

**Eighth Avenue Place**  
Tenant Emergency Procedures Manual





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**IN THE EVENT OF EMERGENCY**

- **Dial 9-1-1**; give your location and direct Emergency Services to 525 8th Avenue S.W.
- Call the Security Command Centre, **403-592-2870**, to alert Building Security that Emergency Services are on their way.
- Building Security will await the arrival of Emergency Services and expedite their entry through the Building via the service elevators.
- Please give as much detailed information of the nature of the emergency as possible.
- Building Security will remain on site until the situation has been dealt with and Emergency Services have cleared the premises.

<b>Calgary Police Service Emergency</b> .....	<b>9-1-1</b>
<b>Calgary Fire Department Emergency</b> .....	<b>9-1-1</b>
<b>Emergency Medical Service</b> .....	<b>9-1-1</b>
<b>Calgary Police Department (Non-Emergency)</b> .....	<b>403-266-1234</b>
<b>City of Calgary Information</b> .....	<b>3-1-1</b>
<b>Calgary Poison Center</b> .....	<b>403-944-1414</b>
<b>Eighth Avenue Place Security Command Center</b> .....	<b>403-592-2870</b>

## GENERAL INFORMATION

Eighth Avenue Place has developed a comprehensive program that minimizes the chance of a life-threatening emergency and reduces damage in the event that one occurs. The Building's fire and life safety system consists of smoke and heat detectors, a sprinkler system, automatically unlocking stairwell doors, and an Emergency Communication System. The Building's fire and life safety system is monitored 24 hours a day by Building Security as well as off site by Tyco Integrated Security.

Your co-workers, acting as Floor Wardens, Searchers, Stairwell monitors, and Elevator monitors, form an effective Emergency Response Team on each floor. Team members have all been trained in emergency procedures and will be wearing fluorescent orange hats during an emergency. If an emergency occurs in your area, look for your Emergency Response Team members and follow their directions.

Although the Building's systems are designed to minimize the impact of a fire, it is critical that all Building occupants are familiar with the emergency procedures and follow directions in the event of an emergency.

## BUILDING SAFETY FEATURES

### Elevators

When the fire system is activated, the elevators continue to function as normal. It is highly recommended that elevators not be used during Building emergencies, specifically fire emergencies, as they can create greater hazards and dangers to the tenant personnel.

### Fire-Resistant Construction Materials

The floors are constructed of concrete slab over metal decking. Ceilings are fire-resistant mineral fiber. The walls are flame-retardant gypsum board installed over metal studs, and the stairwells have "one and one half" fire rated door assemblies.

### Sprinklers

All tenant and public areas of the Building are protected by ceiling mounted, heat activated automatic sprinklers.

### Fire Extinguishers

Fire extinguishers are located throughout the Building's common areas, stairwells, hallways, tenant spaces, and service elevator lobbies.

### Smoke Exhaust

Each floor is individually capable of switching to a high powered emergency exhaust, which quickly exhausts smoke from the Building.

### **Speakers and Strobes**

A one-way voice and alarm system with speakers and strobe lights for the hearing impaired is located throughout the floors and stairwells to provide notification during an emergency. This is also known as the Emergency Communication System.

### **Listen for the type of alarm**

**Alert:** Slower paced electronic tone (One pulse per second). Stay where you are and be ready to evacuate.

**Evacuation:** Faster paced alarm bell tone (Two pulses per second). Evacuate from the building as quickly and safely as possible.

### **Emergency Phones**

Emergency phones are located by the service elevator lobby on each floor. The phones are restricted for emergency use by the Calgary Fire Department.

### **Stairwells**

Eighth Avenue Place contains emergency evacuation stairwells that lead to the ground level. It is very important that all stairwell doors be kept closed at all times unless they are being used for an evacuation. Even then, they should be closed as soon as the last person has evacuated the floor.

As long as the stairwell doors remain closed, the stairwells will provide 90 minutes of fire protection from that floor.

### **SAFETY SUGGESTIONS:**

1. Any unusual odor should immediately be reported to the Hines Property Management Office by calling 403-592-2888.
2. Know the locations of the nearest fire extinguisher and stairwell exit. Know that there are two stairwells exiting each Tower:
  - East Tower: Stairwell D (North) and Stairwell F (South)
  - West Tower: Stairwell K (North) and Stairwell I (South)
3. Know who your Floor Wardens and Emergency Response Team members are and where their offices are located.
4. Keep stairway exits clear of any obstructions.
5. Do not overburden electrical outlets with more than one plug per receptacle.
6. Do not use elevators to evacuate in a fire situation.
7. Emergency Response Team members and mobility restricted individuals should attend at least one of the monthly training sessions offered by Eighth Avenue Place throughout the year.
8. Participate in the Eighth Avenue Place annual emergency response training and evacuation drill.

## TENANT EMERGENCY RESPONSE TEAM

It is each tenant's responsibility to coordinate response efforts in the event of an emergency. This includes appointing a Floor Warden and members to the Emergency Response Team for every floor they occupy.

There are five (5) primary positions of the Emergency Response Team. Each of these individuals has an extremely important job to perform in the event of an emergency. The following contains extensive descriptions of the responsibilities of each of the members of the Emergency Response Team.

### FLOOR WARDEN:

The Floor Warden is responsible for emergency coordination and reporting any potential or actual emergency condition to the Security Command Centre at 403-592-2870. The Floor Warden is also responsible for organizing his/her Emergency Response Team members and making sure emergency procedures are carried out correctly.

#### Duties

- Primary coordinator for the entire Emergency Response Team located on his/her floor. All correspondence, communication, and notices will flow through the Floor Warden for dissemination to the rest of the team, and ultimately to the personnel on the floor.
- Assist in developing and enhancing emergency response procedures based on specific needs of the floor.
- Direct evacuations and respond to emergencies when they arise.
- Ensure that all Emergency Response Team personnel know their assigned duties and locations in case of an emergency.
- Assist in training office personnel in evacuation procedures. Assist in conducting evacuation drills coordinated by the Hines Property Management Office that will be conducted annually.
- Provide the Hines Property Management Office with the names of the Emergency Response Team and update them in writing when changes occur.
- Provide the Hines Property Management Office with the names and work locations of mobility restricted individuals who will require assistance in an evacuation and update when changes occur.
- Notify members of the Emergency Response Team to evacuate the floor when their duties have been completed.
- The Floor Warden should be the last person to evacuate the floor.
- Notify Building Security or Emergency Services personnel on the main level that their floor has been cleared or if assistance is needed on the floor.

### **SEARCHERS:**

Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from their work area on the floor. After the Searcher's area is clear, Searchers will inform the Floor Warden that the area is clear and follow any further instructions that are given by the Floor Warden.

#### **Duties**

- Check all areas including offices, cubicles, conference rooms, file rooms, reception areas, washrooms, etc.
- Close all doors after being checked but do not lock them.
- Advise all personnel of the emergency and insist on their evacuation.

### **STAIRWELL MONITORS:**

Under the direction of the Floor Warden, Stairwell Monitors are responsible for checking their assigned stairwell for fire or smoke and assisting in the orderly evacuation of personnel off the floor.

#### **Duties**

- Take position at his/her assigned stairwell and assist personnel in evacuating the floor.
- Before opening the stairwell door, the Stairwell Monitor should feel it with the back side of their hand, checking for heat; if no heat is felt, the stairwell door should be opened slowly to inspect the stairwell for heat or smoke before allowing anyone to use the stairwell for evacuation.
- If heat or smoke is encountered, the Stairwell Monitor will remain by the door directing personnel to the other stairwell for evacuation. Remember, there are two stairwell options to exit each Tower.
- Instruct personnel to form a single line and proceed down the right hand side of the stairwell.
- Ensure anyone entering the stairwell is in a condition to continue down the entire stairwell and not create a hazard to other evacuating tenants.
- Ensure anyone entering the stairwell does not enter with items that would affect the ability of themselves and others to evacuate safely, i.e. high heel shoes, drinks, food or large baggage.
- Ensure tenant personnel using the stairs are not using cellphones during the evacuation, as this will affect the speed of evacuation through the stairwell.
- Supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel.
- Be prepared to answer questions of personnel evacuating the floor; including relocation and other information evacuees may require.
- Remain at the stairwell exit until instructed to leave by the Floor Warden or a Searcher that has evacuated the floor or if the situation becomes unsafe at any time.

## TENANT EMERGENCY RESPONSE TEAM continued . . .

### **ELEVATOR MONITOR:**

Under the direction of the Floor Warden, Elevator Monitors are responsible for making sure no one tries using the elevators in the event of a fire evacuation. When the fire system is activated, the elevators continue to function as normal. It is highly recommended that elevators not be used during Building emergencies, specifically fire emergencies, as they can create greater hazards and dangers to the tenant personnel.

#### **Duties**

- Be familiar with the Building evacuation plan and the locations of all stairwells on the floor.
- Direct personnel to the nearest stairwell.
- Remain at the elevator bank until instructed by the Floor Warden or a Searcher that has cleared the floor or if the situation becomes unsafe at any time.

### **AIDE TO MOBILITY RESTRICTED INDIVIDUALS:**

Under the direction of the Floor Warden, the Aide to Mobility Restricted Individuals are responsible for the evacuation of disabled individuals, pregnant women, or anyone that may need assistance.

#### **Duties**

- Assist the mobility restricted individual to whom he/she is assigned to the nearest stairwell for evacuation of the floor.
- If the mobility restricted individual is unable to descend, the Aide should stay with the person outside of the stairwell until the floor has evacuated and all personnel from the floors above have passed. Then proceed into the stairwell and shelter on the landing.
- Due to the fire separation of the stairwells, the mobility restricted individual and their Aide should be safe within the stairwell until Emergency Services personnel arrive.
- Emergency Services personnel will only evacuate mobility restricted individuals and their Aides if deemed necessary.

**When evidence of fire is detected, remain calm and dial 9-1-1. Be sure to use the address of Eighth Avenue Place (525 - 8th Avenue SW) when speaking with the 9-1-1 operator.**

1. After contacting the Calgary Fire Department, immediately contact the Security Command Center at 403-592-2870. Be prepared to communicate your floor, suite number and the location of the fire.
2. Inform your Floor Warden. Alert all others in the immediate area.
3. Do not attempt to fight a fire that appears to be out of control or threatens your safety. If possible, close the door to the room where the fire is located and all doors in the immediate area. This will help contain the spread of fire and smoke. If the fire is small enough to be controlled by fire extinguishers, hand-held chemical fire extinguishers are located on each floor. To operate the extinguisher, follow these simple instructions:

**Remember PASS:**

- |          |    |  |
|----------|----|--|
| <b>P</b> | -- | Pull locking pin                               |
| <b>A</b> | -- | Aim at base of fire                            |
| <b>S</b> | -- | Squeeze trigger                                |
| <b>S</b> | -- | Sweep spray back and forth at the base of fire |

4. Listen for instructions over the Emergency Communication System. You will receive emergency instructions that will be broadcasted to the entire Building or to individual floors from the Security Command Center.

**EVACUATION DRILLS:**

Eighth Avenue Place tenants are required to participate in the annual evacuation drill. Additionally, monthly training is offered to the Emergency Response Team members and mobility restricted individuals. Evacuation drills and training are an integral part of the Building's fire and life safety plan. All employees should cooperate with the instructions of their Emergency Response Teams. All tenants will be notified in advance informing them of the week the evacuation drill will take place.

## EVACUATION

In the event of an evacuation, the tenants on the emergency floor, one floor directly above and one floor directly below, will need to evacuate. Evacuation should take place using the Building stairwells. **Do not use elevators for emergency evacuation.** Evacuation of additional floors will be by order of the Calgary Fire Department once they arrive on site.

During the evacuation process, please follow the instructions listed below:

1. Listen for instructions over the Emergency Communication System and from your Emergency Response Team members.
2. Do not return for personal belongings.
3. Close, but do not lock, doors behind you.
4. Check for stragglers, especially in the perimeter offices and washrooms.
5. Before opening any doors, feel the surface for heat. If the door is hot, proceed to another exit. Heat may be an indication of fire on the other side of the door.
6. Keep calm and walk quickly. Evacuation will be through one of the two stairwells in the Tower.
7. If smoke is present, stay low and crawl along the floor. The cleanest air is near the floor. If possible, cover your nose and mouth with a wet cloth such as a handkerchief or towel.
8. Do not enter into the stairwell with items that will affect the ability of yourself and others to evacuate safely, e.g. high heel shoes, drinks, food or large baggage.
9. Do not use a cellphone during the evacuation, as this will affect the speed of the evacuation.
10. Proceed in the stairwell to the ground floor; then proceed to your Muster Point (see Muster Point pg 17).

Once the Emergency Services personnel deems it is safe to return to your work area, you will be advised to resume normal business operations.

## SHELTER IN PLACE

In the event that a Shelter in Place is needed due to a Building emergency, tenants on the affected floor will need to stay where they are. A change in status from Shelter in Place will be made at the discretion of the responding Emergency Services personnel.

During the Shelter in Place process, please follow the instructions listed below:

1. Listen for instructions over the Emergency Communication System and from your Emergency Response Team members.
2. Stay on your floor and move to the central core of the Tower.
3. If possible gather in an area close to the evacuation stairwells.
4. Check for stragglers, especially in the perimeter offices and washrooms.
5. Be prepared to move yourself and others to another area on the floor.
6. Be prepared to close and secure yourself in the offices.
7. Stay calm and walk quickly if you need to move anywhere on the floor.

Once the Emergency Services personnel deems it is safe to return to work, you will be advised to resume normal business operations.

**The Calgary Emergency Number is 9-1-1. Be sure to use the address of Eighth Avenue Place (525 8th Avenue S.W.) when speaking with the 9-1-1 operator.**

- Immediately after you have contacted the Emergency Medical Services, contact the Security Command Center at 403-592-2870. Be prepared to communicate your floor, suite number, tenant name, specific location of the injured person, and the nature of the injury so we may assist in directing Emergency Services to the emergency.
- Emergency Services will arrive to the floor via the service elevators. Please assign someone from your company to stand by the service elevators to meet the Emergency Medical Services Personnel and guide them to the injured person.

It is imperative that you contact the Security Command Centre at 403-592-2870, to ensure that assigned Building personnel are alerted to the pending arrival of the ambulance. Building personnel will expedite their transportation to the floor of the injured/sick person via a service elevator which will be held on the ground floor awaiting their arrival.

**CIVIL DISTURBANCE**

**Upon receiving notification that a civil disturbance threatens the Building or its occupants, call 9-1-1 and advise the Calgary Police Service of the situation. Be sure to use the address of Eighth Avenue Place (525 8th Avenue S.W.) when speaking with the 9-1-1 operator.**

Immediately after you have contacted the Calgary Police Service; contact the Security Command Center at 403-592-2870. For the protection of personnel and company assets, tenants should:

1. Stay out of the main corridors of the Tower.
2. Stay away from outside windows.
3. Lock all doors except your main entrance door. Lock the main entrance door if the demonstrators are on your floor. Do not unlock your door or have any contact with demonstrators until Building Security arrives at your location.
4. Notify all employees and visitors about the civil disturbance and warn them to avoid personal contact with the demonstrators; do not make any comments or statements to anger the demonstrators.
5. Ask all employees and visitors to avoid leaving the Building.
6. If demonstrators penetrate your floor, warn employees and visitors to be alert for “unattended” and “suspicious” items that were carried in by the demonstrators, e.g. clothing, knapsacks, bags, etc. Also warn them not to touch, move, disturb, or cover any suspicious items that are left. If any suspicious items are discovered, contact the Security Command Center at 403-592-2870 immediately and follow the procedure outlined in the “Bomb Threat - Physical Evidence of a Bomb” section of this manual.

## BOMB THREAT

It has been clearly proven that the vast majority of these calls are indeed false alarms, meant only to disturb the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following guide will be useful. When a call is received, there are several things to do:

1. If possible, signal a co-worker to dial 9-1-1. **Be sure to use the address of Eighth Avenue Place (525 8th Avenue S.W.) when speaking with the 9-1-1 operator.** This person should also call the Security Command Center at 403-592-2870 and report the threat.
2. Obtain as much information from the caller as possible.
3. Keep the caller on the line as long as possible.
4. The Bomb Threat Telephone Report (see pg 13) may be useful in helping you record exactly what the caller is saying.
5. Inform your Floor Warden of the situation.
6. The Floor Warden, their Emergency Response Team members, and the Building personnel will perform a complete search of the suspected area. It will be the responsibility of the Floor Warden to identify any suspicious items or packages which do not belong in the space. If a suspicious item is identified, the Calgary Police Department will then investigate the object.
7. Building personnel will search the Building's common areas, restrooms, stairwells, vacant spaces and closets.
8. The decision to evacuate is left to the tenant unless physical evidence of a bomb is found, or by the direction of Emergency Services personnel.
9. **If you determine that your employees and visitors are in imminent danger -- and you cannot reach the Security Command Centre by telephone in a reasonable length of time -- you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific instructions to do so.**

Should the Building or another tenant receive a bomb threat, you may be advised and informed of any specific details. You may then decide whether you will evacuate.

**Physical Evidence of a Bomb:**

In the event that you discover an item that you suspect to be a bomb, do the following:

- Call 9-1-1 and advise the Calgary Police Department. Be sure to use the address of Eighth Avenue Place (525 8th Avenue S.W.) when speaking with the 9-1-1 operator.
- After phoning the Calgary Police Department, contact the Security Command Center immediately at 403-592-2870.
- Do not approach or touch the item in any manner.
- Do not use radio equipment including cellphones to transmit messages, including text messages, voicecalls, or emails.
- Inspect your work area, but do not touch or remove any suspicious objects.
- If you determine that your employees and visitors are in imminent danger -- and you cannot reach the Security Command Centre by telephone in a reasonable length of time -- you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific instructions to do so.



Lyon  
Security

Dell  
Security



**BOMB THREAT TELEPHONE REPORT**

Name of person receiving call: \_\_\_\_\_

Time call received: \_\_\_\_\_ Time call reported: \_\_\_\_\_

Name of supervisor notified: \_\_\_\_\_

Actual words used by caller (as close as possible): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Building/company/individual call was directed to: \_\_\_\_\_

\_\_\_\_\_

Location of bomb (if given): \_\_\_\_\_

\_\_\_\_\_

Time bomb is to explode (if given): \_\_\_\_\_

Reason for threat (if given): \_\_\_\_\_

\_\_\_\_\_

Voice of caller: Male \_\_\_\_\_ Female \_\_\_\_\_ Child \_\_\_\_\_ Adult \_\_\_\_\_ Accent \_\_\_\_\_

Unknown \_\_\_\_\_ Familiar \_\_\_\_\_ Comment \_\_\_\_\_

Caller appeared to be: Calm \_\_\_\_\_ Angry \_\_\_\_\_ Nervous \_\_\_\_\_ Serious \_\_\_\_\_

Drunk \_\_\_\_\_ Sober \_\_\_\_\_

Comment \_\_\_\_\_

Background noise (describe): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Person making this report (signature): \_\_\_\_\_

Date: \_\_\_\_\_



### **Tornadoes or Severe Weather:**

In most cases, advance warning in the event of a tornado, severe storms, or high winds is not likely. Therefore, if a tornado or severe storm is approaching the Building, immediately notify the Security Command Centre at 403-592-2870. Building personnel will monitor the weather and tune into local news casts for additional information. If conditions warrant, Building Security will notify Building tenants via the Emergency Communication System; that severe weather is in the area and for tenants to begin moving into the core areas of the Building (i.e. stairwells, restrooms, elevator lobby) taking cover.

Whenever possible, do not enter the lobby or leave the Building. The greatest danger will be that of flying glass and objects; therefore, attempt to locate where the maximum number of walls are between you and the exterior of the Building. Once weather conditions improve, Building Security will give all tenants in the Building the “all clear” announcement.

### **Power Failure or Flooding**

In the event of a Power Failure or Flooding, depending on the severity of the problem, the closing of the Building may be recommended. The Building is equipped with a backup generator that will provide emergency lighting so tenants can exit the Building. If evacuation is necessary, tenants will be given instructions via the Emergency Communication System.

### **Other Safety Hazards:**

Please contact the Security Command Centre at 403-592-2870 immediately when any of the following occur:

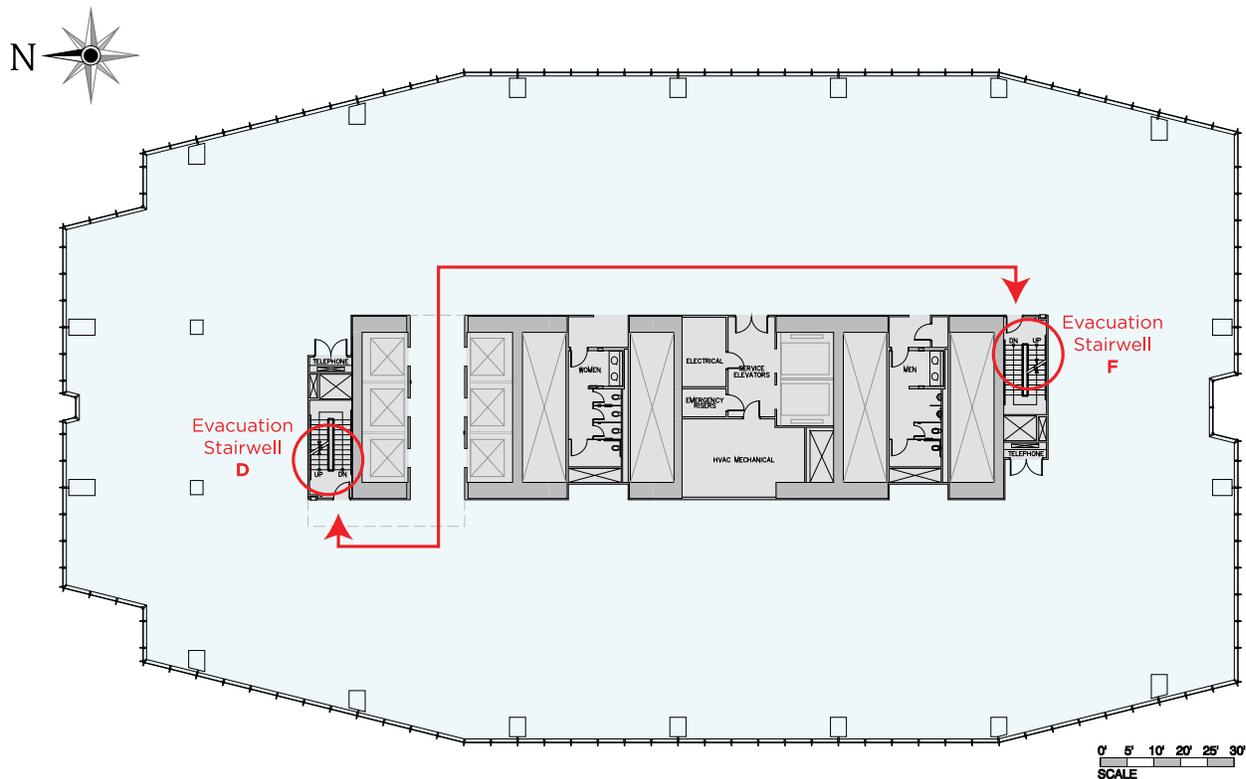
- Storm damage
- Water leaks
- Odor or other evidence of escaping natural gas or chemicals
- Smoke
- Explosion
- Theft/vandalism
- Accident
- Glass breakage
- Any situation that you feel poses a threat to the safety of the Building or its occupants

## EMERGENCY FLOOR PLAN (EAST TOWER)

\*This is a base building emergency floor plan, tenants should update in line with their build-out\*

### MUSTER POINT LOCATION(S)

Each tenant of Eighth Avenue Place is responsible for designating a muster point(s) to their employees. It is important that each individual employee learn this location in case of emergency. Please use the space below to list your muster point location(s):



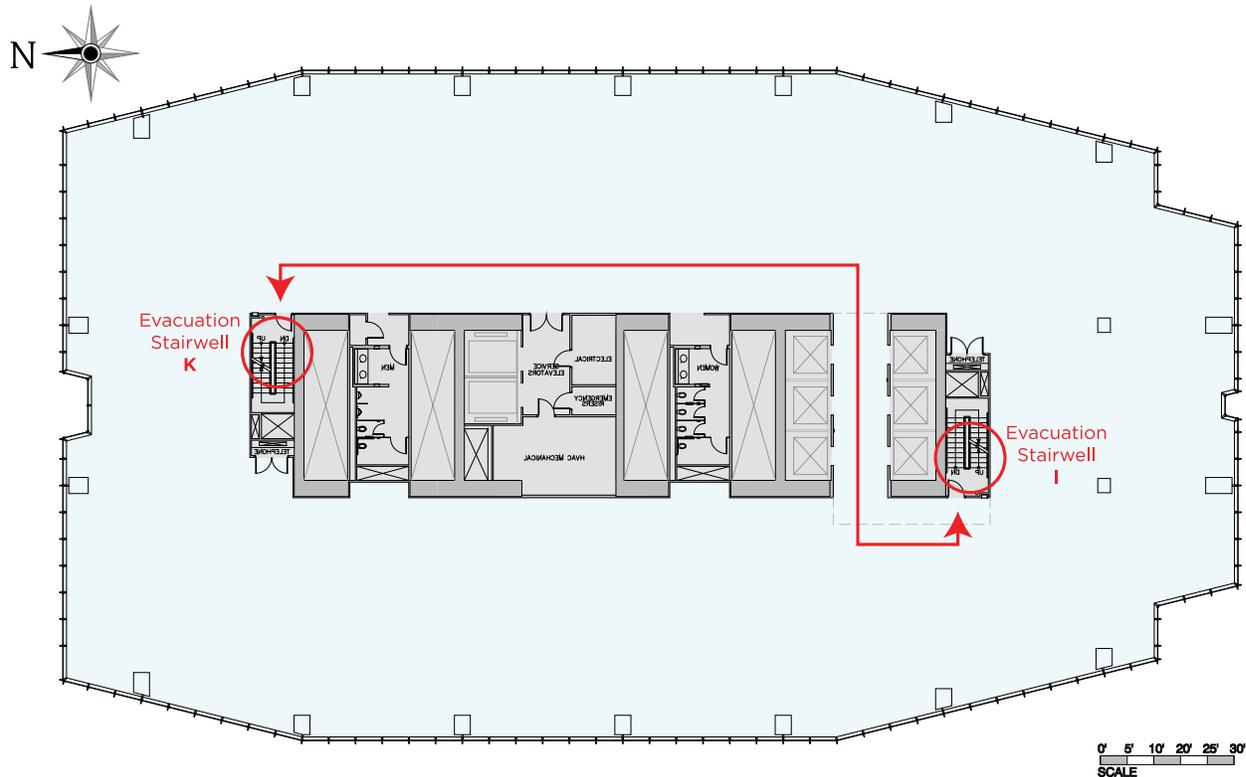
- Each tenant of the East Tower has access to fire extinguishers located throughout the base building and tenant space, a fire phone located near the service elevator lobby, and evacuation stairwells located on the Northwest and Southeast portions of the floor.
- If you egress through Stairwell D, located in the Northwest portion of the floor, you will proceed down the stairs, and exit onto 8th Avenue, directly beside the 525 8th Avenue entrance of Eighth Avenue Place, at this point you will proceed to your company designated muster point.
- If you egress through Stairwell F, located in the Southeast portion of the floor, you will proceed down the stairs and exit onto 9th Avenue, directly beside the 9th Avenue parkade and loading dock overhead door entrance to Eighth Avenue Place, at this point you will proceed to your company designated muster point.

## EMERGENCY FLOOR PLAN (WEST TOWER)

\*This is a base building emergency floor plan, tenants should update in line with their build-out\*

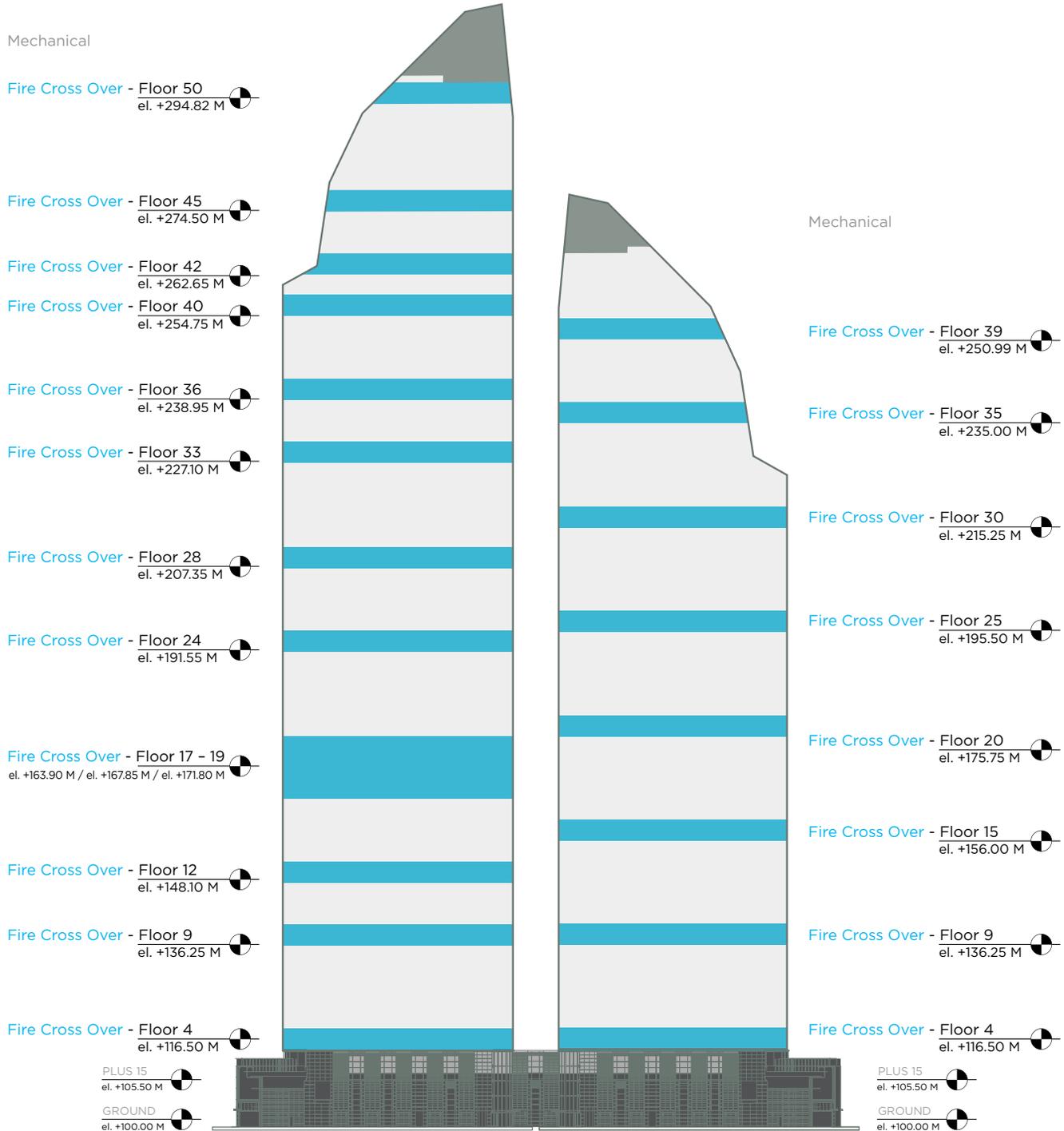
### MUSTER POINT LOCATION(S)

Each tenant of Eighth Avenue Place is responsible for designating a muster point(s) to their employees. It is important that each individual employee learn this location in case of emergency. Please use the space below to list your muster point location(s):



- Each tenant of the West Tower has access to fire extinguishers located throughout the base building and tenant space, a fire phone located near the service elevator lobby, and evacuation stairwells located on the Northeast and Southwest portions of the floor.
- If you egress through Stairwell K, located in the Northeast portion of the floor, you will proceed down the stairs, and exit onto 8th Avenue, directly beside the 595 8th Avenue entrance of Eighth Avenue Place, at this point you will proceed to your company designated muster point.
- If you egress through Stairwell I, located in the Southwest portion of the floor, you will proceed down the stairs and exit onto 9th Avenue, at this point you will proceed to your company designated muster point.

## FIRE CROSS OVER FLOOR PLAN East / West Tower & Podium



EIGHTH AVENUE PLACE

ELEVATOR AND  
STAIR ACCESS TO



LEVEL TWO  
ONE



**EIGHTH  
AVENUE  
PLACE**



525 Eighth Avenue SW  
Calgary, AB T2P 1G1  
**403 592 2888**

[www.eighthavenueplace.com](http://www.eighthavenueplace.com)