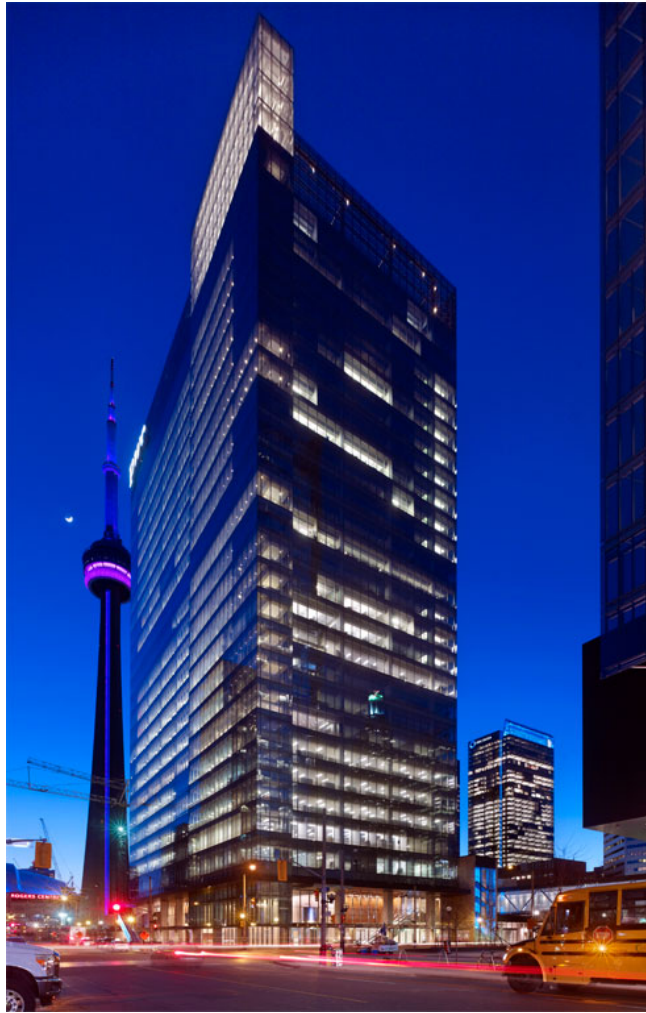


TENANT FLOOR WARDEN PROCEDURES



Southcore Financial Centre

18 York Street, Toronto, ON, M5J 2T8



QuadReal™

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PERSONNEL DESCRIPTIONS

Tenant Floor Wardens (TFW)

Tenant Floor Wardens are responsible for the supervision of the occupants in an orderly evacuation of their office spaces to the recommended assembly area, 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 / Assembly Area Coordinator on the status of the office space, the disposition of persons requiring assistance to evacuate, and any missing occupants. Tenant 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 Tenant Floor Warden team (Deputy Tenant 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 Tenant 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 Tenant Floor Wardens (DTFW)

Deputy Tenant Floor Wardens are responsible for assisting the Tenant Floor Warden with the initiation of an evacuation of occupants, should an evacuation or relocation be ordered by the Tenant Floor Warden. They will assume the role of Tenant Floor Warden in the Tenant Floor Warden's absence and will advise the Fire & Life Safety Director if the Tenant 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 Tenant Floor Warden on the status of the office space, the disposition of any persons requiring assistance to evacuate, and any missing occupants. Deputy Tenant Floor Wardens report directly to the Tenant 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 Tenant Floor Warden. They are also responsible for communicating with the Tenant 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 Tenant 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.

FIRE PROCEDURES

Tenant Floor Wardens – Fire Procedures

A) At the sound of a fire alarm, the Tenant Floor Wardens shall immediately:

- 1) Put on your identification, if readily available, and quickly check the integrity of the exits.
- 2) If you hear an alert fire alarm signal, stand by for further instructions over the emergency voice paging system. If there is a continuous alarm present and the exits are safe, instruct the occupants to evacuate into the nearest safe stairwell or exit and out of the building to the recommended assembly area **southwest of the building at Roundhouse Park or at your company's recommended assembly area**.
- 3) Do a quick check of the offices and washrooms. After the occupants have evacuated the floor instruct your Deputy and other assigned emergency staff to vacate the floor. 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 assembly area. Check in with the Assembly Area Coordinator and report on the status of your floor; then rejoin your group or relocate your group as directed by the Assembly Area 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 on your floor:

- 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 floor into the nearest safe stairwell or exit and out of the building to the recommended assembly area **southwest of the building at Roundhouse Park or at your company's recommended assembly area**.
- 3) Do a quick check of the offices and washrooms, and after the occupants have been evacuated, instruct your Deputy and other emergency staff to vacate the floor. 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 assembly area. Check in with the Assembly Area Coordinator and report on the status of your floor; then rejoin your group or relocate your group as directed by the Assembly Area 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 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 Toronto Fire Services of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist Toronto Fire Services 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 Toronto Fire Services.

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 Tenant 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

__Assembly Area 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 assembly area 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:

Deputy Tenant Floor Wardens – Evacuation Procedures

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

- 1) If the Tenant Floor Warden is not present on your floor, you shall assume the duties of the Tenant Floor Warden and assign someone to the position of Deputy Tenant 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 Tenant Floor Warden, provide an evacuation status report, and then stand by for further instructions.

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 exit.
- 2) If you are unable to locate your designated individual, report your findings to the Tenant 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 down the stairs and to at least two floors below the fire floor. If the person cannot negotiate the stairs (e.g., in a wheelchair), wait beside the stairwell for assistance from Toronto Fire Services or the Building Response Team. If it is dangerous to remain beside the stairwell, defend in place as per the instructions below. If defending in place is not an option, move the person requiring assistance into the stairwell and, if necessary, down two floors.
- 4) Confirm that the Tenant Floor Warden has advised the Building Incident Commander and that assistance is on the way. If your floor becomes contaminated by heat or smoke, manually assist the person requiring assistance via the stairs to at least two floors below the fire floor.

Defend In Place:

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

- 1) Calmly get the person requiring assistance into one area of the office building least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise Toronto Fire Services of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist Toronto Fire Services 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 Toronto Fire Services.

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 Toronto Fire Services 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.

NATURAL DISASTER PROCEDURES

Tenant Floor Wardens – Earthquake Procedures

In the event of an earthquake at Southcore Financial Centre, Tenant Floor Wardens shall:

- 1) During the shaking, **DROP - COVER - HOLD**. Protect yourself by **dropping** to the floor and 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, get into a corner and, facing out, bring your knees and hands up to protect yourself. Stay away (and face away) from windows (**do not stand in a doorway because you become a silhouette for a shrapnel hazard**). Stay away from anything that can shatter or fall on you. Count out loud (one-one thousand, two-one thousand, three-one thousand) to give yourself a time reference and to assure others around you that you are actively monitoring the situation. Encourage others to count with you so you know who is still safe and to give them something on which to focus.
- 2) Do not leave cover for at least 10 seconds after the shaking has stopped. Make sure it is not dangerous for you to come out from under cover (dangling light fixtures, broken glass, live electrical circuits in close proximity).
- 3) Cautiously leave your protection and begin to do an injury assessment. Try to plot your course around your floor space so that you are no more than a few steps from another safe spot (in case of an aftershock).
- 4) Announce to the occupants on your floor not to evacuate until the integrity of the stairwells and exits has been checked, and then dispatch Fire Control Teams with fire extinguishers to patrol the floor and extinguish small fires.
- 5) Do a complete check of your floor, looking for injured or trapped persons, dangerous or shorting electrical circuits, damaged and leaking water lines, and unstable walls, ceilings, or furniture. Return telephone receivers to their cradles if they have fallen off. Reassure everyone and ask them to remain calm while you check for injuries. Barricade off unsafe areas.
- 6) Upon finding injured occupants, render first aid, if qualified. If not qualified, assist those rendering or requiring first aid.
- 7) Any individuals who are trapped in rooms, because of doors shifting in jams or being blocked by debris, can be removed, if possible, by going through the drywall beside the door to extricate trapped occupants from the room. (Drywall is soft and can be broken through with a hammer or similar object.)
- 8) Check the integrity of the stairwells and exits on your floor and prepare to evacuate if so ordered. An evacuation of your space will be ordered only if the building safety systems have been compromised, the structural integrity of the building has been compromised or the building is on fire. Exterior evacuation of the building onto the street should be discouraged, as it is more dangerous outside the building following an earthquake than within it because of potential falling debris.

- 9) 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.)
- 10) Contact the Operations Section Chief or the Building Incident Commander at the Incident Command Post located **in the 1st Floor CACF room** and advise of the status of your floor, and then follow the instructions of the Operations Section Chief or the Building Incident Commander.
- 11) If ordered to relocate, your recommended primary relocation assembly areas are on the lowest safe accessible floor(s) in the building, unless full building collapse (unlikely) is imminent or the building is experiencing an uncontrollable fire on the lower floors, in which case a full evacuation to a safe area outside will be required. The exterior evacuation is a last resort to be used only if all options to remain in the building have been exhausted. If an evacuation is absolutely necessary, please proceed to a safe area outside of the building. Do not stand near a building due to falling debris and do not stand near any potential hazards (e.g., power lines). Tenants must determine on their own where a safe area is located.
- 12) 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 an earthquake and may not be immediately available to assist you with any problems you are experiencing as a result of the earthquake. 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.

Tenant Floor Wardens – Tornado Procedures

In the event of a Tornado Watch at Southcore Financial Centre, Tenant 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) Instruct the occupants to move toward the centre of the building, away from exterior walls and windows, where 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 **in the 1st Floor CACF room** via a firefighters' telephone 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 assembly area 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.

HUMAN INDUCED / TECHNOLOGY FAILURE PROCEDURES

Tenant Floor Wardens – Bomb Threat Procedures

Upon being informed of a bomb threat at Southcore Financial Centre, Tenant 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 fire 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 the nearest firefighters' 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 assembly area, which must be at least 450 metres away from the building. Ensure that the recommended assembly area is different from the assembly area used during the previous bomb threat.
 - c) Proceed to the Incident Command Post **in the 1st Floor CACF room** 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.

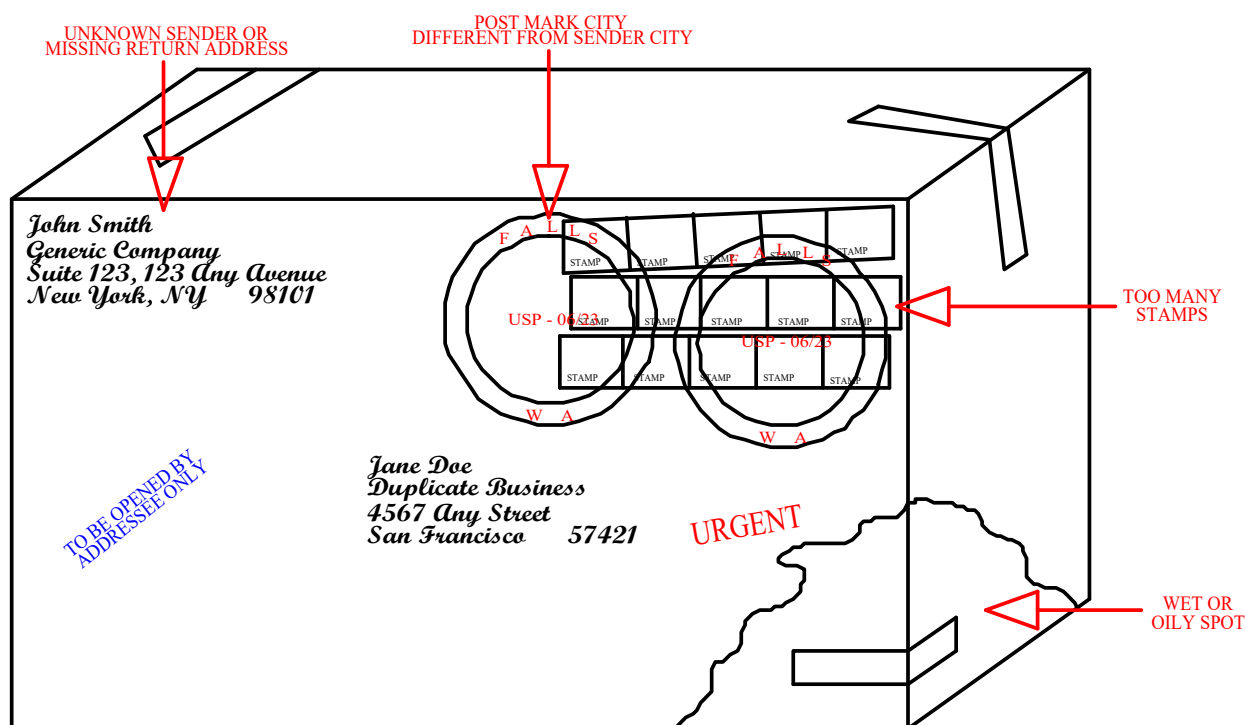
Identifying a Possible Package Bomb

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 AT 416-861-9188.



Tenant Floor Wardens – Suspicious Package Procedures

Upon being informed of the discovery of a suspicious package at Southcore Financial Centre, Tenant 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 assembly area, which must be at least 450 metres away from the building.
- 4) Proceed to the Incident Command Post **in the 1st Floor CACF room** 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.

Tenant 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 crossover floors**).
- 3) Do a quick check of the offices and washrooms 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 Tenant Floor Warden will advise the Building Incident Commander, via firefighter phones, 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.

Tenant Floor Wardens – Power Failure Procedures

In the event of a power failure at Southcore Financial Centre, Tenant 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 able-bodied occupants to utilize the stairwells and persons requiring assistance to use the elevators (elevators are operated by the Building Response Team) 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 that you require an elevator.

- 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 **in the 1st Floor CACF room** 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.

FIRST AID PROCEDURES

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.

PERSONS REQUIRING ASSISTANCE

In the event that a person requires assistance to evacuate, the Tenant 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.



FACILITY DESCRIPTION

General Description of the Office Building

Southcore Financial Centre is a 26-story office building constructed in 2011 and is currently managed by QuadReal Property Group.

The office building is located at 18 York Street, at the northwest corner of Bremner Boulevard and York Street.

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

There is a skybridge on the 2nd Floor that connects to 25 York Street on the east side and to 120 Bremner and the Delta Hotel on the west side.

Fire Alarm System

The office building has a two-stage supervised fire alarm system, equipped with a central alarm and control facility.

Upon alarm activation, if the alarm was activated by a manual pull station, an alert signal will sound throughout the entire building. If the alarm was activated by a fire detector or sprinkler flow switch, a continuous general alarm will sound on the floor of activation, the floor above and the floor below. The alarm signals in the rest of the building will ring intermittently until a general alarm is manually actuated or timed in automatically. If the alarm was initiated on the 2nd Floor skybridge link to 25 York Street, a continuous general alarm will sound on the skybridge and the 1st through 3rd Floors.

The activation of a second alarm device will send the fire alarm system into full general evacuation alarm.

If an alarm alert is not acknowledged within 5 minutes, the fire alarm system will sound a full general evacuation alarm.

An alert alarm signal sound is 60 tones. A full general evacuation alarm signal sound is 120 tones.

The parking levels are treated as a single zone for fire alarm activation.

Exit System

There are three above-grade exit stairwells located **on the east and west sides of the central core**. 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:

- Stair A exits to the south side of the building onto Bremner Boulevard
- Stair B exits to the main entrance lobby and out to the east side of the building
- Stair C exits to the northeast corner of the building

Floors are numbered inside the stairwells. The 5th, 10th, 15th, 20th, and 25th Floors have been designated as crossover floors, in that access can be gained from one stairwell to another on these floors.

Recommended occupant assembly areas for different emergency events are as follows:

Fire:	Southwest of the building at Roundhouse Park or at your company's recommended assembly area
Earthquake / Tornado:	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 crossover floors
Civil disturbance:	On the occupant's floor

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.

Firefighters' Telephone

There are **multiple** firefighters' telephones per floor. Firefighters' telephones are located **by each stairwell**. The fire phones provide two-way communications and are for the use of Toronto Fire Services and office building supervisory staff.

Emergency Power

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

Elevators

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

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.

Fire Equipment

Sprinklers

Wet sprinklers have been installed to provide automatic fire suppression within **the entire building except the parking levels**. Dry sprinklers are used in **the parking levels** to ensure that the sprinklers will function in cold weather.

Fire Extinguishers

There are **multiple 5 lb. ABC dry chemical** fire extinguishers per floor. The 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.

SOUTHCORE FINANCIAL CENTRE

18 YORK STREET, TORONTO, ONTARIO

FIRE EVACUATION PLAN

