 263 M	3750 FT / 1143 M ***
MOVING VAN / WATER TRUCK	30000 LBS / 13608 KG	1240 FT / 375 M	6500 FT / 1982 M ***
SEMI-TRAILER	60000 LBS / 27216 KG	1570 FT / 475 M	7000 FT / 2134 M ***

- **Explosive Capacity** based on maximum volume or weight of explosives (TNT equivalent) that could reasonably fit in a suitcase or vehicle.
- **Building Evacuation Distance** is the range to which all buildings must be evacuated. From this range to the Outdoor Evacuation Distance personnel may remain inside the building (with some risk) but must move to a safe area in the interior of the building away from windows and exterior walls. Evacuated personnel must move to the Outdoor Evacuation Distance.
- **Outdoor Evacuation Distance** is the range to which all personnel in the open must be evacuated and the preferred range for the building evacuation.

* Distances governed by shrapnel throw for cased charge.

** Distance governed by vehicle fragment throw. (Note that vehicle fragments don't typically travel as far as cased charges.)

*** Distance governed by glass breakage.

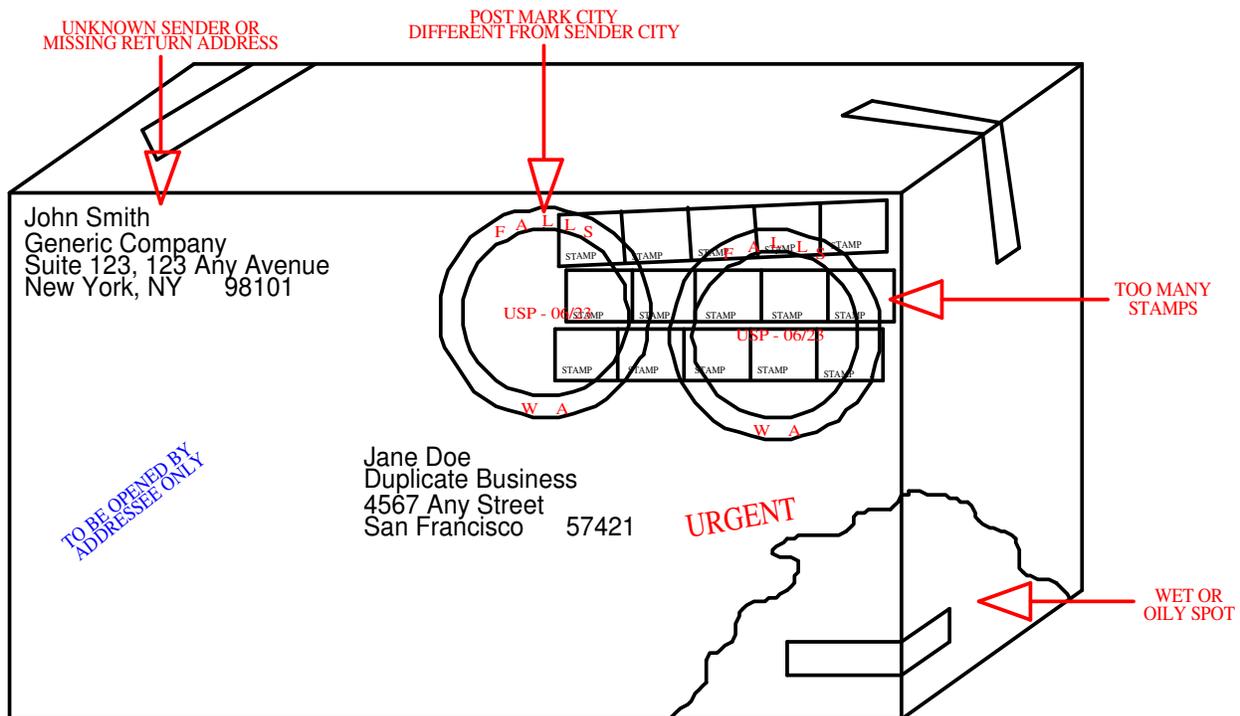
Identifying a Possible Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for are:

- Excessive weight for the size of the package or heavy at one end.
- Too much postage, usually in the form of stamps.
- No return address, or an unknown sender.
- Mailed from a foreign country, or via airmail or special delivery.
- A rigid or lopsided envelope.
- Common words are misspelled.
- Restrictive markings, such as confidential, urgent, personal or open by addressee only.
- Incorrect title for the addressee, or a title without a person's name.
- Handwritten or poorly typed address.
- Protruding wires, string or tinfoil.
- Excessive securing material, such as tape or string.
- Oily stains or discolouration on the outside of the package.

If you are suspicious: Don't touch the package, not even to move it out of the way.
IMMEDIATELY CALL **911** AND BUILDING SECURITY.



Bomb Threat Assessment Matrix - Part 1			
<i>This matrix is designed to assist in rapidly assessing a bomb threat and selecting an appropriate course of action. The more <u>critical</u> factors answered with a "yes", the more credible the threat.</i>			
1.	Threat Evaluation	Critical Factors that lend immediate credibility	Yes No
		Did the threat include a Specific Target Location (S.T.L.)?	
		Did the threat include a Time of Explosion (T.O.E.)?	
		Is there any current intelligence advising of an existing threat?	
		Critical Factors (Specific) Did the threat reveal;	
		Knowledge of the facility?	
		Knowledge of bombs?	
		A capability to act?	
		A substantial motive?	
		Background information?	
		Critical Factors that lend credibility	
		Did the threat name a specific target?	
		Did the threat name a specific victim?	
		Was anyone able to identify the caller?	
		Did the threat include a specific reason for the threat?	
		Do your impressions (gut feelings) tell you that the threat is genuine?	
		Other Factors & Considerations (General)	
		Anything in the news, movies, etc.	
		Do employees always go home when there is a bomb threat?	
		Are they required to make up time after a bomb threat?	
		Good weather?	
		Are political issues a factor?	
		What is the site/area/organizational history? Are bomb threats common?	
		Has there been an increased frequency of threats in the recent past?	
		If the call was delivered by phone did the caller sound calm or slightly nervous?	
		If written, did the writing leave the impression that they were serious?	
		Can the writing be analyzed?	
		Factors that reduce credibility	
		Did the threat contain wrong or incorrect terminology for your business / location?	
		Did the threat indicate inaccurate timing?	
		Did the threat contain incorrect background information?	
CREDIBILITY OF THREAT		HIGH	MODERATE

Bomb Threat Assessment Matrix - Part 2				
2.	Response	Considerations	Yes	No
		<i>About 80% of bombs are found outside. Most bombs are less than two pounds.</i>		
		Is it safer to stay in the building?		
		Do you have time to evacuate?		
		Have evacuation routes and relocation areas been 'quick searched'?		
		Do you have time to search?		
		Do you have adequate assets to conduct a primary search?		
		Do you have adequate assets to conduct a secondary (detailed) search?		
		Has knowledge of the threat been leaked? Has it become or is it becoming common knowledge?		
		Is there pressure (Union, etc.) to evacuate?		
		Is there agreement from credible resources to evacuate?		
		OPTIONS	Pick One	
		Take no action – Shelter in place		
		Search without evacuating		
		Evacuate and search		
3.	Evacuation	Considerations	Yes	No
		Have evacuation routes and relocation areas been 'quick searched'?		
		Is there a possibility that personnel are being channelled into a 'kill zone'?		
		Is there a possibility of snipers?		
		Have you considered wind direction prior to evacuating?		
		Have you considered weather prior to evacuating?		
		Persons requiring assistance to evacuate?		
		Bystanders, visitors and press?		
		OPTIONS	Pick One	
		Full		
		Limited		
		Random Area Shifting		

Part 6.2 Building Incident Commander – Suspicious Package Procedures

Upon being informed of an unexpected delivery of a suspicious package at Southland Park II, the Building Incident Commander shall attempt to identify and contact the sender. If no sender is identified or found and any of the conditions identified in the "Reason for Report" list below are present, the Building Incident Commander shall:

- 1) Instruct the Security Site Manager to complete the following *Suspicious Package Report*.

<p>REASON FOR REPORT:</p> <ul style="list-style-type: none"> • Packages misaddressed or sent to a generic title (e.g., "The CEO") instead of an individual's name. • Unusual or unexpected point of origin. • Unusually restrictive markings (e.g., "rush", "do not delay delivery"). • Excessive stamp postage as opposed to metered postage. • Blurred or missing postal stamp cancellation marks. • Unrecognizable or no return address or one that is obviously wrong. • Cut & paste lettering, improvised labels, obviously disguised scripts, homemade labels, poor typing / handwriting / spelling. • Excessive size, weight or thickness of package or envelope. • Discolouration in the packaging caused by some sort of leak. • Oily or greasy stains on packaging. • Unusual odours such as almond, marzipan, machine oil or excessive perfume used to mask other smells. • Noise of ticking, sloshing or buzzing. • Feel of springiness or unusual stiffeners. • Metallic components, wires, batteries or loose contents in letters. • Holes, protruding wire, string or metal foil. • Excessive wrapping, tape, staples or string. • People unconscious or obviously ill. • Packages found near a ventilation system. • Packages wrapped using string or filament tape and having only one way to open them. 	<p>INCIDENT LOCATION:</p> <p>Address: _____</p> <p>City: _____</p> <p>Province: _____</p> <p>TEMPERATURE OF THE PACKAGE:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Hot</td> <td style="width: 50%;">Warm</td> </tr> <tr> <td>Cool</td> <td>Cold</td> </tr> </table> <p>ODOUR:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">None</td> <td style="width: 50%;">Irritating</td> </tr> <tr> <td>Garlic / Horseradish</td> <td>Changing</td> </tr> <tr> <td>Sweet</td> <td>Pepper</td> </tr> <tr> <td>Almond / Peach</td> <td>Forest</td> </tr> <tr> <td>Fruity</td> <td>Flowery</td> </tr> <tr> <td>New Mown Hay</td> <td>Rotten Eggs</td> </tr> <tr> <td colspan="2">Other: _____</td> </tr> </table> <p>VISIBLE EMISSION:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Smoke</td> <td style="width: 50%;">Mist</td> </tr> <tr> <td>Changing</td> <td></td> </tr> </table> <p>UNEXPLAINED SYMPTOMS:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">None</td> <td style="width: 50%;">Chest Tightness</td> </tr> <tr> <td>Skin Stinging</td> <td>Dizziness</td> </tr> <tr> <td>Blurred Vision</td> <td>Skin Reddening</td> </tr> <tr> <td>Runny Nose</td> <td>Welts / Blisters</td> </tr> <tr> <td>Fever</td> <td>Choking</td> </tr> <tr> <td>Difficulty Breathing</td> <td>Nausea</td> </tr> <tr> <td>Vomiting</td> <td>Cough</td> </tr> <tr> <td>Diarrhea</td> <td>Headache</td> </tr> <tr> <td colspan="2">Other: _____</td> </tr> <tr> <td colspan="2">Time of Onset: _____</td> </tr> </table>	Hot	Warm	Cool	Cold	None	Irritating	Garlic / Horseradish	Changing	Sweet	Pepper	Almond / Peach	Forest	Fruity	Flowery	New Mown Hay	Rotten Eggs	Other: _____		Smoke	Mist	Changing		None	Chest Tightness	Skin Stinging	Dizziness	Blurred Vision	Skin Reddening	Runny Nose	Welts / Blisters	Fever	Choking	Difficulty Breathing	Nausea	Vomiting	Cough	Diarrhea	Headache	Other: _____		Time of Onset: _____	
Hot	Warm																																										
Cool	Cold																																										
None	Irritating																																										
Garlic / Horseradish	Changing																																										
Sweet	Pepper																																										
Almond / Peach	Forest																																										
Fruity	Flowery																																										
New Mown Hay	Rotten Eggs																																										
Other: _____																																											
Smoke	Mist																																										
Changing																																											
None	Chest Tightness																																										
Skin Stinging	Dizziness																																										
Blurred Vision	Skin Reddening																																										
Runny Nose	Welts / Blisters																																										
Fever	Choking																																										
Difficulty Breathing	Nausea																																										
Vomiting	Cough																																										
Diarrhea	Headache																																										
Other: _____																																											
Time of Onset: _____																																											

- 2) Phone the police and advise them that you have discovered a suspicious package, and relay any information from the *Suspicious Package Report* that they may require.
- 3) Dispatch the Building Response Team to cordon off the area and shut down any equipment that might spread any suspicious agent that could be in the package, such as HVAC or equipment with cooling fans.
- 4) If you have not had instructions to the contrary from the authorities, recommend to occupants to evacuate to the exterior of the building and move at least 450 metres away from the building. Do this with the following **'ALL CALL'** announcement:
 - ***Attention all floors.***
 - ***A high-level threat is in effect in the building.***
 - ***We recommend that you evacuate at least 450 metres away from the building.***
 - ***We will advise when the authorities have cleared the scene.***

Note: Communicate all details of the threat to the authorities. If they provide guidance as to where the occupants should assemble, incorporate that in the above announcement.

- 5) Dispatch a personnel member to meet with the authorities upon their arrival and pass along all relevant information, including a list of all the people who were in the affected area or room where the package was discovered.
- 6) Upon receiving instructions from the authorities to evacuate the entire building, use the emergency voice paging system to advise the Floor Wardens to begin evacuation procedures. Do so with the following **'ALL CALL'** announcement:
 - ***Attention all floors.***
 - ***The authorities have ordered an evacuation of the building.***
 - ***Floor Wardens, please initiate evacuation procedures.***
 - ***Once you have exited the building, please proceed (to area suggested by the authorities).***
- 7) If the authorities determine that the package does not provide a threat, the Building Incident Commander will advise evacuated occupants that it is safe to return to the office building (if necessary, phone the affected tenant contacts to advise that it is safe to return).
- 8) When the incident has been resolved:
 - a) Authorize the deactivation of active teams when they are no longer required.
 - b) Proceed to deactivate the entire emergency response.
 - c) Ensure that contaminated persons wash their hands or shower before leaving the office building and that contaminated clothing is removed and placed in sealed plastic bags or other appropriate sealed containers.
 - d) Close out all incident logs. Ensure that all incident logs, reports and other relevant documents are completed and safely stored for future reference.
 - e) Proclaim termination of the emergency and proceed with recovery operations as necessary.
 - f) Compile an incident report to share with tenant contacts once it has been vetted by the Property Manager / Public Information Officer.

Note: If you or your staff feel threatened or that your safety might be compromised, evacuate the building and proceed to a safe location, well away from the building.

Part 6.3 Building Incident Commander – Suspicious Object Procedures

Upon being informed of the discovery of a suspicious object at Southland Park II, the Building Incident Commander shall:

- 1) Collect as much information as possible from those who reported the suspicious object and review security camera or amateur footage of the area (if available).
 - 2) Assess what is known about the object. If none of the following applies, the object might not be deemed a threat:
 - Left or placed in an out-of-the-way area (under or behind a seat or trash container);
 - Located in an out-of-place or abandoned container (fire extinguisher, propane canister, Thermos);
 - Has suspicious qualities (odd smell, emission, sound or other quality);
 - Security footage indicates that the package was left deliberately;
 - Matches something described in a threat;
 - Has a threatening message attached.
 - 3) If the object is deemed a threat, dispatch the Building Response Team to cordon off the area around the object. Phone the police and advise them that you have discovered a suspicious object, and relay any information about the object that they may require.
 - a) If you have not had instructions to the contrary from the authorities, recommend to occupants to evacuate to the exterior of the building and move at least 450 metres away from the building. Do this with the following '**ALL CALL**' announcement:
 - **Attention all floors.**
 - **A high-level threat is in effect in the building.**
 - **We recommend that you evacuate at least 450 metres away from the building.**
 - **We will advise when the authorities have cleared the scene.**
- Note: Communicate all details of the threat to the authorities. If they provide guidance as to where the occupants should assemble, incorporate that in the above announcement.**
- b) Dispatch a personnel member to meet with the authorities upon their arrival and pass along all relevant information.
 - c) If the authorities determine that the object does not provide a threat, the Building Incident Commander can allow the occupants to return to the office building.
- 4) If the object is not deemed a threat, dispatch a member of the Building Response Team to carefully check the object and its contents to determine the owner, or to take it to lost and found.
- 5) When the incident has been resolved:
 - a) Authorize the deactivation of active teams when they are no longer required.
 - b) Proceed to deactivate the entire emergency response.

- c) Close out all incident logs. Ensure that all incident logs, reports and other relevant documents are completed and safely stored for future reference.
- d) Proclaim termination of the emergency and proceed with recovery operations as necessary.

Note: If you or your staff feel threatened or that your safety might be compromised, evacuate the building and proceed to a safe location, well away from the building.

Part 6.4 Building Incident Commander – Explosion / Aircraft Impact Procedures

In the event of an explosion or aircraft impact, the Building Incident Commander shall:

- 1) Phone **911** from the nearest safe available communications equipment and relay what is known about the incident.
- 2) Use the emergency voice paging system to advise the office building occupants that a serious incident has occurred, to remain on their floor while the integrity of the stairwells and exits is checked, and to follow the instructions of their Floor Wardens. Do so with the following instructions:
 - **Attention all floors.**
 - **The building has just experienced a serious incident.**
 - **Please remain on your floors while the stairwells and exits are checked for safety.**
 - **Leave your floors only if you are threatened by fire or other dangerous events.**
 - **Please follow the instructions of your Floor Warden.**
 - **We will advise if evacuation is necessary.**
- 3) If:
 - a) your (current) standard Emergency Response Resources are being overtaxed; or
 - b) you have been able to contact Fire / Ambulance / Police and been advised of extended response times; or
 - c) there are communication problems that have prevented you from contacting Fire / Ambulance / Police;

then use the **ICS Deployment Plan** to deploy your operations, logistics, planning and finance section chiefs (if sufficient building staff or tenant volunteers are available) to activate the response groups under their jurisdiction. Make sure you communicate your priorities: protection of lives, protection of property, restoration of services.

- 4) Dispatch the Building Response Team to check the integrity of the stairwells and exits and the status of the fire alarm system, noting any indication of fire. Communicate relevant information to the authorities at **911** or in person if they are on the scene. If fire is detected by the fire alarm system, initiate fire response procedures as described in the 'Fire Procedures' section of the Building Incident Commander's duties.
- 5) Ensure that floor plans are available to arriving authorities and that the elevators have been grounded.
- 6) Dispatch a personnel member to meet the authorities and pass along all relevant information, while receiving instructions from the authorities.
- 7) Upon receiving instructions from the authorities to evacuate, use the emergency voice paging system to advise the Floor Wardens to begin evacuation procedures with the following instructions:
 - **Attention all floors.**
 - **The authorities have ordered an evacuation of the building.**
 - **Floor Wardens, please initiate evacuation procedures.**
 - **Once you have exited the building, please proceed (to area suggested by the authorities).**

- 8) Continue to monitor the status of the incident and the progress of your response. Check your incident coordination maps for search and rescue progress and damage assessment. Assign or reassign personnel as needed or as directed by the authorities.
- 9) Communicate to the authorities, if possible, the status of occupants, staff and facilities, and request assets as needed or requested.
- 10) Develop or revise action plans as necessary and in cooperation with the authorities, communicating those revisions to your emergency personnel.
- 11) Authorize the release of information as per company policy.
- 12) Continue to monitor staff for critical incident stress and ensure that you and your responders get regular breaks away from the operations centre. If the incident lasts for longer than 12 hours, assign a second shift and let the first shift rest for at least six hours.
- 13) Release staff as appropriate per company policy.
- 14) Remain on site and in charge until relieved or redirected by the authorities or building owners.
- 15) When the incident has been resolved:
 - a) Authorize the deactivation of active sections or units when they are no longer required.
 - b) Proceed to deactivate the entire emergency response.
 - c) Ensure that any open actions not yet completed will be taken care of after response deactivation.
 - d) Ensure the return of all equipment and reusable supplies to the appropriate storage.
 - e) Close out all incident logs. Ensure that all incident logs, reports and other relevant documents are completed and safely stored for future reference.
 - f) Proclaim termination of the emergency and proceed with recovery operations as necessary.

Note: If you or your staff feel threatened or that your safety might be compromised, evacuate the building and proceed to a safe location, well away from the building.

Part 6.5 Building Incident Commander – Bio-Toxins in Mail

In the event of receipt of mail with suspicious powder inside or spilling onto surfaces, the Building Incident Commander shall:

- 1) Phone **911** and relay what is known about the situation.
- 2) Dispatch the Building Response Team to cordon off the area and shut down any equipment that might spread the suspicious agent, such as HVAC or equipment with cooling fans.
- 3) Ensure that Floor Wardens have evacuated the affected areas, keeping those who have been exposed to the suspicious agent apart from those who haven't.
- 4) Dispatch a personnel member to meet with the authorities and pass along all relevant information, including a list of all the people who were in the affected area or room, while receiving instructions from the authorities.
- 5) Upon receiving instructions from the authorities to evacuate, use the emergency voice paging system to advise the Floor Wardens to begin evacuation procedures with the following instructions:
 - ***Attention all floors.***
 - ***The authorities have ordered an evacuation of the building.***
 - ***Floor Wardens, please initiate evacuation procedures.***
 - ***Once you have exited the building, please proceed (to area suggested by the authorities).***
- 6) Continue to monitor the status of the incident and the progress of your response teams.
- 7) Communicate to the authorities, if possible, the status of occupants, staff and facilities, and request assets or services (such as medical testing and decontamination) as needed or requested.
- 8) Develop or revise action plans as necessary and in cooperation with the authorities, communicating those revisions to your emergency personnel.
- 9) Authorize the release of information as per company policy.
- 10) Release staff as appropriate per company policy.
- 11) When the incident has been resolved:
 - a) Authorize the deactivation of active teams when they are no longer required.
 - b) Proceed to deactivate the entire emergency response.
 - c) Ensure that contaminated persons wash their hands or shower before leaving the facility and that contaminated clothing is removed and placed in sealed plastic bags or other appropriate sealed containers.
 - d) Close out all incident logs. Ensure that all incident logs, reports and other relevant documents are completed and safely stored for future reference.
 - e) Proclaim termination of the emergency and proceed with recovery operations as necessary.

Note: If you or your staff feel threatened or that your safety might be compromised, evacuate the building and proceed to a safe location, well away from the building.

Part 6.6 **Building Incident Commander – Internal Hazardous Chemical Spill Procedures**

If you are informed of a chemical spill within the office building, the Building Incident Commander shall initiate the following procedures:

- 1) Deploy the Building Response Team to the area to assess the nature and severity of the emergency (ensuring that all non-emergency staff has evacuated the area).
- 2) If the spill is large or the chemical poses a health risk to your staff:
 - a) Phone the authorities at **911** and advise them of a chemical spill and the nature of the chemical involved (see the Hazardous Materials section at the back of the building's emergency manual). Advise them that you are going to activate the fire alarm system to clear the office building.
 - b) Activate the fire alarm system to evacuate the office building. Use the emergency voice paging system to advise the Floor Wardens that an emergency has occurred within the office building and that they are to evacuate their occupants to the recommended muster point **at the northeast corner of the Southland Park I parking lot**. If there is evidence of chemical fumes escaping the office building into the atmosphere, ensure that the recommended muster point is not downwind from the office building (relocate if it is).
 - c) Confirm that the fire alarm has shut down the air-handling units to prevent the spread of fumes through the air-handling system. If necessary, the air-handling units can be shut down manually with the following procedures:

Proceed to each mechanical room (there are 4 Quadrants on each penal of each floors mechanical room) in the building and shut down the air-handling units located on the back wall of each mechanical room.
 - d) If anyone has come in contact with the spilled chemical, follow first aid response for this chemical, outlined in the Hazardous Materials section of the building's emergency manual.
 - e) Make sure that the Hazardous Materials section is available to the Fire Department upon their arrival, and then follow their instructions.
- 3) If the spill is small and your staff members can contain the spill without endangering themselves, follow the spill containment procedures for that chemical contained within the Hazardous Materials section at the back of the building's emergency manual.

Part 6.7 Building Incident Commander – External Haz-Mat / Shelter-in-Place

If you are informed that chemical, biological, or radiological contaminants have been or might be released accidentally or intentionally into the environment (see note below), the Building Incident Commander shall initiate the following procedures:

- 1) Proceed to the Incident Command Post. Turn on the radio to a local news station. Inform the authorities at **911**.
- 2) Advise all building staff to initiate shelter-in-place protocols.
- 3) Use the emergency voice paging system to advise occupants and visitors in the building that for their safety they should invacuate and not leave the building. Remind occupants that the authorities have provided directives to shelter in place, and that they want everyone to take those steps now, where they are, and not to drive or walk outdoors. Do this with the following '**ALL CALL**' announcements:
 - **Attention all floors.**
 - **The building has been secured due to an external hazardous material incident in the immediate area affecting the building.**
 - **Please remain in the building until the authorities have notified that it is safe to leave. There is no cause for alarm.**
 - **Anyone who wishes to leave the building, contrary to the instructions of the authorities, may do so via the main exits or exit stairwells.**
 - **Please remember that once you leave the building, you will not be allowed back in.**
 - **HVAC systems have been turned off. Please follow relocation orders of your Floor Wardens.**
 - **Elevators will be disabled once persons requiring assistance have been relocated to the shelter-in-place area.**
 - **The building will be restored to normal operation as soon as the incident is resolved. You will be updated when events change.**

The shelter-in-place area is **the 3rd and 4th Floor**.

- 4) Use the emergency voice paging system to contact the Floor Wardens, and tell them to begin to relocate their occupants as necessary to their designated shelter-in-place area, with the following instructions:
 - **Attention all Floor Wardens.**
 - **Please initiate shelter-in-place procedures by relocating the occupants from your area via the stairwells to your designated shelter-in-place area.**
- 5) Dispatch the Building Response Team - Security to the exit stairwells and exits to assist the building occupants who wish to leave the building. If the authorities indicate that shelter-in-place is the result of a biological or chemical release, instruct the Building Response Team - Security to proceed to the shelter-in-place area.
- 6) Ensure that the Building Response Team - Security is initiating shelter-in-place protocols which include the following:
 - a) Hard lock all outside doors.
 - b) Put the building in after-hours mode.

- c) Allow no one into the building.
 - d) Proceed to the exits, including the stairwell exit doors. Anyone who wishes to leave the building can do so at these exits, but do not let anyone enter the building once it is locked down.
- 7) Ensure that the Building Response Team is initiating shelter-in-place protocols which include the following:
- a) Shut down the HVAC system and all pressurization fans in the building (to do this, proceed to each mechanical room (there are 4 quadrants on each penal of each floors mechanical room) in the building and shut down the air-handling units located on the back wall of each mechanical room.)
 - b) Use an elevator to assist the Floor Wardens in relocating persons requiring assistance to the shelter-in-place area.
 - c) Once all persons requiring assistance are relocated, lock the elevator out of service, proceed to the shelter-in-place area and plastic the elevator doors.

Note that, since the elevators are locked out, stairwell exits will be the only means to move between floors to access building exits for anyone who wishes to leave the building.

- 8) If a Floor Warden advises you that assistance is needed to relocate a person requiring assistance to the shelter-in-place area, dispatch a Building Response Team member to utilize an elevator to facilitate the relocation.
- 9) Have a personnel member ready to monitor emergency bulletins via local radio or to initiate emergency calls as well as relay important information to building staff via portable radios. Consider that cell phone service will probably be compromised due to overload.
- 10) Instruct Floor Wardens to enlist the aid of tenant volunteers to use duct tape and heavy gauge plastic to seal all cracks around elevator doors and other doors serving the shelter room(s) as well as the washroom vents.
- 11) Ensure that the Floor Wardens document who is on their floor and what department or company each person works for.
- 12) Continue to monitor the radio. The authorities may initiate an area-wide evacuation. Should an evacuation be ordered, ensure that transportation is arranged for those persons who don't have their own transportation.
- 13) If an explosion occurs and damage is inflicted upon the building, initiate explosion procedures located in this manual.

Note: If an explosion occurs that is in proximity of the building but has not impacted the building, then as a precaution:

- a) Shut down the HVAC system until such time as it is determined that there is no danger to the building.
- b) Put the building in after-hours mode.
- c) Post observers to monitor the conditions outside of the building, looking for people displaying signs of distress (coughing, choking, staggering, etc.). If signs of distress have been observed, they will be reported and a full building shelter-in-place protocol will be initiated.
- d) If no instructions are forthcoming from the authorities and it is determined, after consulting with the tenants, that a different course of action is required, initiate the appropriate protocols.

Part 6.8 Building Incident Commander – Power Failure Procedures

In the event of a power failure that affects the building, the Building Incident Commander shall initiate the following procedures:

- 1) Convene the building emergency team at the Incident Command Post **at the 1st Floor security desk**. If the Incident Command Post is not usable for any reason use the main building lobby as an alternate location.
- 2) Contact the Building Response Team by two-way communication devices and dispatch them to assess building systems (primary) and tenant emergency power systems (secondary). Ensure that engineers are assigned to watch the emergency generator and that the Building Response Team - Security is assessing security systems and securing their posts.
- 3) Contact the utility company's customer service department and report the outage. Inquire as to the possible cause and duration of the outage. Monitor radio and television reports to assess the status of local neighbouring buildings and roadway intersections.
- 4) Make an announcement to the building via the '**ALL CALL**' function, advising that a power failure has occurred and that the situation is being investigated. Occupants should be asked to remain in place until an assessment of the problem can be made. The announcements are as follows:
 - **Attention, Attention.**
 - **A power failure has occurred that is affecting the building.**
 - **We are attempting to determine the magnitude and duration of the power interruption.**
 - **Life safety systems are operating on emergency power.**
 - **Please remain in your space until we can assess the duration of the outage.**

Repeat the message and deactivate the emergency voice paging system.

- 5) If the outage is anticipated to last longer than 15 minutes, instruct the Building Response Team - Security to unlock all exit and exit stairwell doors to facilitate evacuation. Ensure that security is posted at grade level in all unsecured stairwells.
- 6) Determine if and when an evacuation of the building is to be carried out. If it is determined that evacuation is necessary:
 - a) Deploy available staff to assist with evacuation coordination, considering that many occupants will need to access their cars in parking areas and may need assistance or coordination in safely leaving the parking areas as pedestrians leave the building.
 - b) Conduct the evacuation in an orderly and systematic way incorporating the Floor Warden network and the emergency voice paging system with the following instructions:
 - **Attention, Attention.**
 - **Because of the nature and duration of the power interruption, and in consideration of life safety, Building Management has elected to close the building.**
 - **Floor Wardens, please utilize the exit stairwells to evacuate your areas of able-bodied persons.**
 - **Please take care in leaving the building and parking areas.**

- 7) Ensure that the Building Response Team - Security is directing people who are congregating in the building lobbies to leave the building.
- 8) Ensure that all staff are aware that they are not to talk to the media, that all inquiries are to be handled as per company policy, and that all special requests are to be directed to the Building Incident Commander.

Note: Contact the Security Manager and Chief Engineer every 15 minutes for information exchange.

Once utility power is restored, the Building Incident Commander shall:

- 1) Contact the utility company's customer service department and verify that utility power is stable.
- 2) Confirm with the Building Response Team the status of the building electrical switch and the emergency generator.
- 3) Contact the Chief Engineer to ensure that all building systems are reactivated and functioning properly.
- 4) Contact the Security Manager to ensure that all security systems are reactivated and functioning properly and that all exits and security posts are secure.
- 5) Make an announcement to the building via the '**ALL CALL**' function, advising that power has been restored and that occupants may resume normal operations once all of their equipment has been powered up. The announcements are as follows:
 - **Attention, Attention.**
 - **Power has been restored to the building.**
 - **Building systems have been reactivated and confirmed operational.**
 - **You may experience a delay in elevator service over the next 20-30 minutes.**
 - **You may return to your tenant spaces and resume normal operations.**
 - **Thank you for your patience and cooperation.**

Repeat the message and deactivate the emergency voice paging system.

Part 6.9 Building Incident Commander – Civil Unrest Procedures

In the event that a civil disturbance is in progress in the vicinity of the building, the Building Incident Commander shall initiate the following procedures:

- 1) Proceed to the Incident Command Post **at the 1st Floor security desk.**
- 2) Dispatch the Building Response Team - Security to lock all entrances to the building.
- 3) Dispatch the Building Response Team - Security to monitor each of the entrances.
- 4) Monitor the situation, receiving constant status updates from door monitors.
- 5) If the situation deteriorates to the point where it is likely that the event will impact the building:
 - a) Announce to all staff that you intend to close the building until the situation is brought under control; have the Building Response Team proceed to the elevators to lock them out of service.
 - b) Order the security door monitors to lock the primary doors and to secure the loading dock and parking entrances.
 - c) Make the following '**ALL CALL**' announcement to the building occupants:
 - **Attention all floors.**
 - **The building has been closed due to a civil disturbance in the immediate area around the building.**
 - **Please remain in your offices. There is no cause for alarm.**
 - **As a precaution, the elevators have been disabled. We recommend that you do not try to use the stairwells.**
 - **The building will be restored to normal operation as soon as the incident is resolved. You will be updated when events change.**
 - d) If there is a portable video camera present, instruct one of the building staff to stand at the inside of the main entrance and videotape the crowd.
 - e) Instruct a building staff member to use barricade tape to barricade the primary entrances, to discourage building occupants from leaving the building and possibly endangering themselves.
- 6) If the perimeter of the building is breached and the building is invaded:
 - a) Dispatch the Building Response Team - Security to the breach to attempt to contain it, if safe to do so.
 - b) Dial **911** and advise the police that the building has been invaded by intruders.
 - c) Instruct the staff member with the video camera to utilize discretion and record the intruders' activities and any damage they cause.

- d) Make the following announcement:
- **Attention all floors.**
 - **Intruders have entered the building and are creating a disturbance.**
 - **As a reminder, the elevators have been disabled.**
 - **Please remain in your space and secure your doors.**
 - **Police have been dispatched.**
- e) Instruct all engineering staff to report to you for further instructions. Building staff should be discouraged from dealing with the intruders without the presence of police.
- f) Advise the Building Response Team - Security to remain 'on post' until the situation becomes untenable, after which they should make their way to the fire control room.
- 7) Once the disturbance has been dealt with and the building is no longer threatened, use the emergency voice paging system to advise building occupants that the threat has been addressed and that the building is being restored to normal.
- 8) With the assistance of Building Management and engineering, develop an action plan to deal with:
- a) liaison with the police for follow-up investigations
 - b) damage assessment and documentation
 - c) fire risk
 - d) injuries
 - e) enhanced security for compromised areas
 - f) repair of damage
 - g) communication with the media
 - h) staff debriefing

Part 6.10 Building Incident Commander – Personal Violence Procedures**Active Shooter or Armed Intruder**

If you have a report of an active shooter or armed intruder on the premises, the Building Incident Commander shall initiate the following procedures, if it is safe to do so:

- 1) Phone **911** to ensure that the authorities are aware of the threat. Put on your identification, if readily available.
- 2) Dispatch the Building Response Team to ground and lock out the elevators, to lock all of the perimeter doors and to stand by at the main entrance to let the police in when they arrive.
- 3) Use the emergency voice paging system to advise building occupants that there is an intruder on the premises, and that they should implement active shooter procedures. Do this with the following '**ALL CALL**' announcement:
 - **LOCK DOWN, LOCK DOWN, LOCK DOWN.**Repeat the above announcement three times.
- 4) When the police arrive, advise them what is known about the incident, where the perpetrator was last seen, and whatever other information is requested. Be prepared to provide the police with floor plans, elevations and information on stairwell access and egress.
- 5) If the intruder appears and is a potential threat, have yourself and others in the area retreat to the nearest room, lock and barricade the door if possible, get low behind furniture, and let the police deal with the perpetrator.
- 6) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the intruder. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the intruder by surprise.
- 7) Once the situation has been brought under control, cooperate with the police to secure the crime scene, restore the building to normal operations, and then provide relevant information to your Public Information Officer (if activated) so that a statement can be prepared for the tenants and the media.

Information to provide to law enforcement or 911 operator:

- **Location of the intruder**
- **Number of intruders, if more than one**
- **Physical description of the intruder**
- **Number and type of weapons held by the intruder**
- **Number of potential victims at the location**

Note: Elevators are locked out in order to restrict the movement of the intruder. Exterior entrance doors are locked to ensure that no one enters the building while an active shooter event is taking place.

Note: "Active shooter" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder

When dealing with a violent intruder or occupant, the police shall be notified immediately by dialling 911. If the intruder or occupant is unarmed and is displaying violent behaviour prior to the police arriving, the Building Incident Commander shall be in charge of directing personnel to intervene if any violent behaviour occurs, while observing the following general guidelines and if it is safe to do so:

- 1) Clear the area of nonessential staff and occupants.
- 2) Allow the acutely agitated individual space that is five times greater than that for an individual who is in control.
- 3) Use touch only if you know the person well and he or she does not withdraw from your touch.
- 4) Convey empathy by acknowledging the individual's feelings (e.g., 'You look frightened'). Make eye contact (soft eyes). Look friendly; your mood is contagious.
- 5) Never approach a violent individual alone or approach unexpectedly from behind.
- 6) The presence of three to four staff members may be enough to reassure the individual that you will not let him or her lose control.
- 7) Give simple, positive directions (e.g., 'Stop'). Repeat the phrase over with a calm, slow voice pattern.
- 8) Give the individual control by offering alternatives (e.g., walking, talking).
- 9) Set limits.
- 10) If assault is imminent, quick coordinated action is essential. Stay in step-stance so you can move out of the way quickly.
- 11) Approach the individual in a calm, self-assured manner so as not to communicate your anxiety or fear. Maintain a calm, flexible attitude.
- 12) Attempt to calm the person without risking bodily harm to yourself.
- 13) Ensure protection for yourself and your staff (e.g., door nearby for withdrawal, pepper spray, police baton).
- 14) Utilize restraint if necessary.

Part 6.11 Liaison Officer – Power Failures Procedures

After being briefed by the Building Incident Commander, the Liaison Officer shall immediately:

- 1) Remain at your post to receive incoming calls from affected occupants.
- 2) Advise the Building Incident Commander of any occupant-related problems that are reported.
- 3) Follow the directions of the Building Incident Commander until the building is evacuated and you leave the premises or power is restored.

Note: This position will be activated only if sufficient building staff or tenant volunteers are available.

Part 6.12 Building Response Team – Bomb Threat Procedures

Upon being informed of a bomb threat at Southland Park II, the Building Response Team shall do the following:

- 1) Contact and follow the directions of the Building Incident Commander.
- 2) If an area has been targeted by the individual making the threat, proceed to that area and initiate an overt systematic search of that area for suspicious packages. Systematically sweep the rooms in the targeted area, starting with objects and furniture located waist-height to ground, then from waist to head, and then from head to ceiling. You may be joined by members of the police department, who will take responsibility for coordinating the search.
- 3) If an area has not been targeted:
 - a) The entire office building has to be covertly searched, concentrating initially on 'RED ZONES' (areas where the public has unchallenged access), and then 'YELLOW ZONES' (areas where the public can access but may be challenged by staff), and finally on 'GREEN ZONES' (areas where entry is secure and locked to the public).
 - b) Search areas should begin with a sweep of the exterior of the building, concentrating behind all landscaping adjacent to the building, exterior garbage cans, around all loading docks, and inside any utility rooms accessed from outside. Beware of vehicles suspiciously parked right up against exterior walls.
 - c) Proceed inside next and check public entrances and exits.
 - d) Next, check all trash receptacles, storage areas, disturbed false ceiling panels and moved furniture, back corridors, utility rooms, electrical/mechanical rooms, flammable storage areas, fan rooms and main switches, the roof area, switches and valves for electrical and water supplies.
- 4) If a suspicious package is found, DO NOT DISTURB IT in any way. Contact the Building Incident Commander via an appointed runner or a telephone and follow instructions.
- 5) Assist the bomb squad by ensuring unobstructed access to the area. Make sure all nonessential staff has been evacuated from the area. Once the bomb squad has access to the area, proceed to a safe distance from the area and stand by for further instructions.
- 6) If the suspicious device explodes and fire develops, activate the nearest fire alarm manual pull station, contact the Building Incident Commander and attempt to contain the fire, as per the preceding fire procedures.

Note: It is the responsibility of all members of the Building Response Team to search all areas of the office building very thoroughly and very quickly. Once the search has been completed, findings should be reported in person to the Building Incident Commander who will have the police in attendance at that time. In the event of an evacuation, following a sweep of the office building, Building Response Team members will assume control of designated recommended muster points.

Note: Two types of searches may be ordered by the Building Incident Commander:

One type is the '*covert*' search in which you discreetly search an area without alarming the building occupants. This type of search is generally slower than an overt search, but is less disturbing to the building occupants. This type of search would be used when the Bomb Threat Assessment Team feels that the threat level is low but a precautionary search would be prudent.

The other type of search is the '*overt*' search. This is a fast-paced search that will most likely involve the building occupants and possibly even the police. It allows the searchers to cover more ground more quickly but is much more disruptive to building occupants and should be used when the Bomb Threat Assessment Team deems the threat to be medium to high.

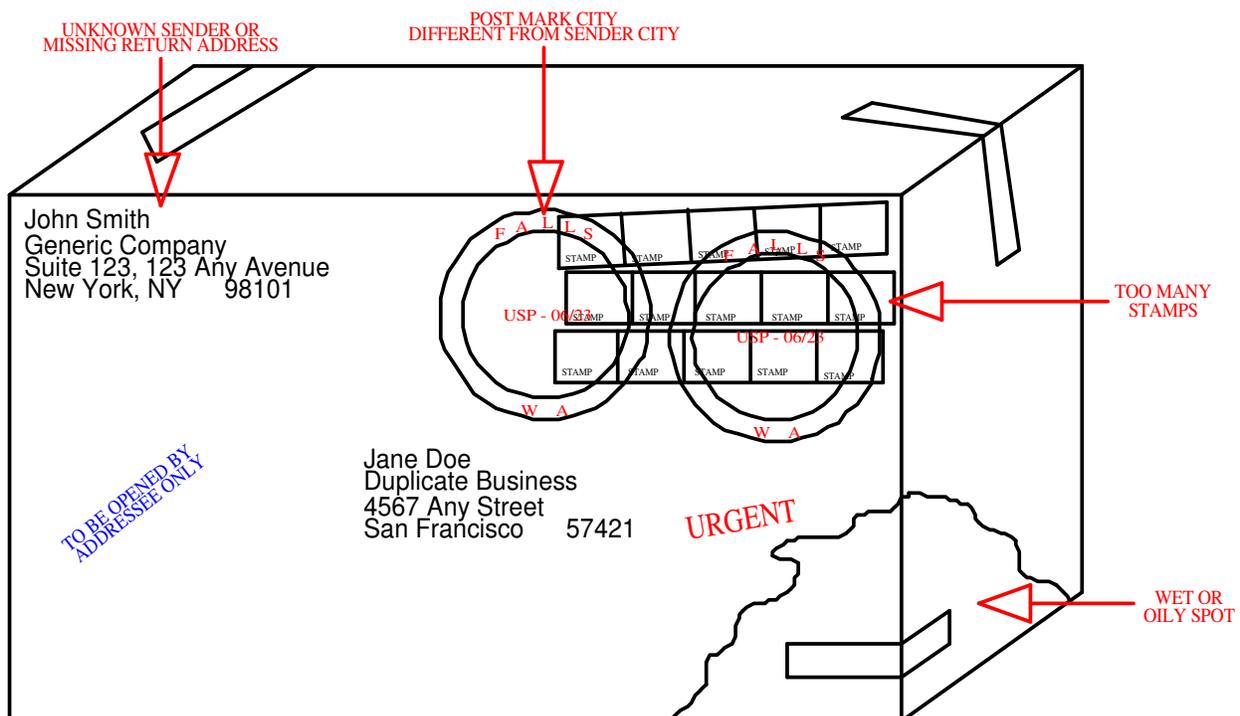
Identifying a Possible Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for are:

- Excessive weight for the size of the package or heavy at one end.
- Too much postage, usually in the form of stamps.
- No return address, or an unknown sender.
- Mailed from a foreign country, or via airmail or special delivery.
- A rigid or lopsided envelope.
- Common words are misspelled.
- Restrictive markings, such as confidential, urgent, personal or open by addressee only.
- Incorrect title for the addressee, or a title without a person's name.
- Handwritten or poorly typed address.
- Protruding wires, string or tinfoil.
- Excessive securing material, such as tape or string.
- Oily stains or discolouration on the outside of the package.

If you are suspicious: Don't touch the package, not even to move it out of the way.
IMMEDIATELY CALL **911** AND BUILDING SECURITY.



Part 6.13 Building Response Team – Suspicious Package Procedures

Upon being informed of the discovery of a suspicious package at Southland Park II, the Building Response Team shall do the following:

- 1) Contact and follow the directions of the Building Incident Commander.
- 2) Proceed to the area or room where the suspicious package is located. Secure the area or room and prevent occupants from entering the area. Ensure that those who discovered the package or handled it in any way wash their hands immediately before touching anything else. DO NOT DISTURB the package in any way.
- 3) Stay in contact with the Building Incident Commander via the nearest telephone and follow instructions.
- 4) Assist the authorities upon their arrival by ensuring unobstructed access to the area. Make sure all occupants and nonessential staff members have been evacuated from the area. Once the authorities have access to the area, proceed to a safe distance from the area and stand by for further instructions.
- 5) If the suspicious package explodes and fire develops, activate the nearest fire alarm manual pull station, contact the Building Incident Commander and attempt to contain the fire, as per the preceding fire procedures.

Part 6.14 Building Response Team – External Haz-Mat / Shelter-in-Place

Upon being notified of an external haz-mat or shelter-in-place situation by the Building Incident Commander, the Building Response Team shall:

Engineers:

- 1) Shut down the HVAC system and pressurization fans in the building.
- 2) Use an elevator to assist the Floor Wardens in relocating persons requiring assistance to the shelter-in-place area, at the direction of the Building Incident Commander. Once all persons requiring assistance are relocated, advise the Building Incident Commander, lock the elevator out of service, proceed to the shelter-in-place area and plastic the elevator doors.

The shelter-in-place area is **the 3rd and 4th Floor**.

Security:

- 1) Hard lock all outside doors.
- 2) Put the building in after-hours mode.
- 3) Allow no one into the building.
- 4) Anyone who wishes to leave the building can do so via the exit or exit stairwell doors, but do not let anyone enter the building once it is locked down.

Part 6.15 Building Response Team – Power Failure Procedures

In the event of a power failure that affects the building, the Building Response Team shall perform the following procedures:

Security:

- 1) Assess the status of the following:
 - access control systems
 - security systems
- 2) Staff all security posts.

Engineers:

- 1) Assess the status of the following:
 - emergency generator, fuel tanks and generator connected loads
 - operation of building fire and life safety systems
 - operation of building management systems
 - loading dock and parking area gates
 - building comfort (HVAC on all floors)
 - office lighting on all floors
 - building convenience (office electrical power on all floors)
- 2) Man the generator to ensure that it remains fuelled and in operation.

Upon being notified by the Building Incident Commander of a building evacuation due to the power failure, the Building Response Team shall:

- 1) Instruct your security officers to unlock all secured stairwell doors, assign officers to the exit stairwells at grade level, and secure non-essential security points to free up additional personnel resources.
- 2) Have engineers continue to monitor the emergency generator and be ready to have a refuelling order ready in the event that the generator fuel supply drops to 50%.
- 3) As parts of the building are evacuated, and at the direction of the Building Incident Commander, power down the emergency circuits that provide services to those evacuated sections of the building to reduce load on the generator to conserve fuel.
- 4) Have unassigned members of the Building Response Team report to the Building Incident Commander for assignment.
- 5) Be prepared to assist with crowd control or building evacuation if necessary.

Once power is restored to the building, the Building Response Team shall do the following:

- 1) The Building Response Team - Security will re-secure all unlocked exit doors and re-staff all unstaffed security points.

- 2) The Building Response Team - Engineers will check all systems to ensure proper restoration of services and notify the Building Incident Commander of resumption of normal services or of any problems.

Note: Check in with the Building Incident Commander every 15 minutes.

Part 6.16 Building Response Team – Personal Violence Procedures**Active Shooter or Armed Intruder**

If you have a report of an active shooter or armed intruder on the premises or are notified of a LOCKDOWN, the Building Response Team shall initiate the following procedures, if it is safe to do so:

- 1) Put on your identification, if readily available. Proceed to the elevators to ground them and lock them out of service.
- 2) Lock all of the perimeter doors and then stand by at the main entrance to let the police in when they arrive.
- 3) When the police arrive, escort them to the Building Incident Commander.
- 4) If the intruder appears and is a potential threat, retreat to the nearest room, lock and barricade the door if possible, get low behind furniture, and let the police deal with the perpetrator.
- 5) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the intruder. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the intruder by surprise.
- 6) Once the situation has been brought under control, assist the Building Incident Commander in cooperating with the police to secure the crime scene and restore the building to normal.

Information to provide to law enforcement or 911 operator:

- Location of the intruder
- Number of intruders, if more than one
- Physical description of the intruder
- Number and type of weapons held by the intruder
- Number of potential victims at the location

Note: Elevators are locked out in order to restrict the movement of the intruder. Exterior entrance doors are locked to ensure that no one enters the building while an active shooter event is taking place.

Note: "Active shooter" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder

When dealing with a violent intruder or occupant, the police shall be notified immediately by dialling 911. If the intruder or occupant is unarmed and is displaying violent behaviour prior to the police arriving, the Building Incident Commander shall be in charge of directing personnel to intervene if violent behaviour occurs.

If directed to intervene, observe the following general guidelines if it is safe to do so:

- 1) Clear the area of nonessential staff and occupants.
- 2) Allow the acutely agitated individual space that is five times greater than that for an individual who is in control.

- 3) Use touch only if you know the person well and he or she does not withdraw from your touch.
- 4) Convey empathy by acknowledging the individual's feelings (e.g., 'You look frightened'). Make eye contact (soft eyes). Look friendly; your mood is contagious.
- 5) Never approach a violent individual alone or approach unexpectedly from behind.
- 6) The presence of three to four staff members may be enough to reassure the individual that you will not let him or her lose control.
- 7) Give simple, positive directions (e.g., 'Stop'). Repeat the phrase over with a calm, slow voice pattern.
- 8) Give the individual control by offering alternatives (e.g., walking, talking).
- 9) Set limits.
- 10) If assault is imminent, quick coordinated action is essential. Stay in step-stance so you can move out of the way quickly.
- 11) Approach the individual in a calm, self-assured manner so as not to communicate your anxiety or fear. Maintain a calm, flexible attitude.
- 12) Attempt to calm the person without risking bodily harm to yourself.
- 13) Ensure protection for yourself and your staff (e.g., door nearby for withdrawal, pepper spray, police baton).
- 14) Utilize restraint if necessary.

Part 6.17 Floor Wardens – Bomb Threat Procedures

Upon being informed of a 'Code B' bomb threat at Southland Park II, Floor Wardens shall:

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check exits and evacuation routes for suspicious packages, prior to an evacuation taking place.
- 3) If you have been asked to search your area for suspicious objects, coordinate a systematic search of your area, concentrating first on areas accessible to the general public (Red Zones). These areas will include corridors, elevator lobbies, public washrooms, under stairwells, within extinguisher cabinets, or within unlocked closets or utility rooms. When searching, systematically sweep the rooms in your area, starting with objects and furniture located waist-height to ground, then from waist to head, and then from head to ceiling.
- 4) If a suspicious package is found, **DO NOT DISTURB IT** in any way. Leave the area, leaving doors to the area open, and contact the Building Incident Commander via an appointed runner or a telephone and follow instructions.
- 5) If ordered to evacuate the occupants from your floor:
 - a) Instruct the occupants to take their briefcases, lunch boxes, purses and small packages with them. This will decrease the number of packages to be examined by search teams, if a suspicious item has not already been found. Ensure that the doors to the area are left open to help vent the blast should the device activate.
 - b) Evacuate the occupants in your area to the nearest safe exit in the same manner as you would during a fire evacuation and send them to the recommended muster point as directed by the Building Incident Commander.
 - c) Proceed to the Incident Command Post **at the 1st Floor security desk** and advise the Building Incident Commander of the status of your designated area, any concerns and the extent of your search.
 - d) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

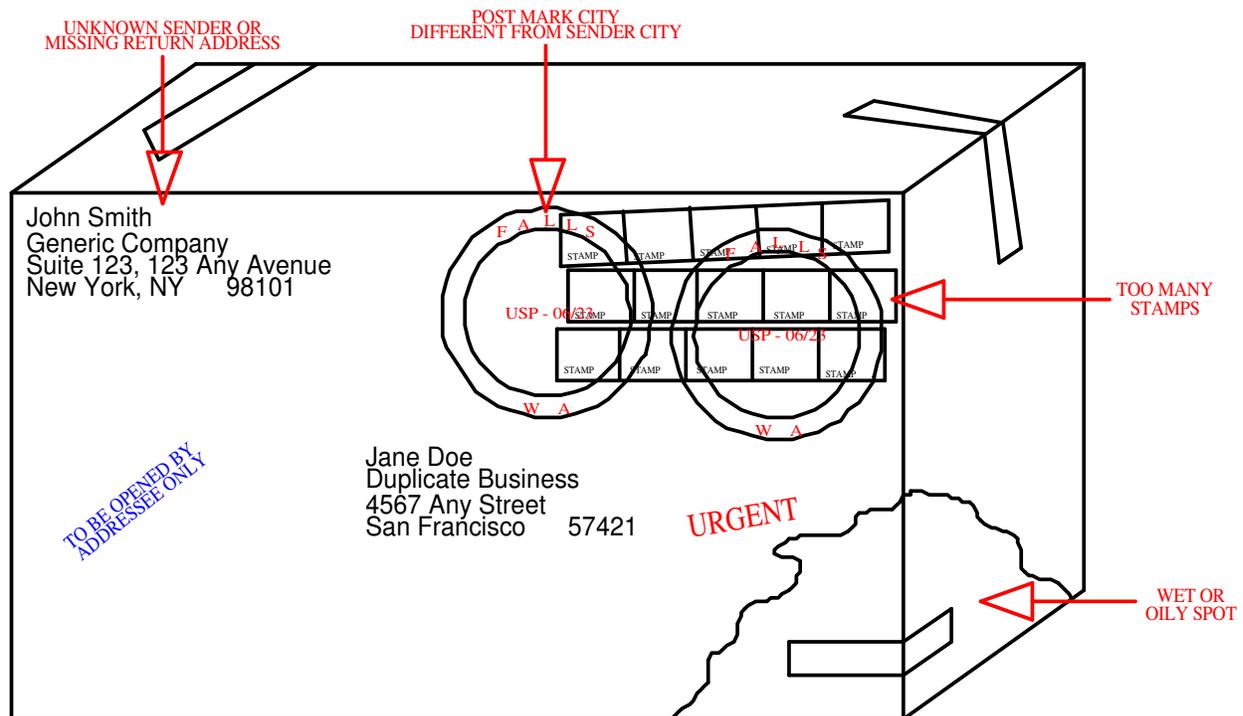
Identifying a Possible Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for are:

- Excessive weight for the size of the package or heavy at one end.
- Too much postage, usually in the form of stamps.
- No return address, or an unknown sender.
- Mailed from a foreign country, or via airmail or special delivery.
- A rigid or lopsided envelope.
- Common words are misspelled.
- Restrictive markings, such as confidential, urgent, personal or open by addressee only.
- Incorrect title for the addressee, or a title without a person's name.
- Handwritten or poorly typed address.
- Protruding wires, string or tinfoil.
- Excessive securing material, such as tape or string.
- Oily stains or discolouration on the outside of the package.

If you are suspicious: Don't touch the package, not even to move it out of the way.
IMMEDIATELY CALL 911 AND BUILDING SECURITY.



Part 6.18 Floor Wardens – Suspicious Package Procedures

Upon being informed of the discovery of a suspicious package at Southland Park II, Floor Wardens shall:

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check to ensure that all exits and evacuation routes are clear, prior to an evacuation taking place.
- 3) If ordered to evacuate the occupants from your floor, instruct the occupants in your area to evacuate via the nearest safe exit in the same manner that you would during a fire evacuation and send them to the recommended muster point as directed by the Building Incident Commander.
- 4) Proceed to the Incident Command Post **at the 1st Floor security desk** and advise the Building Incident Commander of the status of your designated area and any concerns you may have. (For example, you discovered a second suspicious package on your floor during the evacuation.)
- 5) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

Part 6.19 Floor Wardens – Shelter-in-Place Procedures**Upon being advised to initiate shelter-in-place procedures:**

- 1) Put on your identification, if readily available.
- 2) If the exits are safe, instruct the occupants to relocate via the nearest safe stairwell to the shelter-in-place area (**the 3rd and 4th Floor**).
- 3) Do a quick check of the offices and washrooms (checking each stall) and, after the occupants have been relocated, instruct your Deputy and other emergency staff to vacate the floor.
- 4) Proceed via the nearest safe stairwell to the shelter area. Check in with the Building Incident Commander and report on the status of your floor. Rejoin your group and follow the instructions of the Building Incident Commander.
- 5) Enlist the aid of tenant volunteers to use duct tape and heavy gauge plastic to seal all cracks around elevator doors serving the shelter floor as well as other doors leading into the area and washroom vents.

Note: The Floor Warden will advise the Building Incident Commander if there are persons requiring assistance to relocate. The Assistance Monitors will assist their persons requiring assistance into the elevator brought to the floor by the Building Response Team and take them to the shelter-in-place area.

Part 6.20 Floor Wardens – Power Failure Procedures**In the event of a power failure at Southland Park II, Floor Wardens shall:**

- 1) Advise the occupants under your jurisdiction to stand by while the Building Incident Commander and Building Response Team assess the nature and duration of the power failure.
- 2) Ensure that everyone powers down their electrical equipment such as computers, photocopiers and other devices not on emergency power as a surge that is sometimes associated with power restoration may damage running equipment.
- 3) If an evacuation is ordered by the Building Incident Commander or your company management, advise your occupants to evacuate the building. If an evacuation is ordered by your company management only, notify Building Management or the Building Response Team - Security to advise them of your intentions.

If you are evacuating a person requiring assistance to evacuate, advise the Building Incident Commander.

- 4) Advise those evacuating persons who are going to remove their cars from parking areas to take care as lower lighting conditions may make it harder to see pedestrians in parking areas and egress points. Also remind them that traffic lights may not be operational and their trip duration may be extended. Remind all occupants that should they come across an intersection where the traffic lights are not operational they are to use four-way stop procedures.
- 5) Once the floor is clear, ensure that management is securing the premises and then proceed to the Incident Command Post **at the 1st Floor security desk** and advise that your floor space is clear and secured.
- 6) If you or your occupants have concerns about leaving the building, advise the Building Incident Commander and proceed to an area as directed by the Building Incident Commander while he or she determines the best course of action.

Part 6.21 Floor Wardens – Personal Violence Procedures**Active Shooter or Armed Intruder**

If you are notified of an active shooter or armed intruder on the premises or of a LOCKDOWN:

If you are not aware of the exact location of the intruder or cannot safely escape:

- 1) Direct occupants to move to the nearest room or office and go with them.
- 2) Ensure that doors are closed and locked and lights are turned off if possible. Direct occupants to silence any cell phones or electronic devices. Barricade the door if possible.
- 3) Get low behind furniture, keep quiet and act as if no one is in the room.
- 4) DO NOT answer the door.
- 5) Follow the **9-1-1 Protocol**.
- 6) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the intruder. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the intruder by surprise.
- 7) Wait for the police to assist you out of the building.

How to react when law enforcement arrives:

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

If you are aware of the exact location of the intruder and you are confident you can safely escape:

- 1) Gather occupants in your area and exit the building as quickly as you safely can (a fast-moving target is harder to hit than a slow-moving or stationary target).
- 2) Notify anyone you may encounter to exit the building immediately.
- 3) Flee to a safe location, in a nearby building or at a safe distance away from the building.

- 4) If you enter a nearby building:
 - Proceed to a securable room and advise anyone you may encounter of the incident.
 - Turn off the lights if possible and silence any cell phones or electronic devices.
 - Get low behind furniture, keep quiet and act as if no one is in the room.
 - DO NOT answer the door.
 - Wait for the police to assist you out of the building.
- 5) Follow the **9-1-1 Protocol**.
- 6) Give the operator all requested information.

Information to provide to law enforcement or 911 operator:

- Location of the intruder
- Number of intruders, if more than one
- Physical description of the intruder
- Number and type of weapons held by the intruder
- Number of potential victims at the location

Note: Elevators are locked out in order to restrict the movement of the intruder. Exterior entrance doors are locked to ensure that no one enters the building while an active shooter event is taking place.

Note: "Active shooter" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder

In the event of a situation involving an unarmed violent intruder:

- 1) Instruct occupants to retreat to a safe place (hide) and stay under cover; do so as well.
- 2) If time and safety permit, follow the **9-1-1 Protocol**.
- 3) Stay in place and if safety permits warn all others in the area of the situation.
- 4) Listen for announcements.
- 5) Remain hidden until police arrive. Follow their instructions.

Part 6.22 Occupants – Bomb Threat Procedures

In the event of a bomb threat:

- 1) Do not hang up the phone – the telephone company may be able to trace the call even if the other party hangs up.
- 2) Record all information about the threat on the chart below.
- 3) Report the incident to Building Management or Security **without delay**; they may then follow the **9-1-1 Protocol**.
- 4) Do not discuss with others as unwarranted panic may result.
- 5) Do not touch any suspicious objects.

Identifying Characteristics to Remember:

- Gender
- Estimated age
- Accent (English, Spanish, etc.)
- Voice (loud, soft, etc.)
- Diction (good, nasal, lisp, etc.)
- Manner (calm, emotional, vulgar, etc.)
- Background noises
- Voice was familiar
- Caller was familiar with area

Ask these Questions – Record the Answers:

- What time will the bomb explode? _____
- Where is it? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- What does it look like? _____
- Where are you calling from? _____
- Why did you place the bomb? _____
- What is your name? _____

Part 6.23 Occupants – Suspicious Package Procedures

In the event that a suspicious package is discovered:

- 1) DO NOT open or touch the suspicious package. If you have opened or touched the package already, avoid touching anything else, especially your face. WASH your hands with soap and water immediately.
- 2) Notify Building Management or Security **without delay**; they may then follow the **9-1-1 Protocol**.
- 3) Ensure that all nonessential people are kept at a safe distance from the suspicious package. Await instructions from Emergency Personnel.

Fill Out This Report:

Incident Location

Address: _____
 City: _____
 Province: _____

Reason for Report:

Temperature of the Package:

Hot	_____	Warm	_____
Cool	_____	Cold	_____

ODOUR:

None	_____	Irritating	_____
Garlic / Horseradish	_____	Changing	_____
Sweet	_____	Pepper	_____
Almond / Peach	_____	Forest	_____
Fruity	_____	Flowery	_____
New Mown Hay	_____	Rotten Eggs	_____
Other:	_____		

VISIBLE EMISSION:

Smoke	_____	Mist	_____
Changing	_____		

UNEXPLAINED SYMPTOMS:

None	_____	Chest Tightness	_____
Skin Stinging	_____	Dizziness	_____
Vision	_____	Skin Reddening	_____
Runny Nose	_____	Welts / Blisters	_____
Fever	_____	Choking	_____
Difficulty Breathing	_____	Nausea	_____
Vomiting	_____	Cough	_____
Diarrhea	_____	Headache	_____
Other:	_____		
Time of Onset:	_____		

Part 6.24 Occupants – Explosion / Aircraft Impact Procedures

In the event of an explosion or aircraft impact:

- 1) Activate the red alarm pull station, and follow the **9-1-1 Protocol**.
- 2) Be prepared for possible recurring or additional explosions.
- 3) Protect yourself from possible hazards. Wait for further instructions from a supervisor or from Emergency Personnel.
- 4) Help any injured persons if possible. Do not move seriously injured persons unless they are in obvious and immediate danger from such threats as fire.
- 5) Open doors carefully, feeling the door for heat first. Watch for falling objects.
- 6) If relocation or evacuation is ordered, follow instructions and go to the area directed. Use exits or exit stairwells only. Do not use the elevators.
- 7) Do not use matches, lighters or any other sort of open flame.
- 8) Avoid using the telephones other than to notify the proper authorities.

Part 6.25 Occupants – Bio-Hazard Procedures**In the event of receiving a package with an unknown substance:**

- 1) DO NOT try to clean up the material.
- 2) DO NOT do anything to create a dust cloud involving the material.
- 3) If possible and safe to do so, gently cover the material, provided it is in dry powder form (not liquid) and small enough that covering it will not create a dust cloud (no larger than an envelope).
- 4) Ensure that persons directly exposed to the substance by touch or inhalation remain where they are until cleared by authorities. Discourage these people from coming into contact with others.
- 5) Prevent others from entering the area; if you have been exposed to the material, wash your hands with soap and water.
- 6) Follow the **9-1-1 Protocol** immediately. In addition to that information passed along to the dispatcher, also advise of any victims who have collapsed or are collapsing to alert Emergency Personnel to judge the best way of entering the building.
- 7) Ensure that all nonessential people are kept at a safe distance from spilled or exposed substances.
- 8) Follow the instructions given by the authorities or Emergency Personnel.

Part 6.26 **Occupants – Hazardous Materials Procedures**

In the event of a spill of hazardous materials:

- 1) Follow the **9-1-1 Protocol** immediately. In addition to that information passed along to the dispatcher, also advise of any victims who have collapsed or are collapsing to alert Emergency Personnel to judge the best way of entering the building.
- 2) Ensure that all nonessential people are kept at a safe distance from spilled or exposed substances.
- 3) Follow instructions given by the authorities or Emergency Personnel.

Part 6.27 Occupants – Shelter-in-Place Procedures**In the event that a Shelter-in-Place protocol is announced:**

- 1) Remain calm. The spread of unsubstantiated rumours will be counterproductive to a safe response.
- 2) Follow the instructions of Emergency Personnel.
- 3) Do not call Building Management or Security at this time as they are busy initiating important shelter-in-place protocols.
- 4) Do not leave the building until it is advised that is safe to do so. If you choose to leave before it is deemed safe, you will not be allowed back into the building. Those who wish to leave must use the exit stairwells to move between floors as the elevators will be off-limits.
- 5) Use your personally or corporately provided internal response resources, such as food, water, medical, sanitation, personal, radios, batteries, communications equipment, etc., as needed.
- 6) Elevators along with the heating, ventilating and air-conditioning systems will be shut down.
- 7) If relocation to another part of the office building is required, follow the directions of Emergency Personnel.

Part 6.28 Occupants – Power Failure Procedures**In the event of a power failure:**

- 1) Upon loss of power, turn off all electrical equipment in your work space such as computers, copy machines and other devices. This will lessen the electrical load on circuits once the power is restored.
- 2) Stand by for notification of the cause and duration of the power loss from Building Management. Building Management will then give occupants further instructions regarding the situation.
- 3) In the event of a total power failure, including the emergency generator, occupants will likely be required to evacuate the building via the exits or exit stairwells. If you choose to evacuate before being instructed to do so, contact Building Management or Security to advise them of your intentions.
- 4) If evacuating the building, exit the floor via the exits or exit stairwells and proceed to the primary muster point as directed by Emergency Personnel.

Part 6.29 Occupants – Personal Violence Procedures**Active Shooter or Armed Intruder**

If you are notified of an active shooter or armed intruder on the premises or of a LOCKDOWN:

If you are not aware of the exact location of the intruder or cannot safely escape:

- 1) Go to the nearest room or office.
- 2) Close and lock the door; turn off the lights if possible and silence any cell phones or electronic devices. Barricade the door if possible.
- 3) Get low behind furniture, keep quiet and act as if no one is in the room.
- 4) DO NOT answer the door.
- 5) Follow the **9-1-1 Protocol**.
- 6) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the intruder. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the intruder by surprise.
- 7) Wait for the police to assist you out of the building.

How to react when law enforcement arrives:

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

If you are aware of the exact location of the intruder and you are confident you can safely escape:

- 1) Exit the building as quickly as you safely can (a fast-moving target is harder to hit than a slow-moving or stationary target).
- 2) Notify anyone you may encounter to exit the building immediately.
- 3) Flee to a safe location, in a nearby building or at a safe distance away from the building.
- 4) If you enter a nearby building:
 - Proceed to a securable room and advise anyone you may encounter of the incident.

- Turn off the lights if possible and silence any cell phones or electronic devices.
 - Get low behind furniture, keep quiet and act as if no one is in the room.
 - DO NOT answer the door.
 - Wait for the police to assist you out of the building.
- 5) Follow the **9-1-1 Protocol**.
 - 6) Give the operator all requested information.

Information to provide to law enforcement or 911 operator:

- Location of the intruder
- Number of intruders, if more than one
- Physical description of the intruder
- Number and type of weapons held by the intruder
- Number of potential victims at the location

Note: Elevators are locked out in order to restrict the movement of the intruder. Exterior entrance doors are locked to ensure that no one enters the building while an active shooter event is taking place.

Note: "Active shooter" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

Unarmed Violent Intruder

In the event of a situation involving an unarmed violent intruder:

- 1) Retreat to a safe place (hide). Stay under cover. (Identify safe places in your work area before an emergency occurs.)
- 2) If time and safety permit, follow the **9-1-1 Protocol**.
- 3) Stay in place and if safety permits warn all others in the area of the situation.
- 4) Listen for announcements.
- 5) Remain hidden until police arrive. Follow their instructions.

PART 7

MEDICAL / FIRST AID**Part 7.1 Building Incident Commander – Pandemic Influenza Procedures****Prior to a declaration of a pandemic, the Building Incident Commander shall:**

- 1) Meet with your office building staff and understand how a pandemic could affect your office building staffing levels and what challenges you would face if personnel absenteeism rates of between 25% to 60% occurred, which is typical of a pandemic. Absenteeism can result for various reasons including sickness, staying at home to care for a sick family member, fear of exposure if they come to work, or staying at home to care for children as schools may be closed.
- 2) Identify the core building functions, people, contractors, and skill sets, and then set priorities for those functions should pandemic-related absenteeism impact office building operations.
- 3) Develop a strategy to manage and plan for absences, the communications with tenants, intelligence gathering, and the operation of critical building systems.

Upon being notified of a declaration of a pandemic, the Building Incident Commander shall:

- 1) Ensure that key office building staff receive a flu shot, if available, for the pandemic flu strain.
- 2) Monitor the health of your staff members, looking for signs of fatigue, fever or coughing. Ensure that they are aware that they must not come to work if they are feeling ill.
- 3) Close all entrances to the office building except for the main entrance and instruct office building staff or security to restrict the access of persons displaying influenza symptoms, such as fever (38-40 degrees C), headache, aches and pains, fatigue and weakness, nausea, sore throat, and chest discomfort.
- 4) Ensure that staff members and contractors are constantly washing their hands and that staff members are also constantly cleaning areas where human touch is present such as door knobs, washroom faucets, toilet seats and flushers, hand rails, elevator call buttons, light switches, etc. Post hygiene notices at all entrances, washroom doors, and elevator lobbies (see Occupants – Pandemic Procedures). Send notices to your tenants reminding them to follow hand hygiene protocols (as per Occupants – Pandemic Procedures) and environmental cleaning best practices.
- 5) Where possible, increase social distancing, to avoid direct human to human transmission. Where possible, encourage telecommuting or staggered shifts to reduce the number of employees in the workplace. Also encourage your staff to avoid public transit when coming to work and to cancel or postpone non-critical meetings. Meetings that must occur should take place in a large meeting room or, if possible, outdoors. Encourage staff members to eat at their desks instead of a lunch room. Encourage the use of disposable surgical masks and gloves for yourself and your staff members.

- 6) Switch HVAC systems to full fresh air to minimize the recirculation of flu-contaminated air.
- 7) If a staff member becomes sick at work within the office building:
 - a) Isolate the individual from others.
 - b) From a safe distance, document whom he or she has come in contact with.
 - c) Provide the sick staff member with a surgical mask and ask that it be worn.
 - d) Contact the staff member's doctor and advise what symptoms are displayed and whether the individual should go home or to a health care facility.
 - e) Send the sick staff member home or, if advised by the doctor, to a health care facility. If the person is too sick to drive, arrange for a cab or have a family member of the employee come and get him or her. Discourage the staff member from taking public transit home.
 - f) Have the staff member's workstation or work area thoroughly cleaned and disinfected.
 - g) Advise staff members that an office building staff member is sick and may have the flu. Advise office building staff members who have been in contact with the sick staff member that they may have been exposed and that it would be prudent for them to go home as well.
- 8) Redistribute the workload to compensate for those who have had to leave the office building. If the lower staffing levels have reduced office building efficiency to the point of impacting your tenants, advise your tenant contacts by telephone or e-mail.

Part 7.2 Building Incident Commander – Medical Emergency Procedures

Upon being notified of a medical emergency within the office building the Building Incident Commander shall:

- 1) Obtain from the caller the following information:
 - a) Victim's name: _____
 - b) Victim's location: _____
 - c) Nature of the emergency: _____
 - d) The call-back number: _____

- 2) Call the ambulance and give the following information:
 - a) Building name: **Southland Park II**
 - b) Building address: **10333 Southport Road SW**
 - c) Location: **at the southeast corner of the campus, between Southport Lane SW and Southport Road SW**
 - d) Nature of the emergency: _____

 - e) Victim's location: _____

 - f) Victim's general condition: _____

 - g) Your call-back number: _____

Note: DO NOT HANG UP UNTIL THE DISPATCHER DOES SO FIRST.

- 3) Use the emergency voice paging system to notify the Building Response Team members of a medical emergency in the affected area and dispatch them to that area to assist. Set up an inner perimeter of approximately six (6) metres around the victim.
- 4) If an elevator might be of use to the paramedics, proceed to the elevator lobby, capture an elevator, and stand by to escort paramedics to the incident.
- 5) Meet the paramedics at the front entrance, forward all applicable information to them, and escort them to the victim.

Part 7.3 Building Response Team – Medical Emergency Procedures

Upon being notified of a medical emergency by the Building Incident Commander, the Building Response Team shall:

- 1) If first aid equipment and oxygen are available within the office building, take that equipment and proceed directly to the incident location.
- 2) Determine the extent of the emergency and report findings to the Building Incident Commander.
- 3) If qualified, render first aid, unless someone has taken responsibility already, in which case assist the first aid person.
- 4) Ensure that the paramedics have ready access to the victim upon their arrival at the incident and assist as they instruct.

Part 7.4 Occupants – Pandemic Procedures**In the event of a pandemic:**

- 1) Washing your hands CORRECTLY (scrubbing with soap and warm water for at least 30 seconds) is the MOST IMPORTANT thing you can do to protect yourself.
- 2) Cover your nose and mouth when coughing or sneezing. If possible, cough or sneeze into the crease of your elbow. Dispose of any used tissues immediately in a proper waste receptacle. Wash your hands after coughing, sneezing and disposing of used tissues. Encourage others to do the same.
- 3) Avoid public locations and explore ways to work from home IF PERMITTED BY YOUR EMPLOYER. Talk to your doctor about preventative measures such as anti-viral medication. (You may want to stockpile some prior to a pandemic.)
- 4) If you are unable to wash your hands after being in public spaces or on public transit, keep your hands away from your mouth, nose and eyes. This will help prevent you from picking up anything that may be out in public. Wash your hands as soon as possible. Use a sanitizer if it is not possible to wash your hands.
- 5) Avoid individuals who are showing influenza symptoms or who are typically at risk (e.g., small children or those with chronic illness such as immune suppression) until influenza symptoms have dissipated.
- 6) Protect others by knowing the symptoms and staying at home, WHERE PERMITTED BY YOUR EMPLOYER. Advise your place of employment when you are showing symptoms.

Part 7.5 **Occupants – Medical Emergency Procedures**

In the event of a medical emergency:

- 1) Follow the **9-1-1 Protocol**.
- 2) Assist the victim and give first aid if properly trained.
- 3) Keep the victim warm and comfortable.
- 4) Building Management or Security will expedite Emergency Personnel to your location.

Part 7.6 **Emergency First Aid**

The following instructions deal with only the most likely injuries to occur after a disaster. The following does not include every type of injury, nor is it intended to substitute for a qualified first aid person.

1. **THE ABCs OF RESUSCITATION**

These instructions are for conventional adult CPR. If you've never been trained in CPR and the victim collapsed in front of you, use hands-only CPR.

These are the steps to perform CPR on an adult:

- 1) Ensure that emergency response personnel have been notified. Try to wake the victim. If the victim is not breathing (or is just gasping for breath), go to step 2.
- 2) Begin chest compressions. If the victim is not breathing, place the heel of your hand in the middle of the victim's chest. Put your other hand on top of the first with your fingers interlaced. Compress the chest at least 2 inches (4-5 cm). Allow the chest to completely recoil before the next compression. Compress the chest at a rate of at least 100 pushes per minute. Perform 30 compressions at this rate (this should take you about 18 seconds).

If you are not trained in CPR, continue to do chest compressions until help arrives or the victim wakes up.

It's normal to feel pops and snaps when you first begin chest compressions – DON'T STOP! You're not going to make the victim worse.

- 3) Begin rescue breathing. If you have been trained in CPR, after 30 compressions, open the victim's airway using the head-tilt, chin-lift method. Pinch the victim's nose and make a seal over the victim's mouth with yours. Use a CPR mask if available. Give the victim a breath big enough to make the chest rise. Let the chest fall, then repeat the rescue breath once more. If the chest doesn't rise on the first breath, reposition the head and try again. Whether it works on the second try or not, go to step 4.

If you don't feel comfortable with this step, just continue to do chest compressions at a rate of at least 100 per minute.

- 4) Repeat chest compressions. Do 30 more chest compressions just like you did the first time.
- 5) Repeat rescue breaths. Give 2 more breaths just like you did in step 3 (unless you're skipping the rescue breaths).
- 6) Keep going. Repeat steps 4 and 5 for about 2 minutes (about 5 cycles of 30 compressions and 2 rescue breaths).
- 7) After 2 minutes of chest compressions and rescue breaths, stop compressions and recheck the victim for breathing. If the victim is still not breathing, continue CPR starting with chest compressions.
- 8) Repeat the process, checking for breathing every 2 minutes (5 cycles or so), until help arrives. If the victim wakes up, you can stop CPR.

2. BLEEDING

Serious bleeding occurs with severed blood vessels and deep cuts.

A) Apply Direct Pressure to the Wound:

1. Remove clothing around the wound to expose the wound.
2. Cover the wound with sterile clean cloth.
3. Apply firm pressure directly over the wound with your hand. Use your bare hand if no dressing is available.

B) Continue Pressure Until Bleeding Stops (this may take 15 to 20 minutes)

1. Assist the victim to lie down.
2. Elevate bleeding extremity, unless the bone is broken.
3. When bleeding stops, apply a further dressing on top of the original dressing and bandage firmly.
4. Should blood soak through the initial dressings, apply additional dressings and bandage more firmly.

C) Broken Bone, Objects or Glass Protruding Through Skin:

1. Do not remove imbedded objects from the wound(s).
2. Apply pressure close to the wound, without pressing on the object or broken bone.
3. Place sterile dressing around the wound and cover.
4. Maintain pressure and prevent movement of the object by bandaging bulky pads in place around the object.

3. EYE INJURIES**A) Puncture Wounds:**

1. Puncture wounds are serious and require immediate medical attention.
2. Cover both eyes lightly and bandage.

B) Foreign Body in the Eye:

1. Do not try to remove imbedded foreign bodies (never rub the eye).
2. Cover both eyes lightly with bandages.

C) Chemicals in the Eye:

1. Wash the eye immediately with large amounts of cold running water for at least 15 minutes or longer, if the situation requires it.

4. SEVERE BURNS AND SCALDS:

1. Cool the burnt area with cold water to relieve pain.
2. Remove rings and bracelets from the affected area before the part starts to swell.
3. Cover the area with a clean cloth and secure lightly with bandages.
4. For burns and scalds with areas larger than a quarter, ensure that the victim receives hospital treatment.
5. Never touch, breathe on, or cough on a burn.
6. Leave blisters alone.
7. Never remove clothing on or around a burn.
8. Never apply medications, ointments or greasy substances to a burn area.

5. BONE AND JOINT INJURIES:

1. Ensure that the victim's breathing is normal.
2. Control bleeding around a protruding bone by applying pressure close to the wound but not pressing directly upon the broken bone.
3. Suspect that the bone is broken if the injured limb is painful or swollen or shows deformity.
4. When in doubt, treat joint and bone injuries as broken:
 - a) Immobilize the injured area:
 - i) Place pillows, sand bags or clothing on both sides of the injured limb, or hold it with your hands to keep it in position.
 - ii) For neck or back injuries, keep the victim still, supporting head and neck, until help arrives.
5. Relieve pain by applying cold (not heat) to the injured bones and joints.

6. HEART ATTACK:**A) Heart Attack Warning Signals May Include the Following:**

1. The feeling of squeezing pain or heavy pressure in the chest, jaws, or arms.
2. Shortness of breath, sweating, pale skin and weakness.
3. Vomiting or nausea.
4. Abdominal discomfort (with belching or indigestion).
5. Anxiety, apprehension, or fright.
6. The denial that the victim is experiencing a heart attack.

B) Action to be Taken When You Suspect a Heart Attack:

1. Help the victim to rest in a semi-sitting position.
2. If the victim requires medication for his or her condition, assist the victim in taking it.
3. Ensure prompt medical attention, and then reassure the victim that help is on the way.
4. Loosen belts, collars, or other tight clothing.
5. Keep the victim quiet.

7. STROKE:**A) Stroke Warning Signals May Include the Following:**

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
2. Sudden confusion, or trouble speaking or understanding.
3. Sudden trouble seeing in one or both eyes.
4. Sudden trouble walking, dizziness, loss of balance or coordination.
5. Sudden, severe headache with no known cause.

B) Action to be Taken When You Suspect a Stroke:

1. Ask the individual to smile.
2. Ask the individual to raise both arms.
3. Ask the individual to speak a simple sentence.
4. If the individual has trouble with any of these tasks, call **911** immediately and describe the symptoms to the dispatcher.

PART 8

FACILITY DESCRIPTION**Part 8.1 General Description of the Office Building**

Southland Park II is a 5-story office building with approximately 241,224 square feet of space, constructed in 1978 with renovations in 2013 and is currently managed by Canderel Management (West) Inc.



The office building is located at 10333 Southport Road SW, at the southeast corner of the campus, between Southport Lane SW and Southport Road SW.

There are 39 suites within the office building.

There are 2 below-ground levels.

The office building is principally constructed of concrete, steel and glass with a membrane and ballast roof. Interior rooms are primarily constructed of drywall on top of metal studs, with T-bar drop ceilings, and vinyl, tile and carpet floor coverings.

The office building is equipped with a natural gas heating system.

The building has a designated Incident Command Post located **at the 1st Floor security desk**, from which a building response to an emergency may be coordinated by the Building Incident Commander, provided that area is still safe.

The building's normal operating hours are 0600 - 1800 (Mon. - Fri.).

This building shares the underground parking with Southland Park I.

Part 8.2 Fire Alarm System

The office building has an Edwards EST single-stage supervised fire alarm system, equipped with a central alarm and control facility.



The fire alarm has the following features incorporated within the system:

- Automatic detection
- Zone indication
- Manual activation
- Sprinkler flow detection
- Communications interface
- Smoke control interface

The fire alarm panel and central alarm and control facility are located **on the west wall of the main entrance lobby**. There is no remote annunciation present within the office building.

Each floor within the office building contains the following equipment:

- Multiple pull stations



- Multiple automatic detectors



- Multiple public address speakers



- Multiple alarm signal appliances

Upon alarm activation, a continuous general alarm will sound throughout the entire building.

Because the fire alarm system is supervised, any abnormalities will cause a trouble in the system and a trouble alarm in the main panel.

The system uses self-contained batteries for emergency backup power.

The alarm system is monitored by an alarm monitoring company, who in turn is instructed to notify the Fire Department.

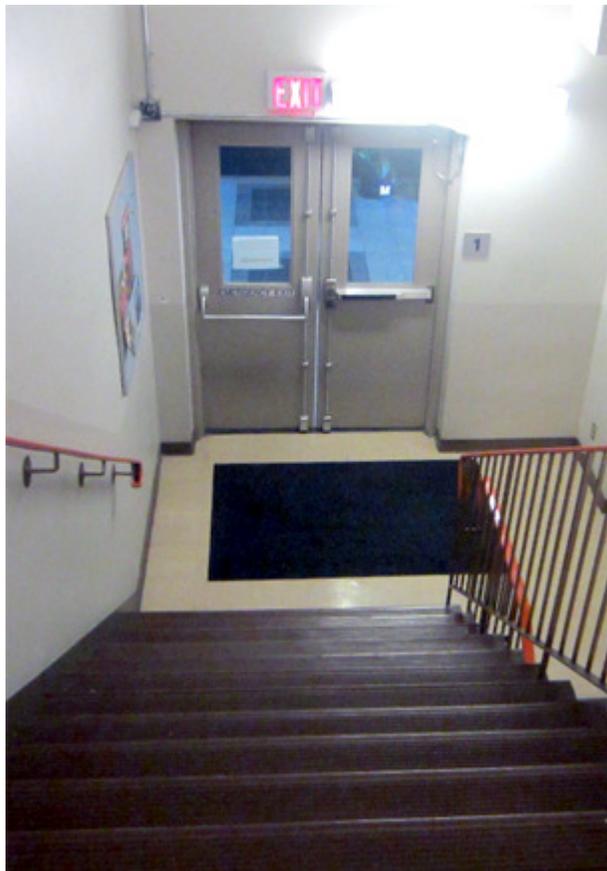
The fire alarm is connected to the Southland Park I fire alarm system and will receive a trouble signal if the building goes into alarm.

There are indicator lights and sirens located in the TSB maintenance office area on Parking Level 2 that indicate an alarm within one of the buildings on the campus.

Part 8.3 **Exit System**

There are three above-grade exit stairwells located **at the northeast and southwest corners of the central atrium and at the southeast corner of the building**. Each stairwell has its own code to identify it from another so that a reference may be made in the event that one stairwell is contaminated by smoke and is unusable. The stairs exit the building as follows:

- Blue Stair exits to the 1st Floor main entrance lobby and out the north side of the building
- Green Stair exits to a corridor and out the south side of the building
- Yellow Stair exits to a corridor and out the south side of the building



In the event that emergency access to the roof is required, access can be gained via **Blue and Green Stair**. These access points are locked and can be used only by authorized personnel.

Floors are numbered inside the stairwells. Each exit door is clearly marked by an exit sign above the doorway.



The locations of the stairwells are clearly marked on the attached Floor Plans.

The main floor corridor doors, which are normally kept open for occupant convenience, close automatically upon activation of the fire alarm system to keep smoke and fire from spreading to adjacent areas.

Recommended occupant muster points for different emergency events are as follows:

Fire:	At the northeast corner of the Southland Park I parking lot
Tornado:	Initially within Blue, Green or Yellow Stair while danger is still present, and then on the lowest safe floors of the building, unless full evacuation is required, then to the exterior of the building as directed by the Building Incident Commander in consultation with the Building Response Team members upon conducting exterior reconnaissance
Bomb threat:	Dependent on whether a device was found, how large it is and where it is located
Internal hazmat incident:	Upwind
External hazmat / shelter-in-place:	The 3rd and 4th Floor
Civil disturbance:	On the occupant's floor

Part 8.4 **Communications**

Emergency Voice Paging System

There is an emergency voice paging system contained within the office building that is capable of addressing all areas of the office building.

The communications equipment is housed within the central alarm and control facility **on the west wall of the main entrance lobby**. Individual floors may be addressed from this facility by activating the switches that correspond with the appropriate area.

The alarm signals are silenced automatically when the emergency voice paging system is activated, so that occupants are able to hear the announcements over the emergency voice paging system.

Two-Way Communications Devices

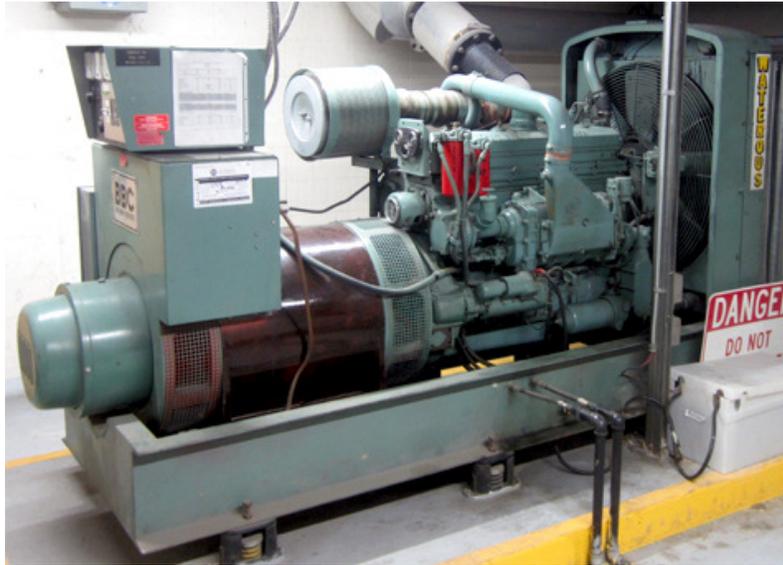
Security and Maintenance personnel are equipped with two-way communications devices (e.g., portable radio, cellular phones, etc.) that can be utilized in the event of a fire emergency.

Call Box

There are multiple call boxes throughout the parking levels. The call boxes provide communication to the Main Security Desk.

Part 8.5 **Emergency Power**

In the event of a power failure, emergency power is provided by **one** generator:



Fuel capacity:	900 L
Run time:	15 hours
Rated output:	200 kW
Make:	Detroit Diesel
Model:	DAC25RAC
Fuel type:	diesel
Location:	in the emergency generator room located at the north side of Parking Level 1 in Southland Park I
Location of transfer switch:	on the south wall of the electrical room located south of the Yellow Stair on Parking Level 1 in Southland Park I
Autostarts upon power failure:	yes

Emergency power is supplied to:

- All exit and stairwell lights
- All corridor lights

The generator is shared with Southland Park I.

Part 8.6 **Elevators**

The office building has **four** elevators to serve its occupants.

Floor service is designated as follows:

- Elevators #1, 2 and 4 serve the 1st Floor to the 5th Floor
- Elevator #3 serves Parking Level 1 to the 5th Floor

The weight/person capacity of the elevators is 2500 lbs. each.

The elevator cars descend automatically upon alarm activation to **the 1st Floor**, where they are locked out until either the alarm system is reset, or the automatic grounding is bypassed by a special Fire Department key.

The elevators contain emergency telephones for use by elevator passengers in the event of an emergency. Emergency telephones dial to the security desk.

Although the elevators are not designated firefighters' elevators, any of the elevators can be used by firefighters during a fire condition.

Elevator #3 has been designated as the freight elevator.

Part 8.7 **Fire Equipment**

Sprinklers

Wet sprinklers have been installed to provide automatic fire suppression within **the entire building**. The wet sprinkler shutoff and control valves are located **on the west wall of the Parking Level 2 TSB room**.



Dry sprinklers are used in **the cooling tower** to ensure that the sprinklers will function in cold weather. The dry sprinkler shutoff and control valves are located **at the southwest corner of the Parking Level 2 TSB room**.

Shutoff valves for individual floors are located in the **Green and Blue Stair** on **alternating floors** and in the **mechanical room** at the **northwest corner** of **each floor**.



The following sprinkler lines / loops are filled with glycol to prevent freezing: the sprinkler loop that services the garbage room. The glycol supply bottle and control valves are located adjacent the entry door to the garbage room.



Standpipe Systems

There are **three** standpipe risers, with a diameter of 4". The standpipes are equipped with **both 1-1/2 inch and 2-1/2 inch** connections and are located **in the stairwells**.



Fire Department Connections

Fire Department connections are located **on the west wall of the parking structure, midway along Southport Lane SW.**



Fire Hydrants

There are fire hydrants near the building, designated as follows:

- At the north end of Southport Road SW, at the entrance to the campus
- On the west side of Southport Road SW (2)
- On the west side of the parking structure along Southport Lane SW (2)
- On the west side of Southport Lane SW, in front of Southland Park IV



Fire Extinguishers

There are **multiple 5 lb. ABC** fire extinguishers per floor. Fire extinguishers have labels with instructions describing how to operate them, their age, serial number and the type of fire against which they can be used.



Part 8.8 **Smoke Control**

The air-handling systems are connected to the fire alarm system.

Upon alarm activation, the following occurs:

- All air handling units shut down.
- The dampers at the top perimeter of the atrium space open.

Part 8.9 Utilities

Natural Gas

The office building is supplied with natural gas. The main gas shutoff valve is located **on the west exterior wall of the parking structure along Southport Lane SW.**



Electrical

The main electrical disconnect switch for the office building is located **on the west wall of the Parking Level 2 main electrical room.**



Water

The main domestic water shutoff valve for the office building is located **on the west wall of the Parking Level 2 TSB room.**



The main fire system water shutoff valve for the office building is located **on the west wall of the Parking Level 2 TSB room.**

Part 8.10 **Occupancy / Staffing Levels**

During normal operating hours, the numbers of staff members in the office building are as follows: **Property Management 4; Security 5; Operations 4; Custodial 6.** Before or after normal operating hours, the numbers of staff members in the office building are as follows: **Security 4; Custodial 2.**

During normal operating hours, the office building contains approximately **450** occupants. Before or after normal operating hours, the office building contains approximately **10** occupants.

PART 9

FLOOR PLANS

PART 10

PERSONS REQUIRING ASSISTANCE

Part 10.1 **List of Persons Requiring Assistance**

Please append your 'Persons Requiring Assistance to Evacuate' list from ePlan Manager after this page

Part 10.2 Evacuation Techniques

In the event that a person requires assistance to evacuate, the Floor Wardens will be responsible for ensuring that assistance is provided by pre-assigned Assistance Monitors, or by assigning floor occupants to that individual should Assistance Monitors not be present. In most cases, the individual will have some means by which his or her evacuation may be facilitated. However, if that means becomes unavailable, or if the individual's condition is due to injury caused either directly or indirectly by the fire condition, occupants may have to manually assist the person to the nearest safe exit. The following are examples of some techniques that may be used to transport a person requiring assistance to the exits.

Two-Person Carries

(1) Interlocking Wrist Carry

- a) Facing your fellow rescuer, grab your right wrist with your left hand.



- b) Grab your fellow rescuer's free wrist, forming a seat.



- c) Both rescuers slide the seat between the back of the chair and the person's back and under his or her buttocks.



- d) Both rescuers then lift simultaneously and carry the person to safety.



(2) **The Chair Lift**

- a) Lay the person on his or her back and slide a chair under his or her buttocks, until the person is in a sitting position but still lying on the floor.



- b) Put the person's hands on his or her lap, and slowly raise the chair to a vertical position.



- c) Rescuers may then pick up the chair (either side-by-side, or front and back) and proceed to safety.



(3) Gravity Assist Method (Heavy Persons)

- a) Assist the person requiring assistance to a sitting position at the top of the stair.
- b) One rescuer gets below the person and holds the person's legs off the stair while the other rescuer reaches under the person's arms.
- c) Both rescuers then lower the person one step at a time until the person is safe.



PART 11

APPENDICES

Appendix A Emergency Voice Paging Scripts

Fire Evacuation Announcement (Floors in Alarm)

- **Attention please. Attention please.**
- **We currently have an alarm condition on _____ (fire floor/area).**
- **Floor Wardens, start evacuating the occupants of your floor into the stairwells or exits and out of the building to the recommended muster point at the northeast corner of the Southland Park I parking lot.**

Alarm Resolved Announcement

- **Attention please. Attention please.**
- **The alarm condition has been rectified and the building has been deemed safe by the Fire Department.**
- **We will be resetting the fire system momentarily.**
- **It is now safe to return to your floor.**
- **Thank you for your cooperation.**

Nuisance Alarm Announcement

- **Attention please. Attention please.**
- **The alarm condition has been resolved, and there is no need to evacuate the building.**
- **Please resume your normal activities.**
- **We will be resetting the fire system momentarily.**
- **Thank you for your cooperation.**

Tornado Warning Announcement

- **Attention all floors.**
- **A tornado warning has just been issued.**
- **Follow the instructions of your Floor Warden.**
- **Proceed into Blue, Green or Yellow Stair, sit on a stair and hold onto a railing. If you cannot get to a designated stairwell, move toward the centre of the building and take cover under sturdy furniture or crouch against a sturdy interior wall.**
- **We will advise when the threat has passed.**
- **Do not leave the building until you are advised that it is safe to do so.**

Post-Tornado Announcement

- **Attention all floors.**
- **The building has just been impacted by a tornado.**
- **Building staff are being dispatched to inspect critical life safety systems.**
- **Floor Wardens, please keep your people on your floors until the integrity of the stairwells has been checked.**
- **If relocation is required because of fire or an immediate life-threatening condition, relocate your occupants to the lowest safe accessible floors in the building.**
- **Discourage everyone from leaving the building as they are at risk from falling debris outside.**

Bomb Threat Announcement

- **Attention all floors.**
- **A 'Code B' incident has occurred within the building.**
- **Threat level is HIGH.**
- **Please check your immediate area for suspicious packages, and should you choose to evacuate, please take your briefcases, bags, parcels or personal items with you.**
- **Building staff are evacuating.**
- **We RECOMMEND evacuation.**
- **This will be our last announcement.**

Suspicious Package Advisory Announcement

- **Attention all floors.**
- **A high-level threat is in effect in the building.**
- **We recommend that you evacuate at least 450 metres away from the building.**
- **We will advise when the authorities have cleared the scene.**

Suspicious Package Evacuation Announcement

- **Attention all floors.**
- **The authorities have ordered an evacuation of the building.**
- **Floor Wardens, please initiate evacuation procedures.**
- **Once you have exited the building, please proceed (to area suggested by the authorities).**

Suspicious Object Advisory Announcement

- **Attention all floors.**
- **A high-level threat is in effect in the building.**
- **We recommend that you evacuate at least 450 metres away from the building.**
- **We will advise when the authorities have cleared the scene.**

Explosion / Aircraft Impact Advisory Announcement

- **Attention all floors.**
- **The building has just experienced a serious incident.**
- **Please remain on your floors while the stairwells and exits are checked for safety.**
- **Leave your floors only if you are threatened by fire or other dangerous events.**
- **Please follow the instructions of your Floor Warden.**
- **We will advise if evacuation is necessary.**

Explosion / Aircraft Impact Evacuation Announcement

- **Attention all floors.**
- **The authorities have ordered an evacuation of the building.**
- **Floor Wardens, please initiate evacuation procedures.**
- **Once you have exited the building, please proceed (to area suggested by the authorities).**

Bio-Toxins in Mail Evacuation Announcement

- **Attention all floors.**
- **The authorities have ordered an evacuation of the building.**
- **Floor Wardens, please initiate evacuation procedures.**
- **Once you have exited the building, please proceed (to area suggested by the authorities).**

External Hazardous Material Advisory Announcement

- **Attention all floors.**
- **The building has been secured due to an external hazardous material incident in the immediate area affecting the building.**
- **Please remain in the building until the authorities have notified that it is safe to leave. There is no cause for alarm.**
- **Anyone who wishes to leave the building, contrary to the instructions of the authorities, may do so via the main exits or exit stairwells.**
- **Please remember that once you leave the building, you will not be allowed back in.**
- **HVAC systems have been turned off. Please follow relocation orders of your Floor Wardens.**
- **Elevators will be disabled once persons requiring assistance have been relocated to the shelter-in-place area.**
- **The building will be restored to normal operation as soon as the incident is resolved. You will be updated when events change.**

External Hazardous Material Shelter-in-Place Announcement

- **Attention all Floor Wardens.**
- **Please initiate shelter-in-place procedures by relocating the occupants from your area via the stairwells to your designated shelter-in-place area.**

Power Failure Advisory Announcement

- **Attention, Attention.**
- **A power failure has occurred that is affecting the building.**
- **We are attempting to determine the magnitude and duration of the power interruption.**
- **Life safety systems are operating on emergency power.**
- **Please remain in your space until we can assess the duration of the outage.**

Power Failure Evacuation Announcement

- **Attention, Attention.**
- **Because of the nature and duration of the power interruption, and in consideration of life safety, Building Management has elected to close the building.**
- **Floor Wardens, please utilize the exit stairwells to evacuate your areas of able-bodied persons.**
- **Please take care in leaving the building and parking areas.**

Power Restoration Announcement

- **Attention, Attention.**
- **Power has been restored to the building.**
- **Building systems have been reactivated and confirmed operational.**
- **You may experience a delay in elevator service over the next 20-30 minutes.**
- **You may return to your tenant spaces and resume normal operations.**
- **Thank you for your patience and cooperation.**

Civil Unrest Advisory Announcement

- **Attention all floors.**
- **The building has been closed due to a civil disturbance in the immediate area around the building.**
- **Please remain in your offices. There is no cause for alarm.**
- **As a precaution, the elevators have been disabled. We recommend that you do not try to use the stairwells.**
- **The building will be restored to normal operation as soon as the incident is resolved. You will be updated when events change.**

Civil Unrest Breach Announcement

- **Attention all floors.**
- **Intruders have entered the building and are creating a disturbance.**
- **As a reminder, the elevators have been disabled.**
- **Please remain in your space and secure your doors.**
- **Police have been dispatched.**

Personal Violence Lockdown Announcement

- **LOCK DOWN, LOCK DOWN, LOCK DOWN.**