



EMERGENCY PLAN

2001 McGill College Tenant's Guide



Updated: January 2019



**GENERAL POINTS, RESPONSIBILITIES AND PROCEDURES
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1. **INTRODUCTION**

The purpose of this document is to let individuals who have specific roles and responsibilities during a building evacuation familiarize themselves with their own tasks and those of other members of the Evacuation and Response Teams.

In any emergency situation, whether caused by a fire, bomb threat, explosion, riot, power failure or any other incident, these procedures aim to:

- Prevent any loss of human life;
- Facilitate the evacuation of all occupants;
- Prevent or delay the progression of a fire;
- Inform the building's occupants of the human and material resources available on-site;
- Facilitate the transmission of all necessary information in the event of an emergency;
- Limit and safely manage fire hazards;
- Prevent physical damage to companies' assets;
- Standardize the interpretation and application of emergency measures.

2. **DESCRIPTION OF THE BUILDING**

2.1. **CIVIC ADDRESSES AND FLOORS**

The building is located at 2001 McGill College, and is the property of Cominar Real Estate Investment Trust (Cominar REIT). The building also uses a second address: 770 Sherbrooke Street West.

The building has 24 floors (from the ground up). Three (3) underground floors are mainly used for parking purposes. The building is attached to the «Pierres Grises» buildings, which have 4 floors (from the ground up). Those buildings use the following street addresses: 752, 758 and 760 Sherbrooke Street West.

The building is also attached to the Strathcona Hall, which also has four floors (from the ground up). The Strathcona Hall has its own individual civic address: 772 Sherbrooke Street West. It is possible to move from one building to the other on the ground floor level.

In the tower, the floors above the ground floor have an approximate surface area of 20,931 square feet. The elevator shaft, the two evacuation stairwells, bathrooms and all service rooms (telecommunications, mechanic and electric) are located in the central core of the building.

The floor size of the Strathcona Hall is approximately 4,967 square feet. Each floor surface has, in the North section, the bathrooms and an evacuation stairwell. The other evacuation stairwell is located in the south section.

2.2. **CONSTRUCTION TYPE**

- The 2001 is a fire-resistant building, made mainly of reinforced concrete and glass.
- The Strathcona Hall is also fire-resistant and made of concrete and steel.
- The building is classified as « Business Establishment (D) ».

2.3. OCCUPANCY

- The first basement level is occupied by the V.I.P. parking, storage rooms, medical sterilization rooms, and some service rooms (electric and elevator control).
- The second basement is where the main automatic sprinklers valves and fire pump are located.
- The second and third basements are occupied by the building's main parking spaces.

2.4. FIRE PROTECTION

2.4.1. Elevators

When the alert tone is triggered, all elevators are immediately sent to the ground floor, except elevator #13 sent to the 4th floor. If someone is inside the elevator when the alert is triggered, the elevator will stop and will then go down to the ground floor, where the doors will open and remain open.

Since all elevators' cabs are equipped with a rescue system (with the exception of elevator #10), they may be used by the Fire Department in the event of a fire alarm.

Each elevator is equipped with a two-way communication system. In the event of an emergency, it is possible to contact Security by pressing the red button of the intercom system.

2.4.2. Stairwells and exits

An exit « SORTIE » sign is located near every stairwell and every emergency exit.

All the exit stairwell doors may be opened through the side of the floor area.

These doors are locked from the inside; only the re-entry « RÉ-ENTRÉE » doors are unlocked.

The stairwell firewall doors must be closed at all times to prevent smoke from spreading.

2.4.3. Transfer levels (re-entry)

Once in an exit stairwell, it is possible, at certain pre-determined levels, to return to the floor area to change evacuation paths, or to signal an emergency situation by using the emergency telephone (red phone).

These levels are identified by a sign marked re-entry « RÉ-ENTRÉE » posted on the door, inside the stairwell.

Transfer levels are on the 5th, 9th, 13th, 17th, 19th and 21st floors.

2.4.4. Master Keys

Master keys are available to Emergency Services at all times at the reception desk located on the ground floor.

Five key rings labelled firefighter « POMPIER » are made available for Emergency Services.

2.4.5. Evacuation Plans

Evacuation plans are posted in full view of the public, near the emergency exits (see Appendix D).

The following information can be found on these plans:

- Instructions in the event of a fire;
- Evacuation paths and the location of all emergency exits;
- Location of manual fire alarm stations;
- Location of portable fire extinguishers;
- Location of emergency phones.

2.4.6. Emergency phones

Emergency phones (red phones) are installed on each floor, near the emergency exits. In order to use them, it is necessary to break the glass cover. These phones allow 24-hour communication with the reception desk.

2.4.7. Portable fire extinguishers

Portable fire extinguishers are installed in selected locations. They are clearly identified and easy to access. The evacuation plan clearly indicates their location.

A fire is usually classified by its combustible class.

Fire classes:

- Class A: ordinary solid combustible fire (paper, wood, cardboard, fabric, etc.).
- Class B: flammable liquid or gas fire (oil, petroleum, paint, etc.).
- Class C: electrical fire.

Instructions on the operation of portable fire extinguishers can be found in Appendix I.

Dry chemical extinguisher:

- Extinguishes by smothering (covers the heat source);
- Recommended for class A, B and C fires;
- Discharge lasts approximately 15 seconds;
- Discharge range is 4.5 to 6 meters (15 to 20 feet).

2.4.8. Automatic sprinkler systems

The building is protected by sprinkler systems. A series of sprinkler heads are arranged to automatically distribute a sufficient quantity of water to extinguish a fire, or to control it until the firefighters arrive.

An automatic sprinkler system's section cut-off valves and a 2 ½ inch fire hose exit are located on every floor inside the « Président Kennedy » stairwell. The same applies to the North stairwell of the Strathcona Hall building.

2.4.9. Fire alarm system

The control panel for the elevators, the communication system and the fire alarm system can be found on the ground floor of 2001 McGill College. Details on the fire alarm system can be found under point 4 of this section.

3. SECURITY MEASURES

3.1. EMERGENCY STAFF

The emergency staff is made up of two teams:

- *Response Team*: the Emergency Measures Coordinator is responsible for this team. It is made up of members of the administration, operations personnel and security personnel. The team plays an important role in the application of the Emergency Plan. Each member will wear an identification vest corresponding to their appointed task.
- *Evacuation Team*: this team is made up of the personnel designated by each tenant to facilitate the evacuation of the building. Office Leader is responsible of this team and he will be identified by an **orange** vest.

3.2. TRAINING

3.2.1. For members of the Evacuation Teams and for new tenants:

An information session of about one hour is held every year.

Topics which may be discussed are:

- How the fire alarm system works.
- Explain and locate all fire protection equipment (emergency exits, manual fire alarm stations, emergency phones, portable extinguishers).
- Explain the responsibilities and tasks of the members of the evacuation teams.
- Description of the different procedures in case of an emergency.

3.2.2. For members of the Response Team:

Every year, before the evacuation drill, a one-hour training session is given.

Topics which may be discussed include:

- How the fire alarm system works;
- Explain the responsibilities and tasks of the members of the Evacuation and Response Teams;
- Description of the different procedures in the event of an emergency;
- Fire triangle and fire classes;
- Handling of portable extinguishers (theory aspect);
- Specific fire hazards;
- Communication methods;
- Explain and locate all fire protection equipment (emergency exits, manual fire alarm stations, emergency phones, and portable fire extinguishers).

3.3. EVACUATION DRILLS

A complete evacuation of all occupants will be done once a year. All teams (Response and Evacuation Teams) will take part in this drill.

The goals of these drills are:

- To allow the building's personnel and occupants to practice, in accordance with established procedures, and to apply improvements, if needed.
- To allow the occupants and the employees to familiarize themselves with the alert and alarm tones, as well as with the building's evacuation paths and emergency exits.
- To allow occupants and employees to see how important it is to have a well-organized and well-trained evacuation team.
- Initiate occupants to remain calm should the alert or alarm mechanisms be activated.
- To collaborate with the Fire Department, the Police Department, and all team members of the building.

When preparing for a drill, these steps must be followed:

- Set a date for the evacuation drill, and keep it confidential.
- Contact tenants with special needs to inform them.
- Plan and organize the course of the drill.
- Confirm the date and time of the training sessions to the Fire Brigade, Evacuation and Response Teams.
- Execute the drill, according to the plan.
- Fill-out the *Drill Report* form « Exercice d'évacuation – Rapport du TPI ».
- After the drill, follow-up with the tenants and members of the Response Team.

Please note that, following an evacuation drill, the Emergency Measures Coordinator will give the authorization to re-enter the building.

3.4. POST-MORTEM MEETING

If needed, a post-mortem meeting is to be held as soon as possible after the conclusion of an emergency situation.



During this meeting, everyone who was directly involved in the emergency measures will be asked to give an appraisal of how the event was handled.

3.5. MEETING POINT

The outside meeting point for this building is located on the plaza in front of the 1981 McGill College (see Appendix E).

During an evacuation, occupants must quickly move away from the building and head directly to the dedicated meeting point.

3.6. RE-ENTERING THE BUILDING

The return to the building occurs when Emergency Services give authorization to do so to the Emergency Measures Coordinator. In the event of an exercise, the Emergency Measures Coordinator will decide when to have everyone re-enter the building.

3.7. COMMUNICATION

On the radio, the code of ethics must be respected at all times. Communications must be limited to those which are relevant to the delivery of authorized messages. All messages must be brief and precise. Should it be an emergency, it must be mentioned, so all personnel can pay close attention to it, and so the line can remain free of redundant communications.

3.8. RULES REGARDING FIRE PREVENTION

All work representing a fire hazard is subject to very strict rules from the building's administration.

All work performed on the automatic extinguisher system requires a permit titled INTERRUPTION OF FIRE PROTECTION. This permit is issued by an official from the building. Procedures to be followed during this work are outlined in Appendix G.

All work necessitating the use of an open flame (i.e. cutting), or any other process producing sparks, requires that a permit named HOT WORK PERMIT be issued prior to the start of the work. This permit is issued by an official from the building. Procedures to be followed during the work are outlined in Appendix H.

4. DESCRIPTION OF THE FIRE ALARM SYSTEM

The control panel for the alarm system can be found on the ground floor, at the reception desk.

The panel is designed by Simplex Grinnell (Simplex model 4100), and consists of a fire alarm indicator panel and an emergency communication system.

This is a two-stage operation system (alert and alarm), set to a predetermined schedule.

All employees assigned to reception desk and the Fire Prevention Officer are familiar with these systems and are able to effectively operate them in an emergency situation.

4.1. HOW THE FIRE ALARM SYSTEM WORKS

4.1.1. *Components of the fire alarm system*

- Smoke detectors located where prescribed by the norms.
- Manual fire alarm stations located near the exits.
- Red emergency phones (two-way communication) located near the exits.
- Control panel located on the ground floor.
- Speakers and bells.
- Water flow-rate detector.

4.1.2. *Stage schedule*

- From 7:30 a.m. to 4:30 (only when fire brigade on duty): two-stage operation (alert and alarm).
- Outside this period: one-stage operation (alarm only).

4.1.3. *Audible signals*

- Alert signal: slow chimes at 20 beats per minute.
- Alarm signal: temporal klaxon (3 fast signals followed by a silence, repeating continuously).

The system was designed to have the signal sounding throughout the building in the event of one situation or the other.

4.2. ACTIVATION

4.2.1. *There are three ways to activate an alert:*

- Manual (manual pull station).
- Smoke (smoke detector).
- Heat (water flow alarm on the sprinkler system or heat detector).

4.2.2. *During an alert, the following security mechanisms (auxiliary functions) are activated:*

- Ventilation system is turned off.
- Elevators are sent to the ground floor.
- Closing of all fire-proof doors maintained open with an electromagnetic lock.
- Release of electromagnetic door locks.

4.2.3. *The following security mechanisms (auxiliary functions) may be manually activated:*

- Smoke extraction systems.

4.2.4. A general alarm can be activated:

Automatically:

- Following the alert, if there is no manual intervention (acknowledgement of receipt) at the fire alarm control panel within three (3) minutes. If other components are triggered when the alert is on, they will be received in alert stage too.

Manually:

- By activating the general alarm button on the alarm panel.
- By activating the general alarm key switch on one of the manual fire alarm stations.

4.3. FIRE ALARM INDICATOR SYSTEM

Using a display unit, the system indicates the location of the fire alarm (red light), or the supervision or failure of a component (yellow light). Each device connected to the fire alarm system has its own address, which allows for a quick and precise location. It also prints all events on the system's printer.

Interruption of the signals after an alert/alarm is possible only after a one (1) minute delay. The signals cannot be stopped before this delay.

After the appropriate verifications or interventions have been made by the Fire Department, the entire system may be reset from the control panel.

In the event of a failure or malfunction, the fire alarm panel emits an audible signal, which will not stop until it is acknowledged.

4.4. EMERGENCY VOICE COMMUNICATION SYSTEM

The system is divided into two distinct sections:

- A one-way broadcast speaker system.
- A two-way emergency phone (red phones) system.

4.4.1. Broadcast speaker system

- During an emergency situation, this system allows messages to be broadcast by microphone to one or more sectors, or throughout the building.
- A set of messages is already recorded. For all messages, the levels on which they are to be broadcast and the message must be selected.
- At all times, the control panel's microphone has precedence over the pre-recorded messages.
- A list of messages which may be broadcast can be found in Appendix N. French and English messages will each be repeated twice.



4.4.2. Emergency phone system (red phones)

- The second section of the emergency communication panel ensures a communication between the reception desk and the floors. Emergency phones (red phones) are located on each floor, near the emergency exists.
- When a receiver is picked up, a call signal can be heard at the control panel, and a warning light indicating the level and sector of the call switches on.



**SECTION 2
DESCRIPTION OF RESPONSIBILITIES**

1. BUILDING OWNER

Responsibilities:

- Build, develop and maintain the public buildings so as to ensure that all those who occupy them or visit them are safe.
- See to it that the exits, alarm and firefighting systems, and all other devices, systems, or any other installation respect current regulations, and are deemed to be satisfactory by the *Service de sécurité incendie de Montréal*.
- Provide and install all permanent security devices required to operate the building.
- Inform the *Service de sécurité incendie de Montréal* of the opening, reopening, or change of allotment of a public building, at least 30 days in advance.
- Put together an Emergency Plan and procedures in the event of a fire or any other disaster.
- Create an Evacuation Committee.
- Advise the occupants and the personnel of security, rescue, and evacuation standards available to them.
- Once a year, hold an evacuation drill for all occupants.
- Install evacuation plan signage, as well as instructions to be followed in the event of a fire alarm on all floors.

2. TENANTS

Responsibilities:

- Familiarise yourself with the evacuation procedure, and explain it to all established personnel, as well as to new employees.
- Post this procedure on every floor, where everyone can see it.
- Know the location of the building's emergency exits, manual fire alarm stations, emergency phones, and portable fire extinguishers. Should a tenant possess his own extinguishers in his offices, he must also inform his personnel of their location.
- Take part in all evacuation drills which are held periodically, in order for all to become familiar with the procedure to follow in the event of fire or any other disaster which necessitates the evacuation of the building.
- Conform to the instructions of this Emergency Plan. When the alarm sounds, all Evacuation Team Members must perform the tasks and responsibilities they have been assigned, and follow the orders given by the Office Leader and his team.

3. EVACUATION COMMITTEE

The Evacuation Committee sees to it that the present manual is implemented.

Members:

- Emergency Measures Coordinator.
- Security and Fire Prevention Coordinator.
- Fire Prevention Officer.

Responsibilities:

- Draw up, prepare, and distribute the evacuation procedure.
- Consult with municipal organisations, mainly the *Service de sécurité incendie de Montréal*.
- Establish personnel training policies.
- Conduct the annual evacuation drill and the handling of fire prevention equipment.
- Update the building's Emergency Plan and distribute it to the tenants.

3.1. EMERGENCY MEASURES COORDINATOR

The Emergency Measures Coordinator represents the building's owner(s) to the tenants and the occupants.

Responsibilities:

- Preside over the Evacuation Committee.
- Assume decision-making power in any emergency situation.
- Ensure that the Security and Fire Prevention Coordinator fulfills all responsibilities which are assigned to him in this document.
- Ensure he is always in possession of an updated list of phone numbers for after-hour contacts (tenants and owners) in the event of an emergency.

3.2. SECURITY AND FIRE PREVENTION COORDINATOR

The Security and Fire Prevention Coordinator can represent the Emergency Measures Coordinator to the tenants, occupants and responders until he arrives.

Responsibilities:

- Establish and maintain frequent communications with Emergency Services.
- Provide any relevant information to the building's occupants regarding the measures to be taken in the event of an emergency.
- Coordinate the implementation of preventive measures, such as hot work permits, fire protection interruption permits, and the authentication of the evacuation plans.
- Maintain an up-to-date register of any activities or modification of the Emergency Plan, in collaboration with the Fire Prevention Officer.
- Ensure the Control Centre is always in operation and make sure to correct any anomaly that has been detected.

3.3. FIRE PREVENTION OFFICER

Responsibilities:

- Establish and maintain frequent communications with Emergency Services.
- Develop and give training to the members of the Evacuation Team and Response Team.
- Provide any relevant information to the building's occupants regarding the measures to be taken in the event of an emergency.
- Provide any relevant information to the members of the Fire Brigade regarding the procedures to be followed in the event of an alarm.



- Write a full report after every evacuation or evacuation drill in the building. It may be examined by the Director of the *Service de sécurité incendie de Montréal*, or his representative, and must be kept on-site for a minimum of two (2) years.
- Ensure to receive a periodical updates of the list of mobility-impaired persons and Office Leaders.
- Inform new tenants of the Emergency Plan.
- In collaboration with the Office Leaders, ensure that all new occupants on the floor are familiar with the evacuation procedure.
- Conduct the building's annual evacuation drill, and correct the plan if needed.
- During each evacuation drill, ensure that the procedure is followed by all occupants.

4. **RESPONSE TEAM**

The Response Team is comprised of personnel under the responsibility of the Emergency Measures Coordinator in the event of an emergency situation.

Members:

- Security agents.
- Support personnel (Census Taker, Controller and others).
- Members of the Fire Brigade.

4.1. **SECURITY AGENTS**

Responsibilities:

- Contact Emergency Services and Response Team.
- Know how to handle the different tools (fire alarm panel, access control, elevator control) available to them in an emergency situation.

4.2. **SUPPORT STAFF**

Support Staff is comprised of the building's operational and administrative employees.

Responsibilities:

- During an emergency situation, execute the tasks they are assigned by the Emergency Measures Coordinator, such as Census Taker, Controller, or others.

4.3. **FIRE BRIGADE**

The Fire Brigade is comprised of the same people as the Support Staff. They are the ones who must go on the scene of an emergency situation.

Members:

- Building Maintenance Staff.
- Security agents.



Responsibilities:

- Be familiar with the building's firefighting equipment.
- The members of the Fire Brigade must verify the origin of a fire alarm or any other emergency situation, and try to control the situation until the *Service de sécurité incendie de Montréal* arrives. **Never jeopardize the lives of members of the team.**
- Members of the Fire Brigade verify that the firefighting tools (fire extinguishers, keys, radios, etc.) are in good working condition. Should they find defects, they inform the Emergency Measures Coordinator.

5. **EVACUATION TEAM**

The Evacuation Team is made up of the tenants' personnel who have tasks in an emergency situation.

Members:

- Office Leaders.
- Monitors.
- Searchers;
- Exit Supervisors.
- Escorts for mobility-impaired persons.

5.1. **OFFICE LEADERS**

One Office Leader is designated for every tenant, on every floor.

Responsibilities:

- Form an Evacuation Team, making sure to have a substitute for every member of the team.
- A list of all members of the Evacuation Team must be updated as often as needed, and the Census form (see Appendix B) must be forwarded to the Fire Prevention Officer by fax, email, or by leaving it to the agent at the reception desk.
- Every day, make sure each member given a specific function is present, and name a replacement, if necessary.
- During an evacuation drill, ensure all occupants evacuate.
- Appoint a specific group to the Monitors, and inform them of the exterior meeting point.
- Appoint Escorts to help all mobility-impaired persons evacuate.
- Signal to Security, without delay, any problem which may be a threat to the safety of occupants.
- Distribute to the members of his Evacuation Team the descriptions of their tasks in the event of an evacuation, explain its content (see Section 3), and arrange for any required training of the members of his team with the Fire Prevention Officer.
- With the help of the Monitors, distribute the procedures found in Section 4 (see summary in Appendixes K and L).

5.2. **MONITORS**

In an evacuation, Monitors are assigned a group of employees who they must gather and direct towards the emergency exits.



Responsibilities:

- Inform new employees of the Emergency Plan, and point out the evacuation plans, the exterior meeting point, and the emergency exits.
- Signal any problem which may be a threat to the safety of occupants to the Office Leader.

5.3. SEARCHERS

In an evacuation, Searchers are responsible for looking in the washrooms, conference rooms, kitchens, etc., and directing any person found towards a group near the emergency exits.

Responsibilities:

- Know their respective sectors, and have, as far as possible, the keys and access codes needed to execute their search.
- Know the names and locations of their sector's mobility-impaired persons in order to make sure their assigned Escort has indeed joined them.
- Know all the building's possible exits in order to guide people during an evacuation.

5.4. EXIT SUPERVISORS

Exit supervisors are posted at the emergency exits. They must verify that all exits are unobstructed and usable, and ensure all evacuation operations run smoothly.

Responsibility:

- Know all possible exits on their floor in order to direct people to other emergency exits, if needed, during an evacuation.

5.5. ESCORTS FOR MOBILITY-IMPAIRED PERSONS

Escorts for mobility-impaired persons are assigned to persons with reduced mobility, whom they must direct towards an emergency exit during an evacuation.

Responsibilities:

- Know the names and locations of their sector's mobility-impaired persons.
- Familiarize themselves, as much as possible, with the state of the person they are responsible for.
- Know the procedure to follow in case of an emergency situation.



SECTION 3 DESCRIPTION OF TASKS IN THE EVENT OF AN EVACUATION

When an alert or alarm signal is triggered by a smoke detector, a manual fire alarm station, a sprinkler flow, or if any other emergency is found to be real and justified, Security immediately contacts Emergency Services (9-1-1), who then send the appropriate services.

At the same time, members of the Response Team and Evacuation Team assist occupants in facilitating their evacuation from the building.

See Appendix A for the organization chart of responders.

REMINDER

The fire alarm system is a two-stage system.

1st stage:

- **ALERT SIGNAL:** signals the possibility of an evacuation, which you need to prepare for by heading to the nearest emergency exit.
- **TONE :** slow chimes at 20 beats per minute.

2nd stage:

- **ALARM SIGNAL:** warns to proceed IMMEDIATELY to the evacuation of the building.
- **TONE:** temporal klaxon (3 fast signals followed by a silence, repeating continuously).

1. RESPONSE TEAM

The respond team is present when the fire alarm system is in two-stage only.

1.1. EMERGENCY MEASURES COORDINATOR

- Go as quickly as possible to the reception desk, on the ground floor.
- Put on the **RED** identification vest.
- Gather relevant information.
- Make sure all responsible persons from housekeeping, parking area, stationary mechanic and operations are present and available.
- Receive and transmit pertinent information to the tenants.

1.2. SECURITY AND FIRE PREVENTION ASSISTANT DIRECTOR

- Go as quickly as possible to the reception desk, on the ground floor.
- Put on the **BLUE** identification vest.
- Gather relevant information.
- Take charge of the emergency operations until the arrival of the Emergency Services.
- Ensure that Security has contacted 9-1-1.

Upon confirmation of a substantiated situation:

- If an evacuation of the building is needed, activate the alarm signal (if not already done) and broadcast the evacuation announcement.

Upon confirmation of a return to normal:

- Order the re-entry of the building.
- Hold a post mortem meeting.
- Write a full report on the incident.
- Correct deficiencies as needed.

1.3. ASSISTANT TO SECURITY AND FIRE PREVENTION COORDINATOR

- Go as quickly as possible to the reception desk, on the ground floor.
- Gather relevant information.
- Notify the Security Supervisor.
- Ensure all members of the Response Team are on duty. Fill in vacant positions.
- Meet with the Emergency Services.
- Insure a presence at the command post.

1.4. DISPATCHER AT THE CONTROL CENTRE

- Gather relevant information.
- Receive and transmit the information by phone (telephone support).
- Receive and transmit information via transmitter (radio support).
- Monitor activities on the cameras.
- Complete required lists and forms.



1.5. AGENT AT THE RECEPTION DESK

The agent must not leave his post without being replaced by a person who has been properly trained on the emergency equipment.

1.5.1. From 7:30 a.m. to 4:30 p.m. (the fire alarm system is a two-stage operation system)

1.5.1.1. Upon receiving an alert signal:

- Take note of the signal and acknowledge it.
- Call 9-1-1 and inform them of:
 - the type of emergency.
 - the address of the building.
 - the nearest intersection.
 - the affected floor.
 - the nearest entrance.
- Using the two-way radio, notify the Fire Brigade of the origin of the alarm. **Make sure to have 2 fire brigade members answering the call.** If not, follow the “1.5.1.2. Upon confirmation of a substantiated situation” instructions below.
- Broadcast the “1.1. Alert” message (see appendix N) after 1 minute.
- Prepare keys, codes, cards, fobs and Fire Emergency Plan for emergency services and give it to them upon arrival.
- When asked by the Emergency Measures Coordinator or by a Fire Brigade member, manually trigger the alarm signal (2nd stage). See “1.5.1.2. Upon confirmation of a substantiated situation” instructions below.
- Answer emergency phone calls (red phones).
- Inform the Fire Prevention Officer of Cominar of the situation.

1.5.1.2. Upon confirmation of a substantiated situation:

- Trigger the alarm signal (2nd stage).
- Inform 9-1-1.
- Broadcast the “1.3. Evacuation” message (see appendix N)
- Answer emergency phone calls (red phones).
- Broadcast the “1.4. Mobility-impaired persons (real situation)” message each 5 minutes (see appendix N).

1.5.1.3. Upon confirmation of a false alert:

- Inform 9-1-1.
- Upon authorisation by the Fire Department only, broadcast the “1.2. False Alert” message (see appendix N).

1.5.1.4. Upon confirmation of a return to normal by the Fire Department:

- Reset the fire alarm system when all components are back to normal.
- Broadcast the “1.6. End of alarm” message (see appendix N).
- Restore the elevator system and open all fire-proof doors.



1.5.2. Outside this period (the fire alarm system is a one-stage operation system)

1.5.2.1. Upon receiving an alarm signal:

- Take note of the signal and acknowledge it.
- Call 9-1-1 and inform them of:
 - the type of emergency.
 - the address of the building.
 - the nearest intersection.
 - the affected floor.
 - the nearest entrance.
- Broadcast the “1.3. Evacuation” message (see appendix N).
- Prepare keys, codes, cards, fobs and Fire Emergency Plan for emergency services and give it to them upon arrival.
- Answer calls from the emergency phones (red phones).
- Contact Cominar’s Fire Prevention Officer to inform him of the situation.
- Contact the Cominar technician on call to inform him of the situation.
- Limit access to the building.

1.5.2.2. Upon confirmation of a return to normal by the Fire Department:

- Broadcast the “1.6. End of alarm” message (see appendix N).
- Reset the fire alarm system when all components are back to normal.
- Restore the elevator system and open all fire-proof doors.

1.6. SECURITY AGENT ON PATROL (at the first signal triggered)

- Move to the reception desk on the ground floor.
- Prepare emergency material and equipment (files, cards, vests, megaphones, keys, binders, etc.).
- Make sure that the elevator designated for Emergency Services is available on the ground floor.
- Go to the meeting point..

Upon confirmation of a return to normal:

- Restore the elevator system with local control.
- Open the fire-proof doors.

1.7. SECURITY AGENT AT THE LOADING DOCK

On duty from 8 a.m. to 4 p.m., Monday to Friday, except on statutory holidays. Outside regular business hours, access to the loading dock is controlled by the agent at the reception desk. Delivery men have to register.

At the alert tone:

- Ask delivery persons who are ready to leave to do so immediately.
- Immediately block-off access to the leading docks by closing the entrance doors.



At the alarm tone:

- All delivery persons who did not already leave must evacuate the building.
- Notify Security that the docks are evacuated and closed.
- Go to North-East corner of McGill and President-Kennedy and guide occupants to the meeting point.

In an emergency situation, no delivery man can enter the building.

1.8. FIRE BRIGADE

Security and building maintenance staff have training to be part of Fire Brigade. When the Fire prevention system is on two-stage, a minimum of 2 fire brigade members are present in the building.

NEVER TAKE ANY INITIATIVE WHICH COULD JEOPARDIZE YOUR LIFE OR THE LIFE OF OTHERS.

At the alert or alarm signal:

- At least two people must respond to the call and they must stay together at all time.
- Confirm that they are heading to the location affected.
- Pass-on any relevant information to Security and maintain radiocontact.

Upon discovering a substantiated situation:

- Using the radio, advice Security to immediately trigger the alarm signal (2nd stage) throughout the building.
- If contact is lost with Security, use the general alarm key on a manual fire pull station to trigger an alarm signal throughout the building.
- Inform Security if the fire, or any other emergency situation, cannot be controlled, and leave the area immediately by using the stairwells. Firefighting should be limited to the use of the floor's portable extinguishers.
- Move to the reception desk if the intervention of the brigade is no longer necessary; make yourself available to the Emergency Measures Coordinator.

Upon discovering a non-substantiated situation:

- Have it validated by the Fire Department, and immediately notify Security.

1.9. SUPPORT STAFF

The Support Staff is made up of operations, housekeeping, parking attendant and administration personnel available during an emergency situation.

At the triggering of any signal (alert or alarm):

- Move to the reception desk in order to take possession of the tools needed to manage the situation (vest, book, pencil, megaphone, etc.), depending on your assigned position.



1.9.1. Census Taker (at the alarm tone):

- Put on the **GREEN** vest.
- Take position on the 2001's esplanade, near the sidewalk.
- With the census list in hand, gather information from the Office Leaders (**orange** vests). Note down any information given by the occupants exiting the building.
- Contact Security only if there are still occupants on a floor.

1.9.2. Controller and meeting point (at the alarm tone):

- Put on the **YELLOW** vest.
- Head to your designated area.
- Direct pedestrian traffic so people move safely towards the meeting point.

1.9.3. Parking lot attendants

At the alert signal:

- Secure the car keys.
- Immediately block-off access to the parking lot by closing the entrance door, and make sure it will not open again if a vehicle comes to the entrance.
- Leave the parking lot's exit door open to allow moving users to leave the parking lot.
- Assign an attendant at the parking entrance to advise users that it is closed. Tell to everyone who wants access that the parking is closed and to everyone who wants to exit to be careful for pedestrians leaving the building.

At the alarm signal:

- Conduct a visual check of every level in the parking lot, and notify any user you meet to head for the nearest emergency exit.
- Quickly direct any moving vehicle towards the parking lot's exit.
- Once the level searches are completed, notify Security that the sector has been evacuated and is now closed.

1.9.4. Personnel not assigned to a task

Remain close to the reception desk in order to respond to the Emergency Measures Coordinator's requests.



2. EVACUATION TEAM

IMPORTANT: If members of the Evacuation Team are on another floor when the alert/alarm is triggered, they should not head back to the floor they are responsible for. They must wait for instructions and use the emergency exits like all other occupants and visitors.

2.1. OFFICE LEADERS

At the alert signal:

- Put on your **ORANGE** vest.
- Make sure that the members of the Evacuation Team are proceeding to the given directives.
- Post yourself at a fixed place and known by your Evacuation Team members to gather the information.
- Using the red emergency phones, report to Security any information regarding anything which may hinder the evacuation.
- Wait for the alarm signals and/or the instructions broadcast through the voice communication system (speakers).

At the alarm signal:

- Check with the members of the Evacuation Team to make sure that all occupants are evacuated and are heading to the designated meeting point.
- Make sure all visitors and mobility-impaired persons are taken care of.
- Check with the Searchers to make sure that all rooms (washrooms, conference rooms, kitchens, etc.) have been searched.
- Once your floor has been evacuated, leave. Notify the Census Taker (**green** vest) posted on the building's esplanade that your offices has been evacuated, and report any anomaly which you encountered during the evacuation, as well as the number of persons left on the floor (total – including mobility-impaired persons AND the number of mobility-impaired persons only).
- Head to the designated exterior meeting point.
- Re-enter the evacuated building only if authorized to do so by a member of the Emergency Services.

IMPORTANT: *In the absence of the census taker, go directly to the information desk and report to security services.*

2.2. MONITORS

At the alert signal:

- Gather all occupants and direct them toward the nearest emergency exit.
- Take care of any visitors, and bring them into the group.
- Wait for the alarm signal and/or for the instructions broadcast through the voice communications system (speakers).
- Maintain calm and order on the floor.



At the alarm signal:

- Make sure the occupants move down the stairs in a calm and orderly fashion.
- Make sure the occupants leave the building, move quickly away from it so as not to block the exits, and head to the meeting point.
- Do not, UNDER ANY PRETEXT, allow anyone to go back into the building.
- Let the Office Leader know of any problem encountered during the evacuation.

2.3. SEARCHERS

At the alarm signal:

- Meticulously search all areas likely to contain any occupants, according to the plan you will have previously prepared: washrooms, break rooms, offices, hallways, conference rooms, kitchen, common areas, etc.
- Close windows and doors, but do not lock them.
- Order any person you meet to immediately join his group at the designated emergency exit.
- Assign all visitors to a specific group.
- If needed, assist anyone who is sick, nervous, or disabled.
- Make sure all occupants of your sector are gathered near the designated emergency exit.
- After informing the Office Leader that all occupants have evacuated, do so yourself.
- If needed, assist the Office Leader.
- Join your group at the meeting point outside the building.
- Report any problem to the Office Leader.

2.4. EMERGENCY EXIT SUPERVISORS

At the alert signal:

- Head to the designated emergency exit, and verify that the door is not warm, if heat emanates from the stairwell, if there is smoke, water, or if you can smell gas. If one of these conditions is met, direct all occupants to another emergency exit.
- Help the Monitors in keeping occupants in an orderly group.
- Using the red emergency phone, notify Security if the emergency exit is unusable.

At the alarm signal:

- Make sure that all occupants evacuate in a calm and orderly manner.
- Make sure occupants move constantly into the exit stairwell.
- Forbid occupants from transporting any objects into the exit stairwell (boxes, beverages, newspapers, bags, etc.).
- Evacuate the building through the exit stairwell after the last group; make sure the door is properly shut behind you.
- Join your group at the exterior meeting point.
- Report any problem encountered during the evacuation to the Office Leader.

IMPORTANT: during an evacuation, keep the stairwell doors closed at all times, except for the passage of occupants. During a fire, an open door created a draft, which helps the spread of smoke and flames.



2.5. ESCORTS FOR MOBILITY-IMPAIRED PERSONS

At the alert signal:

- Meet the mobility-impaired persons at their workspace, and head to the designated emergency exit:
 - VICTORIA SOUTH stairs (near the men's bathroom);
 - For the 23rd and 24th floors, it's the elevators hall.
- Inform the Office Leader that you will stay on the floor with the mobility-impaired person.

At the alarm signal:

- Wait until all occupants have evacuated. Then, move close the exit door and the red emergency phone. Do not hesitate to signal any unusual situation to Security by using the red emergency phone.
- If you are on the floor where the incident is occurring:
 - **With a mobile person:** along with the mobility-impaired person, move down to the next transfer level by using the exit stairwell, and use the red emergency phone to notify Security of your new position so Emergency Services can rescue you.
 - **With a person in a wheelchair:** notify Security of your future position by using the red emergency phone, move into the exit stairwell, close the door behind you, and remain on that floor's landing so Emergency Services can rescue you.
- If you have been evacuated by Emergency Services, you must report to the reception desk on the ground floor, and then, along with the mobility-impaired person, head to the exterior meeting point (see Appendix E).
- Accompany the mobility-impaired persons back to their workspace if re-entry into the building has been authorized.

IMPORTANT: should conditions change, forcing you to move into the stairwell or any other place, you must immediately signal your new position by using the red emergency phones so Emergency Services can rescue you.

**SECTION 4
EVACUATION PROCEDURES FOR OCCUPANTS AND VISITORS**

Please note that these procedures apply to all emergency situations. The summary of the text found in this section is available in Appendixes K, L and M.

1. OCCUPANTS AND VISITORS**1.1. FROM 7:30 A.M. TO 4:30 P.M., MONDAY TO FRIDAY (when fire brigade on duty)****1.1.1. *At the activation of the alert signal (slow chimes)***

- Remain calm.
- Stop any work immediately. Do not waste time gathering clothes or personal effects.
- Head for the nearest emergency exit and follow instructions from the Evacuation Team or from the voice communication system (speakers).
- Remain silent so you can hear the instructions.
- Wait for alarm tones to evacuate or for instructions from the voice communication system (speakers).

1.1.2. *At the activation of the alarm signal (temporal klaxon)*

- Move down the stairs quickly and calmly, and exit the building. Move at a brisk pace, but do not run.
- Follow the instructions given by the Evacuation Team or given through the voice communication system (speakers).
- Do not use the elevators, and do not go to the parking lot to recover your vehicle.
- Do not bring any objects (beverages, bags, packages, etc.) inside the emergency exit.
- Immediately clear the lobby and the building's surrounding area by heading directly to the designated exterior meeting point on the esplanade at 1981 McGill College.
- Wait for the authorization from Emergency Services before re-entering the building.
- If you are alone, do not use a hallway or an emergency exit without having previously checked:
 - If the door is warm;
 - If there is heat emanating from the stairwell or the hallway;
 - If there is smoke;
 - If the exit's structure is unsafe;
 - If you smell gas;
 - If the exit is flooded.

In the event of one of these characteristics is met, head to another hallway or emergency exit.

1.2. OUTSIDE THIS PERIOD

At the activation of the alarm signal (temporal klaxon)

- Remain calm.
- Stop any work immediately. Do not waste time gathering clothes or personal effects.
- Head for the nearest emergency exit.



- Verify if it is usable and smoke-free.
- Evacuate quickly but calmly by using the emergency exit.
- Do not use the elevators, and do not return to the parking lot to retrieve your vehicle.
- Immediately clear the lobby and the building's surrounding area by heading directly to the designated exterior meeting point on the esplanade at 1981 McGill College.
- Wait for the authorization from the Emergency Services before re-entering the building.

2. **MOBILITY-IMPAIRED PERSONS**

The evacuation of mobility-impaired persons will be managed by the Fire Department upon their arrival. They decide whether or not to evacuate, and they set the evacuation priority list, if needed. Therefore, it is highly likely that you will not be evacuated in the event of a fire alarm if your location does not represent a risk for your safety.

2.1. **FROM 7:30 A.M. TO 4:30 P.M., MONDAY TO FRIDAY (when fire brigade on duty)**

You must make sure that you were assigned an Escort by the Office Leader.

2.1.1. At the activation of the alert signal (slow chimes)

- Wait for your Escort at your workplace. If the Escort is absent, notify a member of the Evacuation Team.
- Along with your Escort, move to the designated mobility-impaired meeting point (see appendix F).

2.1.2. At the activation of the alarm signal (temporal klaxon)

- Wait until all occupants have evacuated. Then, with the help of your Escort, stand near the red emergency phone.
- Do not hesitate to signal any problem encountered to Security using the red emergency phone.
- If you are on the floor where the incident is occurring:
 - **And you are mobile:** move down to the next transfer level by using the exit stairwell, and use the red emergency phone to notify Security of your new position so Emergency Services can rescue you.
 - **And you cannot move:** notify Security of your future position by using the red emergency phone, and move into the exit stairwell, remaining on that floor's landing so Emergency Services can rescue you. Close the door behind you.
- If you have been evacuated by Emergency Services, your Escort must report to the reception desk, then join and accompany you to the exterior meeting point.
- The Escort must stay with you at the meeting point, and, if needed, accompany you back to your work station.

2.2. **OUTSIDE THIS PERIOD**

- Move to the designated mobility-impaired persons meeting point (see appendix F).



- Notify Security of your presence by using the red emergency phone located near the emergency exit.
- To use the red emergency phone:
 - Break the glass part of the box by pressing on the metal door.
 - Pick up the receiver.
 - Stay on the line, Security will take your call. There may be a delay of 10 to 15 seconds before your call is answered.
 - Indicate where you are calling from.



**SECTION 5
PROCEDURES IN THE EVENT OF A FIRE**

In order to escape the effects of gas, smoke, and heat, it is critical to act quickly.

1. MESURES TO BE TAKEN WHEN DISCOVERING SMOKE OR FIRE

- Calmly have all occupants where the fire is discovered leave the room.
- Close, if possible, doors and windows where the fire is.
- Trigger the alarm by pulling the nearest manual fire alarm station.
- Contact 9-1-1 directly, making sure you have the following information on hand:
 - name of the building;
 - address;
 - cross streets;
 - precise location of the fire (floor, suite, local, etc.).
- If possible, notify Security by using the emergency phone (redphone).

2. MESURES TO BE TAKEN DURING ALERT OR ALARM SIGNALS

At the alert signal (slow chimes), alarm signal (temporal klaxon), or when an evacuation has been ordered by another mean, follow the instructions as described in sections 3 and 4 of the present document.



SECTION 6 PROCEDURES IN THE EVENT OF A BOMB THREAT OR DISCOVERY OF A SUSPICIOUS PACKAGE

A bomb threat may occur through:

- A phone call, a letter, or any other means stipulating that a bomb has been placed inside the building.
- A suspicious object whose presence, appearance or the noise coming from it, leads to believe that it represents a danger for the occupants.

It is hazardous to evacuate the affected sector or building without prior authorization from the Emergency Services or the Emergency Measures Coordinator. It is very dangerous to evacuate a building or sector during a bomb threat when the suspicious package has not been located. Furthermore, the evacuation of a building calls for a very strict procedure to ensure that occupants are safe at all times.

1. **BOMB THREAT**

There is always a chance you may receive a bomb threat. The goal of this document is to inform you of the procedure to follow in this situation, in order to react in a calm and efficient manner.

When receiving a bomb threat, please respect the following instructions:

- Remain calm, and speak as normally as possible.
- Encourage the caller to remain on the line.
- Do not interrupt the caller.
- Listen carefully.
- Try to obtain as much information as possible.
- Note all details.
- Try to get some precisions.
- At the end of the call, hang up then pick up the phone and dial *57 immediately. This will record the phone number of the caller for police use.
- Fill out the Bomb Threat Phone Call form as soon as possible (see Appendix J).
- It is critical that you contact Cominar Customer Service by dialling **514 337-8151**, to notify them of the situation and to give them the relevant information, so they may:
 - inform 9-1-1 of the situation;
 - apply the appropriate emergency measures.
- Wait the Emergency Services to come.

2. **SUSPICIOUS PACKAGE – BOMB**

A suspicious package could be a box, a letter, an envelope or any other container which, by its appearance and/or according to circumstances, may lead you to believe it might contain a bomb.

A bomb is an explosive device activated by a mechanism which comes in different shapes and sizes.

Here is a list of clues which will allow you to spot a suspicious package (certain clues have elements which we often find in normal mail).

- Odd or unexpected letters or packages
- No return address or return address is not legible
- Addressed to a title rather than to a person



- Incorrect title
- Excessive weight for the size of the package
- Rigid container
- Irregular shape
- Restrictive labels: confidential, personal, urgent, to be delivered immediately, to be delivered personally, etc.
- Handwritten or poorly typed address
- Handwriting visibly altered
- Spelling mistakes
- Makeshift label
- Address made up of cut or glued letters
- Excessive packaging (tape, cords, etc.)
- Excessive postage
- Wires or aluminum foil protruding from the package
- Foreign mail, airmail, or special delivery

If you find three or four of these clues, you may be in possession of a suspicious package.

If you believe you are in possession of a suspicious package, you must:

- Never touch the suspicious package.
- Make sure nobody approaches the suspicious package.
- Open all doors and windows.
- Move away.
- Note the package's location, size, colour, or any other particularities.
- Use the emergency phone (red phone), located near the emergency exits to contact Security, or a traditional phone (land line) at **514 337-8151** to contact Cominar Customer Service – do not use a cell phone to notify them of the situation.
- Follow the instructions given.

If a search for a suspicious package is requested in your offices, the Evacuation Team's responsibilities are as follows:

- Search your entire rented space; the team is looking for a foreign or suspicious-looking object.
- Proceed to the search from bottom to top, in successive horizontal sections, looking from floor to waist, from waist to head, and from head to ceiling.
- Listen first in order to detect any noise.
- Report any suspicious object. Do not move, shake or handle the object or anything which is hooked on to it, surrounded it or contained it.
- Pay close attention to the following locations: junk rooms, closets, garbage cans, exterior storage, flower pots, recycling bins, water faucets, ashtrays, etc.

3. **SUSPICIOUS PACKAGE – CBRN (CONTAMINATED)**

This is a suspicious package showing signs of deterioration, leakage, emission or spillage of solid, liquid or gaseous material (dust, grains, smell, vapours, aerosol, condensation, bubbling, rust marks).

As soon as a suspicious package which may be contaminated by a **C**hemical, **B**iological, **R**adiological, or **N**uclear (**CBRN**) material is found, you must take the following actions:

- Remain calm.



- Do not open the envelope or the package. Stop all handling of the package.
- Delicately set down the envelope or package.
- Contact Cominar Customer Service at **514 337-8151**, so they notify 9-1-1 and also stop the building's ventilation system.
- If no substances leak from the package, cover it with some plastic, or an upside-down container such as a garbage can.
- Close all doors and windows in the room where the package is situated.
- Leave the room, close the door, or block access to it with furniture to avoid any access and contamination.
- Establish a security perimeter.
- Forbid anyone from entering and leaving the security perimeter. The decision to have an evacuation of the building, whether partial or complete, belongs to the specialized emergency units.
- Gather everyone who may have been directly or indirectly contaminated in one room inside the security perimeter. The persons who have handled the package must not touch anything, and should avoid touching their faces.
- Ask the others to not circulate inside the security perimeter («stay in your offices»).
- Wait for specialized emergency services to arrive. They will take the appropriate measures. In order to limit the risk of contamination, only the specialized emergency units will go to the location of the suspicious package.
- If someone who has been exposed to the contaminated package shows symptoms of health problems, inform Security, specifying the number of affected persons, and wait for Emergency Services to arrive.

Responsibilities of the Evacuation Team in the event of a **CBRN** contaminated package:

- Stay out of the possibly contaminated zone.
- Make sure the building's Security has been notified, and keep in touch with them.
- Make sure all those concerned respect the security instructions described above.
- Reassure people until Emergency Services arrive.
- Quickly notify Security of any anomaly or change in the situation.



SECTION 7
PROCEDURES IN THE EVENT OF ELEVATOR FAILURE WITH OCCUPANTS

If you see people who are trapped in an elevator, and who have not been able to contact Security, notify Cominar Customer Service immediately at **514 337-8151**, and let the people inside the elevator know that you have called for help.

1. AGENT ON DUTY AT THE RECEPTION DESK

- When receiving an elevator warning signal, or when notified of a failure, you must immediately and without further delay contact the elevator's passengers by intercom.
- Contact the company responsible for the building's elevators at once so a representative is sent on-site immediately.
- Immediately send a Security agent to the floor where the elevator in question is located.
- Notify the elevator's passengers that help is on the way, and reassure them by telling them there is no danger. Maintain verbal communication with them to keep abreast of their condition.
- Dial 9-1-1 to organize assistance, if necessary.
- Pass-on any information which may help the technician to quickly identify and correct the problem.
- When passengers exit, the Security agent must check on their condition and write a detailed report of the incident.

2. PERSON IN A STOPPED ELEVATOR

- Remain calm.
- Pressing the emergency button, use the intercom to ask for help.
- Notify Security if anyone needs immediate assistance.

SECTION 8 PROCEDURES IN THE EVENT OF A POWER FAILURE

1. TENANTS

The role of persons in a position of authority is to invite people to remain calmly at their workspace, until the power is back or until a decision has been made by the building's Emergency Measures Coordinator.

2. SECURITY

- Verify if there are people stuck in the elevators.
- Immediately contact Hydro-Québec to find out the magnitude and expected length of the power failure.
- Make sure the generators and the different emergency systems are functioning.
- Make sure that doors at the entrance and exit of the parking remain closed to prevent a return of smoke coming from the exhaust of the generators situated near this area.

3. EMERGENCY MEASURES COORDINATOR

In the event of a lengthy power failure, the decision for a complete or partial evacuation belongs to the Emergency Measures Coordinator, who will analyze the following factors before evacuating:

- The time of day
- The day
- Specific risks
- The number of occupants
- The expected length of the power failure
- The weather
- The reliability of the other systems
- Any other relevant information

He must inform the occupants of the expected length of the power failure and, if necessary, order an evacuation.

4. MEMBERS OF THE EVACUATION TEAM

- Reassure the personnel, and maintain order by encouraging people to remain calmly at their workspace.
- Offer technical assistance to the Emergency Measures Coordinator.
- Help the people who are located in dark areas (washrooms, etc.) to return to their workspace.
- Verify if there are persons stuck in the elevators, and take the necessary measures (see Section 7).
- At the alert or alarm signal, follow the instructions found in sections 3 and 4 of this document.



**SECTION 9
PROCEDURES IN THE EVENT OF A DEMONSTRATION**

1. PERSON RECEIVING A DEMONSTRATION NOTICE OR WITNESS OF A DEMONSTRATION

- Obtain the date and time where the demonstration is to take place.
- Note the name of the demonstrators' group, as well as the claims they are making.
- Note the amount of participants.
- Contact Cominar Customer Service at **514 337-8151** as soon as possible.

2. SECURITY

- Notify the police, and share any relevant information.
- Make sure you have adequate security in place to limit access to the building.
- Collaborate with the police officers sent to the scene, and immediately report any attempt at intimidation, wrongdoing, break-in, etc.
- Any demonstrator who illegally occupies the building and refuses to leave may be thrown out by the police officers. However, the police officers will have you sign a notice of expulsion.

3. TENANTS

- Avoid leaving or entering the building.
- Follow instructions from the police officers and the building's administration, and immediately report any attempt at intimidation, wrongdoing, break-in, etc.
- If you have any information regarding the situation, immediately inform Cominar Customer Service at **514 337-8151**.



SECTION 10 PROCEDURES IN THE EVENT OF A MAJOR FLOOD

Any person who is unable to evacuate the building because of water must contact Cominar Customer Service at **514 337-8151**, and wait for help, while watching the water level from a safe distance, away from any power source. During the evacuation, use the emergency exits which are not affected by water.

1. **SECURITY**

- Contact the Security Coordinator immediately.
- Under orders from a representative from the building's management, Security will contact 9-1-1 to establish a response plan along with Emergency Services.
- Under orders from a representative from the building's management, proceed to evacuate the affected sectors.
- Establish a security perimeter for the affected sectors and control access.

2. **SECURITY COORDINATOR**

- Advise the Emergency Measures Coordinator.
- Evaluate the situation with the Emergency Measures Coordinator, and decide if a complete or partial evacuation of the building is necessary.

3. **EMERGENCY MEASURES COORDINATOR**

- Protection of the electrical systems is the first priority, in order for the control and emergency equipment to remain functional. However, all systems considered unessential should be shut down.
- Store toxic substances in a safe place to prevent pollution.
- Do not venture in the water to avoid risks of electrocution.
- Inform the Response Team to be ready for a possible evacuation.
- Make sure the evacuation routes are safe.
- Tell Security to broadcast the evacuation message in the affected sector, if necessary.
- After the flood, the following precautions must be taken:
 - Make sure the building's structure is safe.
 - Verify the quality of the drinking water.
 - Play it safe before authorizing re-entry into the building (beware of electric shocks).
 - Empty the building of all dirty and damp materials and debris.

4. **MEASURES TO BE TAKEN DURING ALERT OR ALARM SIGNALS**

At the alert signal (slow chimes), alarm signal (temporal klaxon), or during an evacuation ordered by any other means, follow the instructions found in sections 3 and 4 of this document.

SECTION 11 PROCEDURES IN THE EVENT OF AN EARTHQUAKE

As anywhere else in the world, an earthquake can happen in Québec. Fortunately, most of the time, it is of low magnitude but an earthquake of high density is still possible.

Should you be close to the earthquake's epicentre, expect to hear a loud explosion, followed by tremors. Should you be far, the first warnings will be a thud, a rumbling noise, or the building you are in will sway.

An earthquake of average magnitude may last only a few seconds. A strong earthquake may last a few minutes. It might happen in more than one sequence, called «waves». So, after the first tremor, do not be surprised to experience one or more waves.

1. **IF YOU ARE INSIDE THE BUILDING**

- Remain calm.
- Do not run outside; stay indoors.
- Do not move around and do not use elevators.
- Move away from any window, glass partitions, mirrors, bookcases, tall furniture, light or suspended fixtures that may fall.
- Seek cover under a table, desk, or any other solid furniture, and hang on.
- Otherwise, crouch along an interior wall corner.
- Protect your head and face.
- Stay in place until the end of the earthquake.
- If you are in an elevator:
 - Push the button for the next floor, and exit as quickly as possible, and follow the instructions above.
 - If you cannot leave the elevator:
 - Signal your presence to the building's security with the intercom.
 - Sit on the floor.
 - Wait until Emergency Services reach you.
- At the end of the tremors:
 - Evaluate the situation (injuries, damages, leakage, etc.).
 - Signal all emergencies to Cominar Customer Service by dialling **514337-8151**.
 - Listen carefully and follow instructions to be broadcast through the voice communication system (speakers).

2. **IF YOU ARE OUTSIDE THE BUILDING**

- Remain calm.
- Stay outside.
- Head to a safe place, away from windows, buildings, electrical wires, tall structures, trees or telephone poles.
- Make sure you have authorization before entering a building.
- If you are in a car:
 - Stop at a point that is the most secure and open.
 - Stay in the vehicle until the end of the tremors.



3. **SECURITY**

After an earthquake:

- On orders from the Emergency Measures Coordinator, contact 9-1-1 to establish a response plan along with Emergency Services.
- On orders from the Emergency Measures Coordinator, broadcast the evacuation message in the affected sectors.
- Establish a security perimeter and control its access.

4. **EMERGENCY MEASURES COORDINATOR**

After an earthquake:

- Check for damage to the building's structure, or any other damage. If you suspect that the building is unsafe, order its partial or complete evacuation.
- Organize assistance if anyone is trapped under debris.
- Notify the Evacuation Team to be ready for an evacuation.
- Have the water, electric, and gas feeds checked. If there is a leak or a breakdown, refer to the appropriate procedure.

5. **MEASURES TO BE TAKEN DURING ALERT OR ALARM SIGNALS**

At the alert signal (slow chimes), alarm signal (temporal klaxon), or during an evacuation ordered by any other means, follow the instructions found in sections 3 and 4 of this document.



SECTION 12 PROCEDURES IN THE EVENT OF A NATURAL GAS LEAK

Natural gas is a fuel used more and more often in all types of establishments. Because of its physical characteristics, natural gas is colorless and odourless. It is the reason why Mercaptan is added by the supplier to give it a smell of rotten eggs.

1. WHEN YOU DETECT THE SMELL OF GAS

- Remain calm.
- Do not handle any object or device which may produce a spark or a flame (lighter, electrical switch or device, flashlight, cell phone, transmitter-receiver, etc.)
- Contact Security immediately by using the emergency phones (red phones) located near the emergency exits or dial **514 337-8151**.
- Leave the area and move away.

2. SECURITY

2.1. GAS SMELL

- Contact the electro-mechanical technician.
- If the origin of the leak cannot be found:
 - Contact 9-1-1.
 - Wait for Emergency Services to arrive.
 - Follow their instructions.

2.2. MAJOR LEAK

- Have the affected area evacuated immediately, and direct people to a well-ventilated area.
- Ask people to remain calm and to avoid handling any object or device which may produce a spark or a flame (lighter, electrical switch or device, flashlight, cell phone, transmitter-receiver, etc.).
- Contact 9-1-1.
- Notify the Security Coordinator.
- Wait for Emergency Services and follow their instructions.

3. EMERGENCY MEASURES COORDINATOR

- Have the necessary repairs done, if applicable.
- After approval from the Emergency Services, proceed with re-entry.

4. MEASURES TO BE TAKEN DURING ALERT OR ALARM SIGNALS

At the alert signal (slow chimes), alarm signal (temporal klaxon), or during an evacuation ordered by any other means, follow the instructions found in sections 3 and 4 of this document.



SECTION 13 PROCEDURES IN THE EVENT OF HAZARDOUS MATERIAL SPILL

1. **SECURITY**

- Ensure your safety and that of others.
- Attempt to identify at a distance the product involved and prepare the WHIMIS reference card.
- If there is NO danger in doing so, dispatch a security agent and the supervisor on duty. Should a supervisor not be available, send a 2nd person to assist the security agent (always work in groups of two).
- Contact the electro-mechanical technician on duty or oncall, if necessary.
- Establish a security perimeter based on the risk and control its access.
- Use the spill kit to control the leak and prevent the spill from contaminating the environment.
- In case of a major spill or if the necessary personnel is not available, contact 9-1-1. Dispatch a security agent to meet Emergency Services and to accompany them to the location of the spill.
- In the event of an injury, give first aid if it is safe to do so.
- Contact the Security Coordinator.
- If an evacuation is necessary, broadcast the appropriate message.

2. **SECURITY COORDINATOR**

- Evaluate the situation with the Emergency Measures Coordinator, and decide if a partial or complete evacuation of the building is necessary.
- Ask Security to broadcast the evacuation message in the affected sector, if necessary.

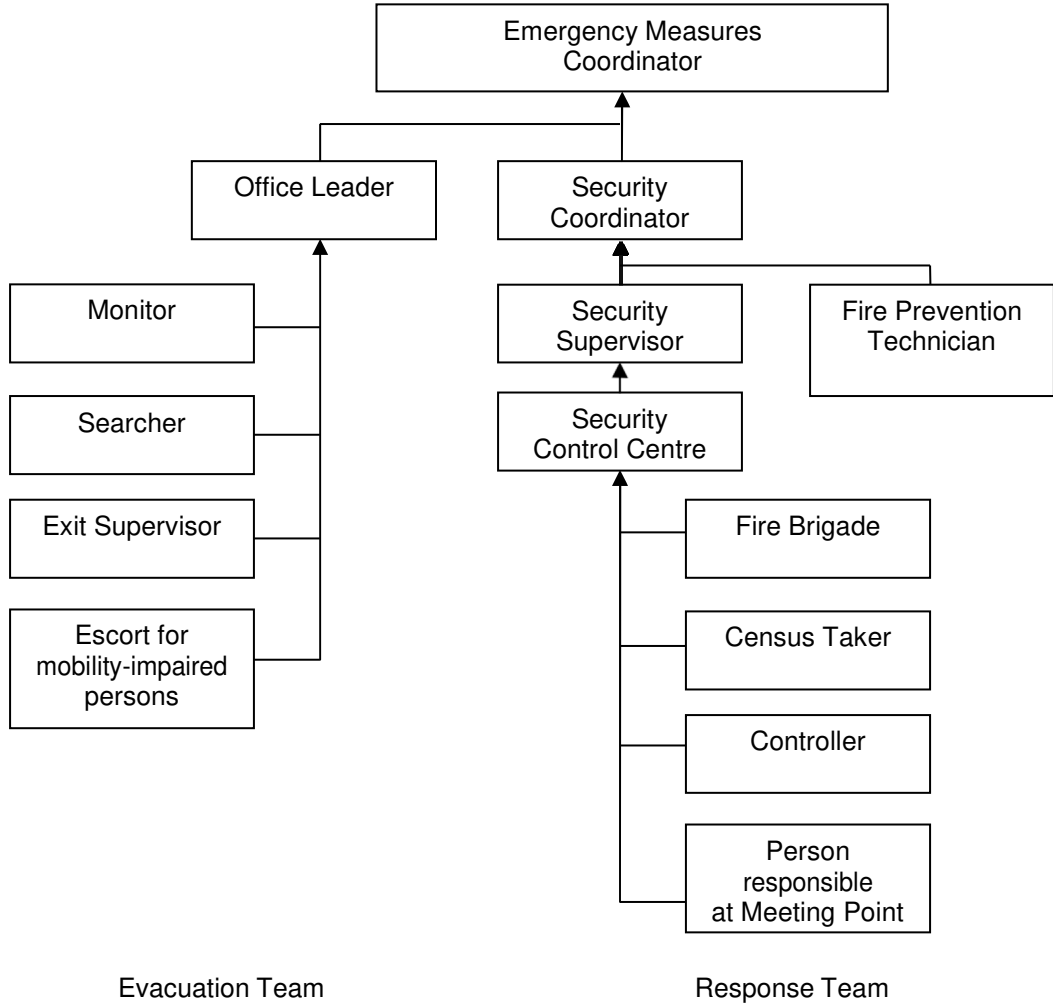
3. **MEASURES TO BE TAKEN DURING ALERT OR ALARM SIGNALS**

At the alert signal (slow chimes), alarm signal (temporal klaxon), or during an evacuation ordered by any other means, follow the instructions found in sections 3 and 4 of this document.

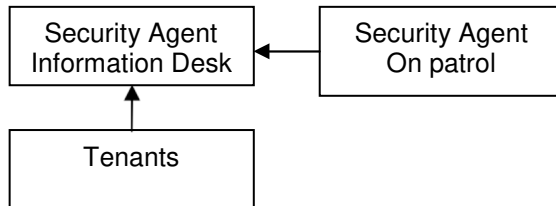


**APPENDIX A
ORGANIZATIONAL CHART – TEAMS**

When the system is on two-stage (alert and alarm):



When the system is on one-stage (alarm):



IMPORTANT: All positions require substitutes in the absence of the principal titular.



**APPENDIX B
TENANT'S COORDINATES AND CENSUS FORM**



Security and Fire Prevention Department

TENANT'S IDENTIFICATION

Company name : _____ Building address : _____
Office number : _____

CENSUS

Used by emergency services when emergency measures are in progress

EVACUATION TEAM

	Last name	First name
Office leader :	_____	_____
Substitute :	_____	_____

IMPORTANT : Monitors, searchers, exit supervisors, escorts for mobility-impaired persons and their substitutes must be designated in sufficient numbers by the tenant for his specific needs. However, these coordinates do not need to be conveyed to us.

NUMBER OF OCCUPANTS IN THE OFFICE

Weekdays			Weekend		
Day	Evening	Night	Day	Evening	Night

MOBILITY-IMPAIRED PERSONS

Last name	First name	Type of impaired mobility
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

IMPORTANT : one document must be completed for each office occupied

An electronic version of this document is available upon request.

This form must be updated as often as necessary. Once completed, it must be forwarded to our Customer Service at sac@cominar.com



**APPENDIX C
EMERGENCY SERVICES PHONE LIST**

INTERNAL SERVICES	PHONE
Emergency Measures Coordinator	514 789-1544
Security and Fire Prevention Coordinator	514 789-1544
Security Services	514 337-8151
Cominar Customer Service	514 337-8151

EXTERNAL SERVICES	PHONE
Fire Department (SIM)	9-1-1
Police Department (SPVM)	
Ambulance (Urgences Santé)	
Poison Control Centre	1 800 463-5060

EN CAS D'INCENDIE **911** IN CASE OF FIRE

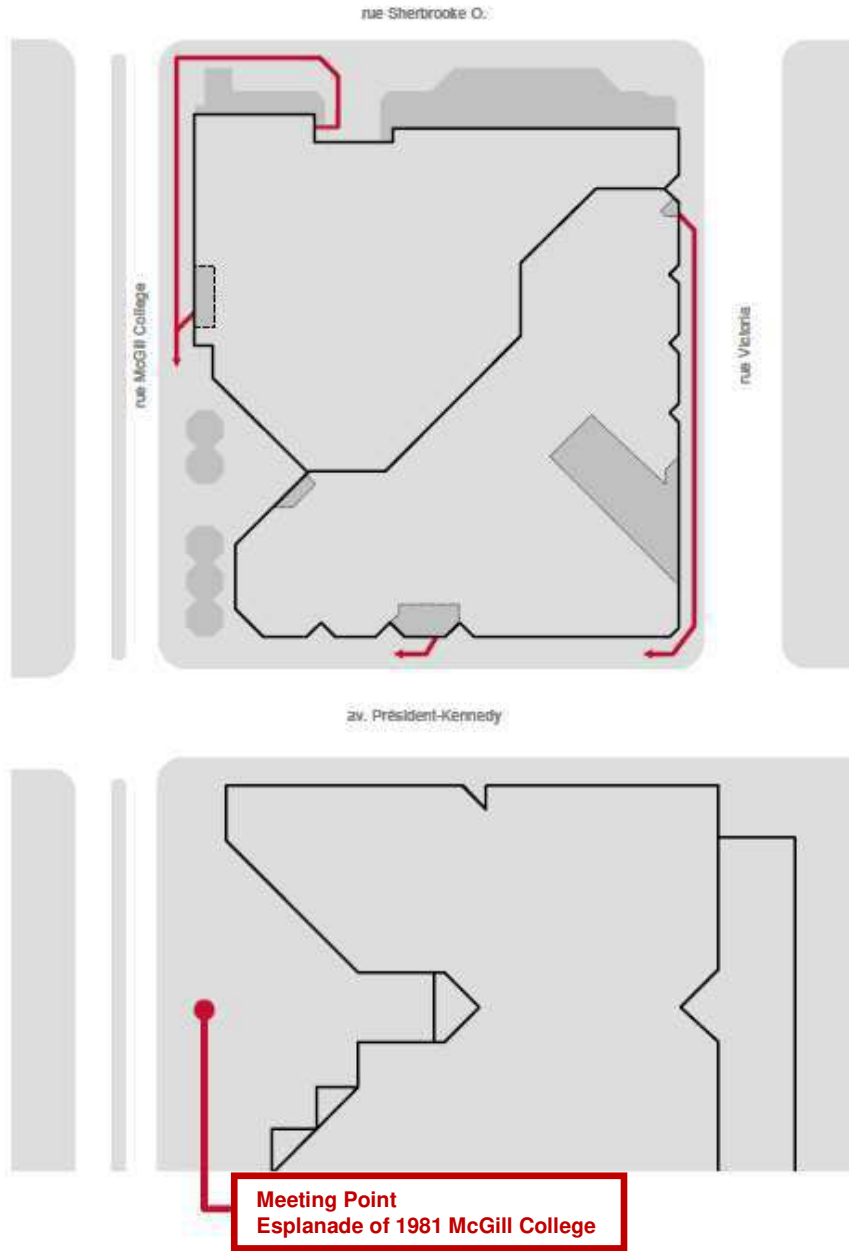
- | | |
|---|---|
| 1 - Actionnez l'avertisseur manuel d'incendie | 1 - Pull the manual fire alarm |
| 2 - Alertez le service de prévention des incendies de Montréal au 9-1-1 | 2 - Call the Montreal fire prevention department at 9-1-1 |
| 3 - Quittez l'édifice par les escaliers | 3 - Leave the building using stairways |
| 4 - N'utilisez pas les ascenseurs | 4 - Do not use elevators |
| 5 - Demeurez calme | 5 - Remain calm |

LÉGENDE / LEGEND

-  Sortie / Escaliers
Exit / Stairways
-  Avertisseur manuel d'incendie
Manual fire alarm station
-  Colonne d'incendie
Standpipe
-  Extincteur
Extinguisher
-  Téléphone
Telephone
-  Vous êtes ici
You are here



**APPENDIX E
MEETING POINT – OCCUPANTS**

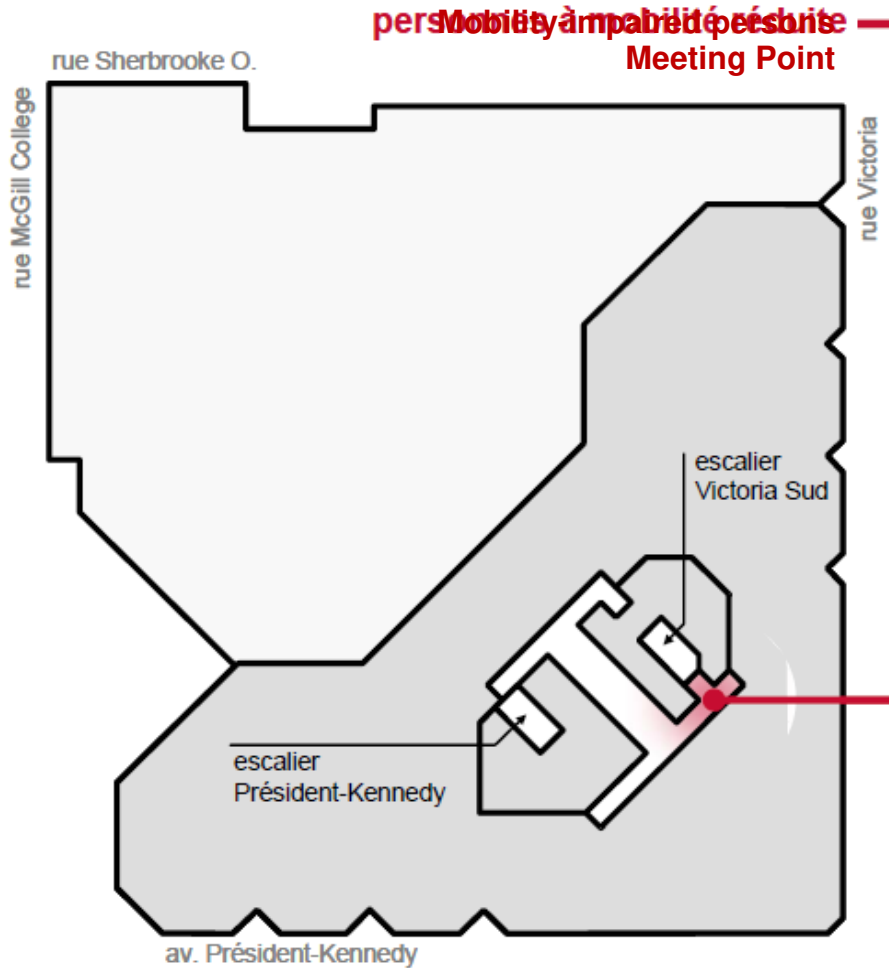


Meeting point for all occupants:

▶▶▶ ESPLANADE OF 1981 MCGILL COLLEGE ◀◀◀

Please do not stop until you have reached the meeting point, in order not to block access to the area.

**APPENDIX F
MEETING POINT – MOBILITY-IMPAIRED PERSONS**



Meeting point for mobility-impaired persons:

▶▶▶ VICTORIA SOUTH STAIRWELL ◀◀◀

In order not to block the evacuation of the occupants, please stay in the main elevator hall until your floor has been completely evacuated. Then, get closer to the exit door. Stay on the floor, not in the stairwell.

IMPORTANT: For occupants of the 23rd and 24th floors, the meeting point is:

▶▶▶ MAIN ELEVATOR HALL ◀◀◀



INTERRUPTION OF THE FIRE PROTECTION

Prior to executing work which requires an interruption of the fire protection equipment, contractors must notify the administration, who will then authorize the work and notify Security.

The interruption of a system can make the building vulnerable to a disaster. Hence, the person issuing the permit must take the following precautionary measures:

- Except in case of an emergency, work must be done after 6 p.m.
- Dangerous procedures, such as welding, cutting, and the use of flammable liquids, are forbidden in the area during the interruption.
- Smoking is forbidden in the entire area.
- Have all combustible material removed from the area.
- Make sure all the area's portable extinguishers are available, and point out their location to the contractors.
- Make sure the interruption is as short as possible. All material, equipment, and manpower must be on-site and ready to rapidly execute the work.
- Should it be necessary for a contractor to leave the area during a system interruption, a minimum of supervision must be maintained, or Security must be notified.

Once the work is finished, the contractor must advise Security. A member of the Security Department must go over the following points with the contractor:

- The equipment is operational.
- The contractor has performed the appropriate tests.
- The fire alarm system is operational.
- There is no fire hazard.

HOT WORK PERMIT

The person designated to issue a permit must be on-site at the start of the work, to fill-out Part 1 of the permit, which is to be dropped-off at the Reception Desk. Part 2 stays on-site.

Since hot work makes the building vulnerable to fire, the person who issues the permit must take the following precautionary measures:

- The contractor is supplied with suitable portable fire extinguishers. If not, indicate the location of the closest extinguisher.
- The automatic and portable extinguishers are in service/in good working condition;
- The contractor knows how to handle this equipment, and how to sound the alarm. Indicate to the contractor the location of the closest manual pull station.
- Fire supervision may be required in the surrounding, superior and inferior areas.
- Once the work is completed, perform a final check in these areas.

Precautions to be followed within a 35 foot (11 meters) radius:

- Remove flammable liquids, dust, lint, and oily deposits.
- Ensure explosive atmosphere in the area is eliminated and floors have been swept clean.
- Ensure combustible floors are wet down, covered with damp sand or with flame-retardant sheets.
- Remove any other combustible material where possible; if not, protect with flame-retardant tarpaulins or metal shields.
- Cover all wall and floor openings.
- Ensure flame-retardant tarpaulins are suspended beneath the work.

Precautions to be followed during work on walls or ceilings:





- Construction is non-combustible and without combustible covering or insulation.
- Combustibles on other side of the walls have been moved away.

Once the work is finished:

- The contractor must advise Security.
- Security must immediately make an initial visit.
- Two hours (120 minutes) after completion of the work, Security recovers Part 2 of the permit on location, completes the section « FINAL CHECKUP two hours after completion of the work » and signs.
- The following points must be verified :
 - Burning smell;
 - Crackling noise in the walls;
 - Soot traces at the top or bottom of the walls;
 - Paint discoloration.
- Once the last check point has been verified and everything is back to normal, both parts of the permit are kept and archived according to current standards.

**APPENDIX I
INSTRUCTIONS ON HOW TO USE A PORTABLE EXTINGUISHER**

1. Classes of fire

	Ordinary combustibles (wood, paper, cloth)
	Flammable liquids or gases (oil, gasoline, paint)
	Energized electrical equipment
	Cooking oils and greases

2. Steps (P.A.S.S.)

2.1. Pull the pin

- Break the seal by turning the pin
- Pull the pin without pressing the trigger



2.2. Aim the nozzle at the base of the flames

- In certain cases, the hose must be pulled away from the extinguisher



2.3. Squeeze the trigger

- Squeeze the trigger to eject the extinguishing agent
- The ejection will stop as soon as the trigger is released



2.4. Sweep the base of the flames

- Sweep from left to right
- The sweeping motion will allow you to cover the base of the flames, hence controlling the fire





**APPENDIX J
BOMB THREAT PHONE CALL FORM**



Security and
Fire Prevention

BOMB THREAT PHONE CALL

KEEP IT NEAR YOUR PHONE

Security 514 337-8151

<p>A If you receive a bomb threat phone call, stay calm. Listen carefully. Do not interrupt the caller. Obtain as much information as possible.</p> <p>Person receiving the call : _____</p> <p>Phone number receiving the call : _____</p> <p>Caller's name : _____</p> <p>Phone number on display : _____</p> <p>Date : _____ Time : _____</p> <hr/> <p>Caller</p> <p>Sex : <input type="checkbox"/> M <input type="checkbox"/> F</p> <p><input type="checkbox"/> adult <input type="checkbox"/> teenager <input type="checkbox"/> child</p> <p><input type="checkbox"/> approximate age : _____</p> <hr/> <p>Type of call</p> <p><input type="checkbox"/> local <input type="checkbox"/> long distance <input type="checkbox"/> phone booth <input type="checkbox"/> internal</p> <hr/> <p>The bomb</p> <p>When will it blow?</p> <p>Date : _____ Time : _____</p> <p>Waiting time : _____</p> <p>Type of bomb : _____</p> <hr/> <p>Where is it?</p> <p>Building : _____</p> <p>Zone : _____</p>	<p>B Voice characteristics</p> <p><input type="checkbox"/> strong <input type="checkbox"/> soft <input type="checkbox"/> piercing <input type="checkbox"/> deep <input type="checkbox"/> husky</p> <p><input type="checkbox"/> nasal <input type="checkbox"/> other: _____</p> <hr/> <p>Speech</p> <p><input type="checkbox"/> fast <input type="checkbox"/> slow <input type="checkbox"/> confident <input type="checkbox"/> confused <input type="checkbox"/> hesitant</p> <p><input type="checkbox"/> other: _____</p> <hr/> <p>Language</p> <p><input type="checkbox"/> excellent <input type="checkbox"/> good <input type="checkbox"/> mediocre <input type="checkbox"/> poor</p> <p><input type="checkbox"/> other: _____</p> <hr/> <p>Accent</p> <p><input type="checkbox"/> local <input type="checkbox"/> foreign <input type="checkbox"/> regional</p> <p>Specify: _____</p> <hr/> <p>Attitude</p> <p><input type="checkbox"/> calm <input type="checkbox"/> arrogant <input type="checkbox"/> rational <input type="checkbox"/> irrational</p> <p><input type="checkbox"/> coherent <input type="checkbox"/> incoherent <input type="checkbox"/> emotional <input type="checkbox"/> funny</p> <p><input type="checkbox"/> other : _____</p> <hr/> <p>Background sounds</p> <p><input type="checkbox"/> factory <input type="checkbox"/> train <input type="checkbox"/> machines <input type="checkbox"/> animals <input type="checkbox"/> airplane <input type="checkbox"/> street</p> <p><input type="checkbox"/> quiet <input type="checkbox"/> music <input type="checkbox"/> voices <input type="checkbox"/> offices <input type="checkbox"/> circulation</p> <p><input type="checkbox"/> other : _____</p>
--	---

C Exact terms used by the speaker: _____



APPENDIX K EVACUATION PROCEDURES FOR ALL EMERGENCY SITUATIONS

There are two different signals in an emergency situation:

- The **alert** signal: slow chimes (20 beats per minute) which mean you must prepare to evacuate.
- The **alarm** signal: temporal klaxon (3 rapid signals followed by a silence, repeating continuously) which means you must evacuate.

These signals are usually followed by a message broadcast through the speaker system.

1. **DURING REGULAR BUSINESS HOURS**

1.1. **WHEN THE ALERT SIGNAL SOUNDS (slow chimes)**

- Remain calm.
- Stop all work immediately.
- Do not waste any time gathering clothes or personal effects.
- Head to the nearest emergency exit.
- Wait for instructions from the Evacuation Team or for the alarm signal.
- Remain silent in order to hear the instructions.

1.2. **WHEN THE ALARM SIGNAL SOUNDS (temporal klaxon)**

- Follow the instructions given by the Evacuation Team.
- Move quickly but calmly down the stairs, and exit the building.
- Move at a brisk pace, but do not run.
- Do not use the elevators.
- Do not return to the parking lot to retrieve your vehicle.
- Do not bring any objects (beverages, bags, packages, etc.) into the stairwell.
- Move away from the building quickly.
- Head directly to the designated exterior meeting point.
- Wait for authorization from the Evacuation Team before re-entering the building.

2. **OUTSIDE OF REGULAR BUSINESS HOURS**

2.1. **WHEN THE ALARM SIGNAL SOUNDS (quick tone)**

- Remain calm.
- Stop all work immediately.
- Do not waste any time gathering clothes or personal effects.
- Head to the nearest emergency exit.
- Check if the emergency exit is usable and smoke-free.
- Evacuate quickly but calmly through the emergency exits, and leave the building.
- Do not use the elevators.
- Move at a brisk pace, but do not run.
- Do not return to the parking lot to retrieve your vehicle.
- Do not bring any objects (beverages, bags, packages, etc.) into the stairwell.
- Move away from the building quickly.



- Head directly to the designated exterior meeting point.
- Wait for authorization from the Emergency Services before re-entering the building.

Meeting point: plaza of 1981 McGill College



APPENDIX L EVACUATION PROCEDURES FOR MOBILITY-IMPAIRED PERSONS

There are two different signals in an emergency situation:

- The **alert** signal: slow chimes (20 beats per minute) which mean you must prepare to evacuate.
- The **alarm** signal: temporal klaxon (3 rapid signals followed by a silence, repeating continuously) which means you must evacuate.

These signals are usually followed by a message broadcast through the speaker system.

The evacuation of mobility-impaired persons will be managed by the Fire Department upon their arrival. They decide whether or not to evacuate, and they set the evacuation priority list, if needed. Therefore, it is highly likely that you will not be evacuated in the event of a fire alarm if your location does not represent a risk for your safety.

1. **DURING REGULAR BUSINESS HOURS**

You must make sure that you were assigned an Escort by the Office Leader.

1.1. **WHEN THE ALERT SIGNAL SOUNDS (slow chimes)**

- Wait for your Escort to come to your workspace. If your Escort is absent, notify a member of the Evacuation Team.
- Along with your Escort, move to the designated mobility-impaired persons meeting point.

1.2. **WHEN THE ALARM SIGNAL SOUNDS (temporal klaxon)**

- Wait until all occupants have been evacuated. Then, with the help of your Escort, stand near the emergency phone (red phone).
- If you are on the floor where the incident is occurring and you are mobile, your Escort will take you to the next transfer level by the emergency stairwell. Then notify Security of your new position by using the emergency phone (red phone). Close all stairwell doors behind you.
- If you are on the floor where the incident is occurring and you are not mobile, notify Security of your future position by using the emergency phone (red phone) and take position inside the emergency stairwell with your Escort. Close the stairwell door behind you. Stay on that level.
- If you have been evacuated by Emergency Services, your Escort must report to Security at the reception desk, then join and accompany you to the exterior meeting point.
- The Escort must stay with you at the meeting point, and, if needed, accompany you back to your work station.

2. **OUTSIDE OF REGULAR BUSINESS HOURS**

2.1. **WHEN THE ALARM SIGNAL SOUNDS (temporal klaxon)**

- Head to the designated meeting point for mobility-impaired persons.



- Notify Security of your presence by using the emergency phone (red phone) located near the meeting point for mobility-impaired persons.
- To use the emergency phone:
 - Break the glass part of the box by pushing on the metal door.
 - Unhook the receiver.
 - Stay on the line, an agent will answer your call. There may be a delay of approximately 10 to 15 seconds before your call is answered.
 - Indicate where you are calling from.

Meeting point on the floor for mobility-impaired persons:

▶▶▶ VICTORIA SOUTH STAIRWELL ◀◀◀

In order not to block the evacuation of the occupants, please stay in the main elevator hall until your floor has been completely evacuated. Then, get closer to the exit door. Stay on the floor, not in the stairwell.

IMPORTANT: For occupants of the 23rd and 24th floors, the meeting point is:

▶▶▶ MAIN ELEVATOR HALL ◀◀◀



**APPENDIX M
EVACUATION PROCEDURES FOR MERCHANTS**

1. AT THE ALERT SIGNAL (slow chimes)

- Stop all commercial activity immediately.
- Limit access to your store, except for one panel or one door.
- Notify your customers of the possibility of an evacuation.
- Secure your cash-register and any space which needs to be protected.

2. AT THE ALARM SIGNAL (temporal klaxon)

- Ask your customers to leave immediately, and show them the location of the emergency exits.
- Do a full check of your entire area to make sure there is nobody left.
- Close your store completely, and leave the building.
- Notify the Census Taker in front of the building that your store has been evacuated.

APPENDIX N
MESSAGES FOR THE VOICE COMMUNICATION SYSTEM

List of bilingual messages that may be broadcast through the speakers. All messages will be repeated two times.

1. FIRE

1.1. ALERT

Votre attention S.V.P. Nous avons reçu un signal d'alerte. Nous cherchons présentement à en établir la cause. Rendez-vous à la sortie d'urgence la plus près et attendez le signal d'évacuation. Merci de votre collaboration.

Your attention please. We have received an alert signal. We are presently investigating the cause. Proceed to the nearest emergency exit and wait for the evacuation signal. Thank you for your cooperation.

1.2. FALSE ALERT

Votre attention S.V.P. Nos vérifications indiquent qu'il s'agit d'une fausse alerte. Vous pouvez reprendre vos activités régulières. Merci de votre collaboration.

Your attention please. The investigation has revealed that this is a false alert. You may resume your normal activities. Thank you for your cooperation.

1.3. EVACUATION

Votre attention SVP. Pour des raisons de sécurité, nous devons procéder à l'évacuation de l'immeuble. Veuillez évacuer calmement par la sortie d'urgence la plus près. Utilisez les escaliers. N'utilisez pas les ascenseurs.

Your attention please. For safety reasons, we have to evacuate the building. Please evacuate calmly by the nearest emergency exit. Use the stairwells. Do not use the elevators.

1.4. MOBILITY-IMPAIRED PERSONS (real situation)

Votre attention SVP. Nous tenons à aviser les personnes à mobilité réduite que nous procédons aux vérifications requises. Veuillez demeurer à proximité de la cage d'escalier de secours désignée en attendant d'autres instructions. Merci de votre collaboration.

Your attention please. We wish to advise people with restricted mobility that we are proceeding with the necessary verifications. Please remain near the designated emergency exit stairwell and wait for further instructions. Thank you for your cooperation.



1.5. MOBILITY-IMPAIRED PERSONS (drill)

Votre attention SVP. Nous tenons à aviser les personnes à mobilité réduite qu'il s'agit d'un exercice. Veuillez demeurer à proximité de la cage d'escalier de secours désignée en attendant d'autres instructions. Merci de votre collaboration.

Your attention please. We wish to advise people with restricted mobility that this is a fire drill. Please remain near the designated emergency exit stairwell and wait for further instructions. Thank you for your cooperation.

1.6. ENF OF THE ALARM

Votre attention SVP. Nous vous avisons qu'il n'y a plus de situation d'urgence. Vous pouvez reprendre vos activités régulières. Merci de votre collaboration.

Your attention please. We want to inform you that the emergency situation is now over. You may resume your normal activities. Thank you for your cooperation.

2. TESTS / INSPECTION

2.1. FIRE ALARM SYSTEM AND GENERATORS TESTING

Votre attention SVP. [Dans environ 30 minutes] OU [Dans quelques instants], nous procéderons à une vérification de notre système d'alarme incendie et des génératrices. Nous vous prions de ne pas tenir compte du signal sonore que vous entendrez. Nous vous aviserons dès que nous aurons terminé. Merci de votre compréhension.

Your attention please. [In approximately 30 minutes] OR [In a few moments], we will be testing our fire alarm system and generators. Please ignore the sound signal. We will advise you as soon as the testing is completed. Thank you for your comprehension.

2.2. END OF FIRE ALARM SYSTEM AND GENERATORS TESTING

Votre attention SVP. Notre vérification du système d'alarme incendie et des génératrices est maintenant terminée. Merci de votre collaboration.

Your attention please. The testing of our fire alarm system and generators is now completed. Thank you for your cooperation.

2.3. ELEVATOR TESTING

Votre attention SVP. Au cours des prochaines minutes, nous procéderons à la vérification des ascenseurs. Pendant ces vérifications, certains ascenseurs peuvent ne pas être disponibles pour un court moment. Nous vous aviserons dès que nous aurons terminé. Merci de votre compréhension.

Your attention please. For the next few minutes, we will be testing our elevators. During the tests, some elevators might not be available for a brief moment. We will advise you as soon as the testing is completed. Thank you for your comprehension.



2.4. END OF ELAVATORS TESTING

Votre attention SVP. Notre vérification des ascenseurs est maintenant terminée. Merci de votre collaboration.

Your attention please. The testing of our elevators is now completed. Thank you for your cooperation.

3. **FAILURES**

3.1. POWER FAILURE (unscheduled)

Votre attention SVP. Nous subissons présentement une panne d'électricité. Nous vous prions de ne pas utiliser les ascenseurs. Si la situation devait se prolonger, nous vous aviserons dès que possible. Merci de votre compréhension.

Your attention please. We are presently experiencing a power failure. Please do not use the elevators. If the situation is expected to continue, we will advise you as soon as possible. Thank you for your comprehension.

3.2. END OF POWER FAILURE (unscheduled)

Votre attention SVP. Nous vous avisons que la panne d'électricité est maintenant terminée. Vous pouvez maintenant utiliser les ascenseurs. Merci de votre collaboration.

Your attention please. We wish to inform you that the power failure is now over. You may now use the elevators. Thank you for your cooperation.

3.3. POWER SHUTDOWN (scheduled)

Votre attention SVP. Il y aura une interruption de courant de _____ minutes vers _____ heures. Nous vous prions de bien vouloir prendre les mesures qui s'imposent. Merci de votre collaboration.

Your attention please. Power will be cut-off for _ _ minutes around _ o'clock. We request that you take all necessary precautions. Thank you for your cooperation.

3.4. END OF POWER SHUTDOWN (scheduled)

Votre attention SVP. L'interruption de courant est maintenant terminée. Merci de votre collaboration.

Your attention please. Power is now restored. Thank you for your cooperation.



3.5. ELEVATOR FAILURE (major breakdown)

Votre attention SVP. Nous éprouvons présentement des difficultés techniques avec les ascenseurs :

- du rez-de-chaussée au 11^e étage
ou
- du 14^e au 23^e étage.

Nous travaillons présentement à solutionner ce problème. Merci de votre compréhension.

Your attention please. We are presently experiencing technical difficulties with elevators:

- *going from the lobby to the 11th floor
or*
- *going from the 14th floor to the 23rd floor.*

We are now working on the problem. Thank you for your comprehension.

3.6. END OF ELEVATOR FAILURE (major breakdown)

Votre attention SVP. Les ascenseurs sont maintenant fonctionnels. Merci de votre collaboration.

Your attention please. Elevators are now functional. Thank you for your cooperation.

3.7. TECHNICAL PROBLEM WITH FIRE ALARM PANEL (with audible signal)

Votre attention SVP. Le signal que vous entendez présentement est causé par une défectuosité technique. Nous vous prions de ne pas en tenir compte. La situation devrait être rétablie d'ici peu. Nous vous remercions de votre compréhension.

Your attention please. Ignore the sound signal that you are presently hearing which is caused by a technical problem. The problem should be resolved very shortly. Thank you for your comprehension.

3.8. END OF TECHNICAL PROBLEM WITH FIRE ALARM PANEL (with audible signal)

Votre attention SVP. La situation est maintenant redevenue à la normale. Merci de votre collaboration.

Your attention please. The problem is now resolved. Thank you for your cooperation.

4. EMERGENCY

4.1. SECURITY SHELTERING AND ISOLATION

Votre attention SVP. Procédure « Abri et isolement de sécurité ». Veuillez vous abriter et sécuriser vos locaux immédiatement. D'autres instructions suivront.

Your attention please. "Security sheltering and isolation" procedure. Take refuge and lock up your offices immediately. More instructions to come.

4.2. FOLLOW UP ON SECURITY SHELTERING AND ISOLATION

Votre attention SVP. La procédure « Abri et isolement de sécurité » est toujours en vigueur. Les services d'urgence sont sur place et procèdent aux vérifications nécessaires. D'autres instructions suivront.

Your attention please. "Security sheltering and isolation" procedure is still in effect. Emergency Services are on location and are investigating. Other instructions to come.

4.3. END OF SECURITY SHELTERING AND ISOLATION

Votre attention SVP. Fin de la procédure « Abri et isolement de sécurité ». Vous pouvez reprendre vos activités régulières. Merci de votre collaboration.

Your attention please. "Security sheltering and isolation" procedure is now over. You may resume your normal activities. Thank you for your cooperation.

4.4. EARTHQUAKE

Votre attention SVP. Nous venons de subir un tremblement de terre. Nous procédons présentement aux vérifications nécessaires. Nous vous tiendrons informé des développements. Merci de votre collaboration.

Your attention please. We have just experienced an earthquake. We are presently making all necessary verifications. We will advise you of the results. Thank you for your cooperation.

4.5. END OF EARTHQUAKE

Votre attention SVP. Nos vérifications indiquent que tout est normal. Vous pouvez reprendre vos activités régulières. Merci de votre collaboration.

Your attention please. Our investigation has revealed that all is normal. You may resume your normal activities. Thank you for your cooperation.



**APPENDIX O
MAIN NEW ITEMS OF THE PRESENT VERSION**

This section is a summary of the major changes since the previous version of the emergency plan.

Changes	Explanation
None	