



WestMount
CORPORATE CAMPUS

Tenant
Information Manual

Please visit our website at www.wesmountcorporatecampus.com

TABLE OF CONTENTS

WestMount Corporate Campus Contact Information	1
Building Administration	
Administration	2
Leasing Information	5
Operating Costs	6
Tenant Space Improvements	7
Building Information and Services	
QuadReal CONNECT – Tenant Services Hotline	8
Cleaning	9
Electrical	11
Elevators	12
Elevator Booking Form	14
Hazardous Materials	15
HVAC – Air Conditioning/Circulation/Heating	16
Lighting	17
Maintenance	18
Plumbing	19
Recycling	20
Window Washing	21
Security	
Access Cards	22
Emergency Contacts	23
Security Services	24
Safety / Emergency Procedures	
Emergency Procedures	26
Fire Warden System	27
Bomb Threat	31
Bomb Threat Checklist	32

WESTMOUNT CORPORATE CAMPUS CONTACT INFORMATION

**QuadReal
CONNECT**

1-877-977-2262
e-mail : service@quadrealconnect.com

Administration

#115, 4954 Richard Road SW T3E 6L1

Property Manager Amanda Jones (403)777-0661
amanda.jones@quadreal.com

Property Administrator Deb McWhirter (403)777-4288
deb.mcwhirter@quadreal.com

Tenant Services Manager Joshua Rusnak (403) 240-9269
joshua.rusnak@quadreal.com

Operations

Site Supervisor Dwayne Jans
dwayne.jans@quadreal.com

Building Operators Tony Garza
Asad Asaduzzaman

Security

westmountsecurity@quadreal.com

The Security Office is located in 4838 Richard Road SW.

**Building Hours of
Operation**

Monday to Friday 6:00 a.m. – 6:00 p.m.

The buildings are closed outside of the above noted hours, weekends and Statutory holidays. Access cards must be used to gain entry.

ADMINISTRATION

Accounting

Property Administrator: (403)777-4288

For questions regarding rent, operating costs, or an invoice for a special service; please contact the Property Administrator.

Property and Business Taxes

Property taxes are reviewed every year by our tax consultants and appealed as warranted. Business tax appeals are handled directly by customers. QuadReal can help in a business tax appeal by answering questions and helping you gather information.

Insurance

Review and renew the insurance requirements every year on your lease anniversary. Please forward a valid current copy of your policy to the Administration Office. Remember to list QuadReal Property Group LP and bcIMC Realty Corp. as the additional-insured on your policy. Ensure that your policy meets the conditions set out in your lease.

Mail

Please contact the Tenant Services Manager, Joshua Rusnak, via **QuadReal Connect**, for a mail box key.

A lockable mail box will be assigned once you move into Westmount Corporate Campus. Canada Post sorts and deposits mail to the boxes Monday to Friday, excluding statutory holidays.

It is recommended that you advise Canada Post of your new address and box number.

Financial Requirements of Tenants

Rent is due and payable to **bcIMC Realty Corp c/o QuadReal Property Group LP**; on the **first** day of each month, in accordance to with your lease agreement.

Cheques can be mailed or dropped off to:

QuadReal Property Group
115 – 4954 Richard Road SW
Calgary, AB T3E 6L1

An electronic funds transfer payment option is available and is a safe, secure, and convenient alternative to monthly cheque remittance.

Forms for registration in our EFT/PAP program are available at the Management Office.

Invoices will be issued for any building services/maintenance requests not covered under the terms of your lease or ordered upon your request; such as additional access cards, extended HVAC and miscellaneous services. Payment is due on receipt of the invoice.

ADMINISTRATION (CONT'D)

Signage-Directory Boards

There is a directory board on the main floor.

To be listed on the directory, please call the QuadReal CONNECT at 1-877-977-2262. One initial listing is offered free of charge to all primary tenants. There is a fee for all subleasing tenants, additional listings, changes to existing listings and deletions.

If you are on a multi-tenant floor, please request door signs at the same time as you request a directory board listing.

Signage-Door Signs

To ensure quality and consistency, QuadReal has selected one contractor for all door signs in the complex. Contact QuadReal CONNECT at 1-877-977-2262. to have door signs installed. QuadReal will refer you to our outside contractor and costs will be billed directly to you.

Full floor tenants may use our standard door signs, or design their own, subject to approval from the Property Manager at (403)777-0661.

Building Rules

No personal plants are allowed in the Tenant spaces.

No pets are allowed in the building at any time.

A more detailed version of building rules and regulations are outlined in each Tenant's lease, please familiarize, and adhere to them.

LEASING INFORMATION

Inquiries

Leasing

Kyle Decaire

(403)202-7507

The Leasing office is in QuadReal's main office in BP Centre.

Suite 301, 240 -4th Avenue SW,
Calgary , AB T2P 4H4

OPERATING COSTS

Operating Costs So that our tenants may understand and appreciate what is involved in Operating Costs, the following list details the various components.

- Cleaning – includes regularly or daily scheduled dusting, vacuuming, garbage and recyclable material removal, kitchen clean up, common area cleaning and exterior building cleaning.
- Utilities – includes electricity, water and gas.
- Repairs and Maintenance – includes electrical, plumbing, HVAC, miscellaneous and major repairs.
- Elevator – including elevator contract and maintenance.
- Security
- Building Management
- Insurance
- Real Estate Taxes
- Management Fee

Operating expenses are fully defined in your Lease. These expenses together with taxes are charged to the Tenant on a proportionate share basis calculated on the Tenant's rentable square footage.

Should you have any specific questions regarding your operating costs, please call the Property Manager at (403)777-0661.

TENANT SPACE IMPROVEMENTS

Inquiries

Property Manager: Amanda Jones at (403)777-0661
amanda.jones@quadreal.com

For renovations, design work and construction, please contact the Property Manager.

Planning Renovations

To keep the building consistent in appearance, QuadReal reviews all renovation plans for offices. Please contact the Property Manager at (403)777-0661 before you begin your design. The Property Manager will provide you with construction rules and regulations and recommend ways to keep your plans cost-effective, efficient, and safe.

Approval Process

As stated in your Lease, a written request must be submitted to the Property Manager for QuadReal's approval of any construction or renovation under consideration, in accordance with the Work Authorization Procedures for the building. This request should include a scope drawing or written description of what is specifically being undertaken.

Work Permits

Work Authorization Access Permits are used to authorize work and allow contractor(s) access to your premises.

You, or your contractor, must complete this form prior to work commencement. As an added security feature, we will not permit access or allow work to proceed unless a signed Work Authorization Permit is on file at the Property Management office.

Work Authorization Access Permit forms are always available at the Security office.

TENANT SERVICES

**QuadReal
CONNECT
Hotline**

QuadReal Connect Hotline: 1-877-977-2262

service@quadrealconnect.com

www.quadrealconnect.com

The hotline is answered by QuadReal staff 24 hours a day to take care of all your needs; such as lights burned out, temperature concerns, maintenance requests and cleaning requests.

If you are not sure if you should call, call anyway, they would be happy to assist you in any way they can!

Electronic Requests

QuadReal utilizes a web-based tenant service system known as QuadReal Connect. This website allows our valued tenants to communicate with us with all types of maintenance and service requests.

This system can provide you with tracking on the progress of all your work order requests. The sender will be notified when the work is complete.

To use this service, please provide us with the e-mail information of only one or two of your staff - typically the person(s) who will be responsible for communicating maintenance requests for your suite. We will arrange to have your representatives properly oriented with the new system.

Please contact **QuadReal CONNECT** at **1-877-977-2262** or e-mail us at **service@quadrealconnect.com** for further information.

CLEANING

Requests and Concerns

Please contact QuadReal CONNECT

Please tell us about any area which has not been cleaned to your satisfaction and we will see that the situation is corrected immediately.

service@quadrealconnect.com

Cleaning Services

Main floor lobby is cleaned periodically during business hours. The offices, floor common areas and washrooms are cleaned after normal business hours, Monday to Friday.

Every weeknight the following is done: dust furniture, clean glass tables and stands; however, cleaning staff will not move desk or table items to dust the furniture.

Every night non-paper baskets are emptied, disinfect drinking fountains, clean washrooms, wet-mop or vacuum heavy traffic areas and clean kitchens, lunchrooms and around coffee stations.

On a weekly basis the following is done: vacuum or wet mop and buff floors and replace garbage bags. On a monthly basis the following is done: vacuum upholstered furniture and dust out-of-reach furniture and blinds. Exterior windows are washed once a year.

Large recycle boxes are emptied nightly or as needed.

If you would like a detailed cleaning schedule for your premises, a special cleaning service such as emergency clean-up, carpet cleaning, etc. or if you have a complaint about a specific or recurring cleaning concern, please contact **QuadReal CONNECT** at 1-877-977-2262.

CLEANING (CONT'D)

Waste Removal Office tower garbage waste baskets are emptied every night, but if you have more garbage than will fit in your waste-paper basket, call **QuadReal CONNECT** at 1-800-977-2262 and we can arrange for pickup of excess paper waste upon request, during regular business hours, Monday to Friday.

QuadReal does not dispose of Hazardous Materials.

We are committed to keeping the Building and Office premises clean.

Your satisfaction is important to us.

ELECTRICAL

Power Outages

QuadReal CONNECT Hotline: 1-877-977-2262

Enmax – (403) 514-6100

The City of Calgary - 311

Energy Management

QuadReal's energy management program has reduced power consumption even though the tenant-connected load has increased. As part of this program, lights throughout the office towers switch off automatically at approximately 12 midnight. If you are working late, you may turn your office lights on at the local switches. When leaving, please ensure the local switch is turned off.

Extra Electrical Outlets

Call **QuadReal CONNECT** at **1-877-977-2262** for our electrical contractor. There will be a fee from the contractor for any work done.

Sensitive Electronic Equipment

The electricity provided to your office or store is generally very clean. However, QuadReal cannot suppress spikes and other power deviations, which are occasionally delivered to the complex by the local grid. If you have sensitive computer or other electronic equipment, we recommend that you invest in electrical protection devices such as an uninterruptible power supply (U.P.S.) with appropriate surge protection.

ELEVATORS

Concerns or Questions

QuadReal CONNECT Hotline: 1-877-977-2262

Passenger

Elevator service in WestMount Corporate Campus exceeds the industry average for response time and excels in passenger safety. The elevators in the Campus were manufactured by Otis. The door protection system is designed to eliminate accidents as passengers enter and exit the elevators.

In Case of Emergency

Each elevator is equipped with emergency communication. The elevator phones are monitored by trained personnel 24 hours a day.

If You Notice a Problem

Please call **QuadReal CONNECT** at 1-800-977-2262. Your concern will be logged and relayed to an elevator technician who will ensure the problem is fixed as soon as possible.

If you notice a problem, please be sure to inform us; before the problem becomes a major issue.

Freight Bookings

To book an elevator with the Site Supervisor for Access Control & Life Safety, please call **QuadReal CONNECT** at 1-877-977-2262. with a minimum of 24 hours' notice.

The elevators cannot be booked between:

7:30 a.m. – 8:30 a.m.,
11:30 a.m. – 1:15 p.m.
3:45 p.m. – 5 p.m.
Monday to Friday.

ELEVATORS (CONT'D)

Loading Dock

Use the loading dock and freight elevator for anything which cannot easily be carried; such as a large parcel or a box. Please remember that the loading dock is not a parking area. Remove your vehicle and clear all items from the loading dock area as soon as possible.

To enquire about use of the loading dock, please call QuadReal CONNECT at 1-877-977-2262 to forward your request to a building operator.

Office Move In/Move Out

All large-scale moves must take place after hours, 6:00 p.m. – 6:00 a.m. Monday to Friday, or 24 hours per day on weekends.

Please give us as much notice as possible, preferably 3 days to one week. Please use an elevator booking form and e-mail to westmountsecurity@quadreal.com

Please ensure the moving/delivery company is supplied with elevator/loading dock procedures (included here).

Arrangements will have to be made with Security for access to the loading dock after hours or on the weekend and an additional charge for that access will be the responsibility of the tenant.

ELEVATOR BOOKING FORM

Name _____

Company Name _____

Company Contact _____

Phone Number _____

Floor _____

Date of Booking _____

Duration _____

Mover/Contractor
(If applicable) _____

Contact Name _____

Phone Number _____

QUADREAL Authorization Signature _____

Printed _____

Tenant Responsibility Checklist

_____ Building Elevator and Loading Dock Procedures given to contractor.

_____ Work Authorization Access Permit completed for contractor.

HAZARDOUS MATERIALS

Which Products are Hazardous?

Most hazardous products found in offices contain ammonia. Examples include inks, toners, developer fluids, paints and adhesives. To determine which products are hazardous, read the labels on your office equipment and supplies.

Protect Your Office and Staff

Every tenant has a legal responsibility to store any hazardous products on your premises safely and to ensure that they are disposed of according to government regulations, by a licensed waste contractor. For a listing of the licensed waste contractors in Calgary please call 1-800-661-9278.

“Material Safety Data Sheets” detail the health risks and safety precautions associated with each hazardous material. This information is available from the Government of Alberta, Department of Labor, Occupational Health and Safety Division at 1-866-415-8690. For your own safety, please ensure that you have a current “Material Safety Data sheet” for all hazardous materials used on your premises.

HVAC-AIR CONDITIONING/CIRCULATION/HEATING

Concerns or Requests

QuadReal CONNECT Hotline: 1-877-977-2262

**Air Conditioning/
Circulation**

The air conditioning and circulation system exceeds building industry and national health standards. State-of-the-art equipment provides continuous fresh air changes and allows a flexible temperature-controlled environment. High efficiency filters throughout the building ensure that particulates are minimized. Washrooms and other special areas are vented directly outside.

All mechanical and electrical systems at WestMount Corporate Campus are monitored by a computer system programmed to provide optimum comfort and significant energy savings.

**Hours of Operation
and After-Hours
Service**

Air conditioning and circulation is provided Monday to Friday 6:00 a.m. – 6:00 p.m.

If you require service after hours, please have the authorized individual (tenant representative) give 24 hours' notice on company letterhead to the Property Management office. There is a fee for this service.

**Authorization to
Request After-
Hours Service**

A notice is sent regularly; requesting an updated list of individuals within your company who are authorized to request after-hours service. Please complete this list promptly and inform the Site office by e-mail to **westmountsecurity@quadreal.com**

To protect you from unauthorized expenditures, we do not supply extra service to anyone who is not on this list.

LIGHTING

Lights Out

QuadReal CONNECT Hotline: 1-877-977-2262

Phone **QuadReal CONNECT** to arrange to have burned out lights replaced. Please provide your location when the call is placed. Light bulbs are normally replaced within the same or next business day. If you need more immediate service, let us know.

Maintaining Power Effectively

To help conserve energy, lights throughout the office towers switch off automatically after-hours. The lights can be turned back on at any time, but please remember to turn them off again before you leave.

MAINTENANCE

Locks

By using the same high-quality keying system throughout the complex QUADREAL maintains a higher level of security. More importantly, we ensure the Fire Department and our staff can get into your premises during an emergency. For your own protection and as stipulated in your lease, please use only the building approved locksmith when planning any lock changes in your premises.

If you require locks changed or extra keys cut please call QuadReal CONNECT at 1-800-977-2262

Repair Requests

QuadReal CONNECT Hotline: 1-800-977-2262

PLUMBING

**Concerns or
Questions**

QuadReal CONNECT Hotline: 1-877-977-2262

If there is a problem with plumbing in your premises, please call QuadReal CONNECT at 1-877-977-2262. Please call if you notice a leak or plumbing problem in a washroom or other common area of the building.

RECYCLING

Recycling Requests

QuadReal CONNECT Hotline: 1-877-977-2262

Our Commitment to the Environment

QuadReal Property Group LP encourages recycling. All cleaning products used by the janitorial contractor are environmentally friendly.

PCB containing electric ballasts are not used anywhere in the complex.

A wide range of paper products are accepted including all colored or white paper, bond or photocopy paper, carbonless paper, cardboard, computer paper, all envelopes, flyers, newspapers and magazines, post-it-notes, fax paper and staples/paper clips are okay. For more details concerning which products can be recycled, refer to the information sheet posted next to the main collector box on your floor or call QuadReal CONNECT at 1-877-977-2262

Participate in Recycling Program

Call QuadReal CONNECT at 1-877-977-2262 and they will arrange it. Desk boxes and zone bins will be delivered to your office. When the desk box is full, empty it into the zone bins placed in convenient strategic locations in your office. The building cleaning staff will ensure that all bagged paper is transported to the proper location for a recycling company to pick-up. If you need additional collection service due to file cleaning or other special circumstances, let us know.

WINDOW WASHING

**Concerns or
Requests**

QuadReal CONNECT Hotline: 1-877-977-2262

Frequency

The windows are washed regularly according to a schedule. Office tower exterior windows and interior perimeter windows are washed once a year. A written notice will be sent two days before the inside office tower perimeter windows are to be washed. Please move all objects away from the windows so that they can be cleaned.

ACCESS CARDS

Questions	QuadReal CONNECT Hotline: 1-877-977-2262
When to Use	<p>An access card is required for entry to the parkade.</p> <p>A valid building access card is required to gain entry to the building after 6:00 p.m. Monday to Friday and 24 hours per day on weekends and statutory holidays.</p>
Access Card for a New Employee	<p>Please assign an individual (tenant representative) from your company to handle all access card and parking concerns.</p> <p>To obtain an access card, please e-mail your request directly to our security team at westmountsecurity@quadreal.com.</p>
Access Card for a Visitor	<p>Your company representative may obtain access cards for visitors or temporary employees in the same manner as for new employees, however, on your request form please advise us that the card is to be issued for a temporary period of time and indicate when the card should expire.</p>
Access Card Lost or Stolen	<p>Please report lost or stolen access cards through QuadReal CONNECT at 1-877-977-2262 as soon as possible. The missing card will be voided and a new one issued once a request letter has been issued from the tenant representative.</p>
After-hours Access	<p>To access the office tower from 6:00 p.m. to 6:00 a.m. or on weekends and Statutory holidays you will require an access card that has been appropriately coded.</p>
Replacement Charge	<p>There is no initial cost for access cards, however, an administration fee will be charged for each replacement card for lost or stolen cards.</p>

EMERGENCY CONTACTS

Tenant Contact Property Administrator: (403)777-4288

In order that we may keep our tenants informed of any emergency that may arise in the building, no matter what time of day, we would ask that two or three employees be appointed from your company to act as emergency/after-hours contacts. An after-hours contact form will be provided on move-in and updated every six months. Please update the information and return the form to the Site office by e-mail to deb.mcwhirter@quadreal.com

Please advise us of any changes that occur between the scheduled updates.

For emergency procedures, please refer to the last section of the directory.

Ambulance If you require an ambulance CALL 911.

The address to relay to the Emergency Dispatcher is as follows:

4954 Richard Road S.W.

4906 Richard Road S.W.

4838 Richard Road S.W.

4820 Richard Road SW

4826 Richard Road SW

5010 Richard Road SW

SECURITY SERVICES

Safety Systems

For any questions or concerns you may have, please contact **QuadReal CONNECT at 1-877-977-2262.**

A detailed description of the fire alarm and other emergency procedures is found in the back of this directory under Emergency Procedures.

Your overall safety while in the building is of the utmost importance to us. Building safety systems are checked on a weekly, monthly and annual basis.

QuadReal ensures fire extinguishers are fully charged and that smoke and heat detectors are tested and inspected. Sprinkler valves are visually checked each week.

WestMount Corporate Campus has many safety systems and features, including:

- Fully sprinklered building.
- Smoke removal system.
- One City water main feeds to the sprinkler system.
- Fire Detection and Alarm system.

At buildings at 4838 and at 4820 emergency power generator ensures all life safety equipment will operate even in the event of power outages.

SECURITY SERVICES (CONT'D)

Life Safety

Systems Overview

WestMount Corporate Campus is a twin stairwell, fully sprinklered office tower which has a life safety system in place to provide all occupants with protection during an emergency.

The life safety system consists of:

- A central, fully automated Fire Alarm System monitored 24 hours a day.
- Any alarm means a TOTAL EVACUATION OF ALL FLOORS.
- A complete sprinkler system for each floor.
- Smoke detectors in each stairwell, which, when activated, will register on the central alarm panel.
- Two pull stations on each floor.
- Fire extinguishers on each floor.
- A Fire Warden system.
- The capability of bringing all elevators to ground level is automatic with the Fire Alarm panel.
- Two separate emergency stairwells that run throughout the entire height of the building.
- Automatic smoke removal from each floor.
-
- Emergency lighting throughout each floor and in both stairwells.
- Signage in the elevator lobby of each floor indicating evacuation routes.
- Clearly marked cross-over floors to aid in evacuation should an emergency occur.

EMERGENCY PROCEDURES

Medical Emergencies

In the event of an accident or severe illness of an employee or visitor in your office area, please proceed as follows:

Call **911** and request the appropriate emergency assistance.

Call QuadReal CONNECT at **1-877-977-2262** and provide:

- Your name, the company and telephone number.
- The floor and location of the accident.
- Type of injury or illness.
- Confirmation that you have called for emergency assistance.

Do not move the injured or ill person. Try to make them as comfortable as possible.

The building staff on duty will meet the Emergency Unit on the main floor upon its arrival and will direct them to the appropriate floor. Please have someone meet the Emergency Unit at the elevator lobby on your floor.

Elevator Emergency

Elevators are one of the safest modes of transportation. However, on rare occasions, elevators may malfunction. If such a malfunction should occur and you are trapped in an elevator, remain calm, you are not in danger. Proceed as follows:

- Do not try to force open the elevator doors.
- Do not try to exit the elevator if it is not level with the floor, regardless of whether the doors are open or not.
- Press Emergency button in the elevator. The telephone automatically rings and will be answered at all times.
- Identify yourself.
- Give floor level if possible.
- Give elevator number you are in.

The elevator maintenance company will be contacted immediately, respond in a timely manner and proceed with assisting any passengers.

EMERGENCY PROCEDURES (CONT'D)

Fire Alarm and Emergency Evacuation

QuadReal Property Group LP would like to ensure that your safety is complete. The building's life safety systems will protect you in case of an emergency, but we also require the assistance of each customer and occupant in the building. Before there is an emergency, become aware of all emergency exits, pull stations and fire extinguishers. Points to remember during an emergency

:

- Do not panic. Remain calm.
- Do not use the Elevators.
-
- An alarm indicates "**FULL BUILDING EVACUATION**".
- Walk, do not run, to the nearest emergency exit and wait for instructions from your fire warden.
- Follow the instructions of your fire Wardens and Assistant Fire Wardens.

The building is a smoke free environment; therefore smoking is not permitted in the stairwells or underground parkade (if applicable).

Power Failure

Building 4838 & Building 4820 are equipped each with a diesel powered generator which, in the event of a power failure, will automatically supply electrical power to the life safety systems of each building's .power will be supplied to one (1) emergency elevator, the fire pump and emergency lighting.

The Emergency Fire System has a full battery backup in case of a power failure as well. The Access Control System should function normally in the event of loss of normal power.

FIRE WARDEN SYSTEM

Fire Wardens

As a required safety precaution, each floor shall have two (2) Fire Wardens and two (2) Assistant Fire Wardens. In the case of a multi-tenant floor, each company shall have one (1) Fire Warden and one (1) Assistant Fire Warden. All wardens are to be appointed by their respective companies.

Duties

- Be in complete charge of their floors during an emergency.
- Appoint an Assistant Fire Warden who will assume the Fire Warden's duties in case of the Fire Warden's absence.
- Put on an identification vest and assume the responsibility of keeping all floor occupants calm while directing them to the nearest emergency exit.
- Confirm with the Assistant Wardens that they understand any directions given.
- Make sure Assistants do a floor search as well as a washroom check.
- Ensure that any incapacitated occupants are moved to an area next to the stairwell without endangering themselves or others.
- Follow all other occupants from your floor down the stairwell.

When your evacuation destination has been reached, report the status of your floor to Authorized Personnel.

FIRE WARDEN SYSTEM (CONT'D)

Persons Requiring Assistance

A person requiring assistance is defined as anyone who requires assistance down the stairwells. This may be of a permanent or temporary nature. Examples include: heart condition, broken leg, pregnancy, etc.

All persons requiring assistance at WestMount Corporate Campus and the Fire Warden should be aware of the following:

- Make sure that the floor Fire Warden and building staff are made aware of any persons requiring assistance. Their name must be on the security list so that they will receive the assistance required.
- Please contact the Security at **(403)240-9197** to ensure we have their name, floor location and we are aware of their condition.
- The Fire Warden, in conjunction with the incapacitated person, must choose as many people as required to assist in the evacuation. The people chosen should be capable of handling incapacitated persons.
- Have the incapacitated persons assistants move them to an area next to the stairwell and wait for instructions from the Fire Warden. If told to evacuate your floor, wait for the main flow of people to pass before starting to descend.

Follow the instructions of the Wardens and let them know if you have any problems.

FIRE WARDEN SYSTEM (CONT'D)

Assistant Fire Wardens Duties

- Put on an identification vest and proceed to the elevator lobby to receive instructions from the Fire Warden. Caution all occupants to remain calm.
- Follow their Fire Warden's directions and orders.
- If the Fire Warden is absent, take over all duties of the Fire Warden. The Fire Warden will prearrange this.
- Do a floor and washrooms check.
- Aid with persons requiring assistance.

BOMB THREAT

When Threat is Received

- Listen and remain calm.
- Do not interrupt the caller.
- Attempt to keep the caller talking.
- Obtain as much information as possible using the questions on the attached Bomb Threat Checklist (next page).
- Do not hang up or disconnect your telephone, even after the caller hangs up.
- Contact your immediate supervisor, if necessary using another telephone.*
- Wait for further instructions. Do not leave your desk.

Remain calm and do not cause any panic by alarming anyone else. The Police and appropriate building personnel will arrive soon and decide what course of action is appropriate.



BOMB THREAT CHECKLIST

**Instructions: be calm, be courteous, listen, and do not interrupt the caller.
Notify supervisor/security officer by pre-arranged signal while caller is on the line**

Supervisor to contact Fire Warden, 911 and QuadReal CONNECT Hotline: 1-800-977-2262

Recorded Data:

Date: _____ Time: _____ (PM) (AM)
Duration of call _____

Exact Wording of Threat:

Questions To Ask:

1. When is the bomb going to explode? _____
1. Where is the bomb right now? _____
2. What kind of bomb is it? _____
3. What does it look like? _____
4. What will cause it to explode? _____
5. Did you place the bomb? _____
6. Why? _____
7. What is your name? _____
8. What is your address? _____
9. Where are you calling from? _____
- () Voice was familiar (specify) _____
- () Caller was familiar with area _____

Try to determine:

Sex of caller _____ Male _____ Female

Accent _____

Estimated Age of the Caller: _____

Did the Caller reveal any identifying particulars (e.g. nickname, familiarity with staff, etc.) _____

Did the Caller use any common phrase? _____

If Caller's voice is familiar, who did it sound like? _____

Identifying characteristics of the caller's voice:

Calm__ Emotion__ Angry__ Nasal__ Excited__ Stutter__ Fast__ Lisp__
Slow__ Raspy__ Rapid__ Deep__ Soft__ Ragged__ Loud__ Cleared
Throat__ Laughing__ Deep Breaths__ Crying__ Cracking Voice__ Normal__
Disguised__ Distinct__ Slurred__ Accent (French/English or
other: _____) Intoxicated__

Threat Language:

Well spoken (educated)__ Vulgar__ Irrational__ Incoherent__ Taped
Message read by caller__

Background Noises:

Street Traffic__ Quiet__ Crockery__ Factory__ Voices__ Machinery__
P.A. System__ Animals__ Music__ Clear__ House Noise__ Static__ Motors__
Office__ Booth__ Local__ Long Distance__ Machinery__ Airplanes__ Trains__
Other__

Tenant Information

Your Name: _____
Your Phone Number: _____
Section/Branch/Department/Company: _____
Phone Number at which the call was received: _____
Location of phone: _____
Time of call: _____ (AM)(PM)
Date: _____
Duration of the call: _____
Remarks: _____

Supervisor or person who was initially notified about the call: _____
Time of Notification: _____

**Talk to no one except as instructed by your supervisor/security officer.
Review the questionnaire and try to fill out as completely as possible.
Remain calm: Security and Search Teams will take over.**

**Keep Bomb Threat Telephone Procedures under telephone at Switchboards and
main Reception areas.**