

ENBRIDGE
CENTRE

Enbridge Centre Emergency Procedures Manual



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1. General Information

This manual contains information for emergency situations and evacuation procedures. All Enbridge Centre occupants should become familiar with the procedures contained in this manual in order to allow for an organized response to a situation that may occur. The building fire and life safety systems consist of smoke and heat detectors, sprinklers, and an emergency communication system. Enbridge Centre fire and life safety system is monitored 24 hours a day by building security and a ULC certified offsite monitoring company.

Although this manual outlines response procedures for many scenarios, a situation may occur where improvisation may be necessary. Human safety always takes precedence .

2. Service Numbers

2.1 Emergency Service Numbers

Edmonton Police Service 9-1-1

Edmonton Fire Department 9-1-1

Emergency Medical Service 9-1-1

2.2 Non-Emergency Service Numbers

Edmonton Police Service 780-423-4567

Edmonton Fire Department 780-469-3800

Edmonton Medical Service 780-442-0976

City of Edmonton Information 3-1-1

Poison Control Centre 1-800-332-1414

Health Link 8-1-1

2.3 Hines Service Numbers

Security 587-489-0562

Hines Property Management Office 780-426-6088

3. Building Safety Features

3.1 Elevators

During an alarm activation the elevators will continue to function normally. They will respond to calls unless smoke is detected within an elevator lobby or the elevator shaft. If one of these situations occurs, the elevator touch pads will go blank and the elevator will home to the predetermined floor.

In an emergency situation use of the elevators is not recommended, as system failures can occur during an emergency which may result in elevator entrapment.

3.2 Sprinklers

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

3.3 Fire Extinguishers

Fire extinguishers are located near base building stairwell entrances.

3.4 Smoke Exhaust

Each level is equipped with emergency fans that will quickly exhaust smoke from the building.

3.5 Stairwells

Enbridge Centre has four stairwells, two tower stairwells and two parkade stairwells, which provide access to ground level. It is very important that all stairwell doors be kept closed. The stairwells will provide 90 minutes of fire protection when closed.

Tower Stairwells

Stairwell 2 (west)

Stairwell 4 (east)

Parkade Stairwells

Stairwell 1 (west)


Stairwell 3 (east)


3.6 Communication Systems

During an alarm, emergency personnel may use the public address (PA) system to communicate evacuation instructions. Occupants should follow any instructions broadcasted on the PA system. NOTE – the fire alarm bells will be interrupted when the public address system is being used.

The building has several Security Assistance buttons located throughout. This device provides all tenants with the opportunity to have a two-way conversation with Enbridge Centre Security to provide guidance to overcome any issue and to promote a quicker response to any incident that may occur.

3.7 Types of Alarms

Alert (Stage 1): Slower paced electronic tone (one pulse per second). Stay where you are and prepare to evacuate. 

Evacuation (Stage 2): Faster paced alarm bell tone (two pulses per second). Evacuate from the building as quickly and safely as possible. 

3.8 Pedway

Enbridge Centre has two connections to Edmonton's pedway system. An above ground link to Manulife, located on the west side of the building on level two and a below ground link to Scotia Place, located on the south side of the building and can be accessed from a stairwell adjacent to the parkade shuttles on lobby level. During an emergency evacuation the pedway system may present the best path of egress. However, for safety concerns tenants and guests may be directed to use other exits by security or the City of Edmonton Fire Department.

3.9 Emergency Phones

Emergency phones are located near base building stairwell entrances. The phones are restricted for emergency use only by the City of Edmonton Fire Department.

3.10 Send Word Now

Enbridge Centre uses Send Word Now, an emergency notification voice, email, and text alerting service. This service will enable Hines to communicate critical information to tenants during time-sensitive and unexpected emergencies, such as fire evacuations, weather warnings, and threats to the building. We use this service to ensure tenants are safe and in-the-know if an emergency should arise during business hours, Monday to Friday 8:00 AM to 5:00 PM.

Please complete the Send Word Now Emergency Notification Form found in Exhibit A.

4. Safety Suggestions

4.1 General Hazards

- Keep all hallways, common areas, and corridors free of obstructions at all times.
- Ensure that all stairwell doors remain closed at all times.
- Smoking is a major cause of fire; many fire related accidents are connected to careless smoking practices. Enbridge Centre is a non-smoking building. If you see anyone smoking within the building, please report it to security immediately.
- Do not accumulate combustible materials (large amount of paper files, boxes etc.) in your premises.
- Do not hang anything from a sprinkler head or piping.
- Do not obstruct emergency exits.

4.2 Electrical Hazards

- Disconnect all electrical appliances with heating elements when not in use.
- Electrical wiring that is defective, frayed or cracked must be replaced. The electrical devices should be disconnected until a qualified electrician can correct the problem.
- Extension cords should be protected from physical damage. They should never be run under mats or carpets.
- If a circuit breaker fails, discontinue using the device that is causing the failure. Only a certified electrician should assess and repair problems in the electrical distribution system.
- If power bars are required for work stations each, power bar should provide circuit protection.

5. Tenant Emergency Response Team

It is each tenant's responsibility to perform their assigned responsibilities in the event of an emergency.

This includes appointing a Floor Warden, Searcher, and Assistant Warden for each level of occupancy. If a tenant occupies more than one floor, they are responsible to appoint Emergency Response Personnel for each floor. The Emergency Response Team members have an important job to perform in the event of an emergency. The following contains a summary of the responsibilities of each position in the Emergency Response Team (ERT).

5.1 Floor Warden

There is to be one (1) Floor Warden for each level of occupancy. The Floor Warden is responsible for emergency coordination and reporting any potential or actual emergency situations to security. The Floor Warden is also responsible for organizing his/her ERT members and making sure emergency procedures are followed.

Summary of Responsibilities:

- Direct evacuees to your designated muster point.
- Ensure that the Emergency Response Team for the floor know their assigned duties and locations in case of evacuation.
- Assist in training office personnel in evacuation procedures.
- Be familiar with other emergencies outlined in the manual i.e. bomb threat, medical emergencies, shelter in place etc.
- Provide the Hines Property Management Office with updated Emergency Response Team members, persons requiring assistance, and mobility.
- In the event of an evacuation ensure Persons Requiring Assistance and their Mobility Aide are directed to a safe location (service elevator vestibule or stairwell landing depending on situation).
- The Emergency Response Team members should be the last to evacuate the floor.
- On arrival at ground level, the Floor Warden is to report their company name, floor number and if there are any persons requiring assistance on their floor to security. Security will be located next to the emergency stairwell exit on ground level.
- Although each Emergency Response Team member has responsibilities, a situation may occur where improvisation may be necessary. Human safety takes precedence at all times.

5.2 Searcher

There is to be one (1) Searcher for each level of occupancy. The Searcher is responsible for emergency evacuation. A Searcher should be an individual whose regular duties require their presence at the property during business hours.

Summary of Responsibilities:

- The Searcher will follow all instructions given by the Floor Warden.
- During an emergency evacuation, the Searcher will direct all persons to leave their premises and proceed single file down the stairwell.
- The Searcher is required to conduct a room-by-room search, including washrooms, to ensure all personnel have evacuated the floor. The Searcher should then inform the Floor Warden of how many people refused to evacuate and/or how many require assistance due to mobility restrictions.
- The Searcher is to check their office areas daily and report any potential fire hazards to Hines Property Management.
- Although each Emergency Response Team member has set responsibilities, a situation may occur where improvisation may be necessary. Human safety takes precedence at all times.

5.3 Assistant Wardens

The Assistant Warden will be responsible for performing the Floor Warden and/or Searcher duties should they be unavailable. An Assistant Warden should be an individual whose regular duties require their presence at the property and must be familiar with the responsibilities of the Floor Warden and Searcher.

5.4 Mobility Aide

Under the direction of the Floor Warden, the Mobility Aide is responsible for assistance with the evacuation of disabled individuals. Special provision must be made for non-ambulatory or other occupants who might require assistance. This includes people confined to a wheelchair, using crutches, or with a medical condition that would make evacuation using the stairs difficult, unsafe or impossible.

Summary of Responsibilities:

- Assist mobility impaired individual(s) to whom they are assigned.
- Proceed to the service elevator vestibule and wait for the Fire Department.
- If the service elevator vestibule becomes unsafe for any reason, such as becoming full of smoke, the person(s) requiring assistant and their mobility aide must proceed to the nearest safest stairwell landing or nearest cross-over level (4, 9, 14, 18, 23 and 25) and wait for the Fire Department



6. Procedures for Persons Requiring Assistance

People requiring assistance refers to any person(s) who cannot make it down the stairs to the main floor, for whatever reason, including permanent or temporary disability, injury, pregnancy, or any other factor that would impede the evacuation process.

1. Persons Requiring Assistance must ensure their Floor Warden is aware of their condition.
2. All Persons Requiring Assistance should be assigned a Mobility Aide.
3. If an unlisted Person Requiring Assistance is present in your area during an evacuation, the Floor Warden is to assign a Mobility Aide.
4. Persons Requiring Assistance must ensure the Floor Warden is aware of their presence and proceed to the service elevator lobby and wait for the Fire Department. In the event of immediate danger, move to the stairwell landing or nearest cross-over level (4, 9, 14, 18, 23 and 25) and wait for the Fire Department.
5. The Fire Department will escort Persons Requiring Assistance down the elevator, **ONLY** if the Fire Department feels that your current location is unsafe.

Please keep Hines Property Management aware of any changes to Persons Requiring Assistance.

7. Evacuation Procedures

It is the responsibility of each tenant to ensure their employees are aware of the evacuation plan.

During an emergency evacuation please follow the instructions below:

1. Listen for alarm activation.
2. Proceed to the nearest ground level stairwell, then to your company designated muster point.
3. Do not return to your workstation for personal belongings.
4. Do not enter the stairwell with items that will affect your ability to evacuate safely, e.g. high heel shoes, drinks, food, or large baggage.
5. If you are a Person Requiring Assistance proceed to the service elevator vestibule. If this location becomes unsafe proceed to the nearest stairwell landing or nearest cross-over level (4, 9, 14, 18, 23 and 25) and wait for the Fire Department.
6. Do not stop evacuation if the alarm stops, continue evacuation until receiving the "All Clear" from the Emergency Response Team.
7. The Floor Warden is to report their company name, floor number and if there are any Persons Requiring Assistance to security. **Security will stand near the stairwell exit on ground level to obtain the required information.**

Once the emergency services personnel deem it is safe to return to the building, Hines Property Management will send a text, call, and email alert to the Emergency Response Team and/or Authorized Tenant Contact that it is safe to return to the building. After-hours, all employees must go to their company muster point location, one employee is to meet security at the south-east corner of the plaza. Security will provide updates, direction, and when it is safe to return to the building (All Clear).

8. Fire Evacuation Procedures

8.1 In Case of Fire:

- Operate the nearest fire alarm pull station.
- Warn others nearby.
- Begin the evacuation procedure.
- Attempts may be made to put out small fires with available extinguishers; this should only be attempted if the fire is small enough to control.
- We do not recommend using the elevators during an emergency.
- Edmonton Fire Department will be notified by our monitoring company as soon as the fire alarm pull station is activated.
- 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.
- Keep calm and walk quickly.
- 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.

Once the emergency services personnel deem it is safe to return to the building. Hines Property Management will send a text, call, and email alert to your Emergency Response Team and/or Authorized Tenant Contact with confirmation of “All Clear”. After-hours, all employees must go to their company muster point location, one employee is to meet security at the south-east corner of the plaza. Security will provide updates, direction, and when it is safe to return to the building (All Clear).

8.2 Evacuation Routes

The stairwells are concrete and are located at the core of each level. The HVAC system is designed to keep the stairwells smoke free, provided the stairwell doors are not propped open. EXIT signs are posted to assist with locating the stairwells. If a stairwell is blocked, evacuees can move to the other stairwell via crossover corridors.

8.3 Crossover Corridors

The crossover floors allow occupants to move between stairwells if obstructions occur. Levels 4, 9, 14, 18, 23, and 25 are marked “CROSSOVER FLOORS”.

8.4 Evacuations Drills

Enbridge Centre tenants are required to participate in semi-annual evacuation drills. Training is offered to Emergency Response Teams. Evacuation 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 and building personnel.

8.5 Muster Point Location(s)

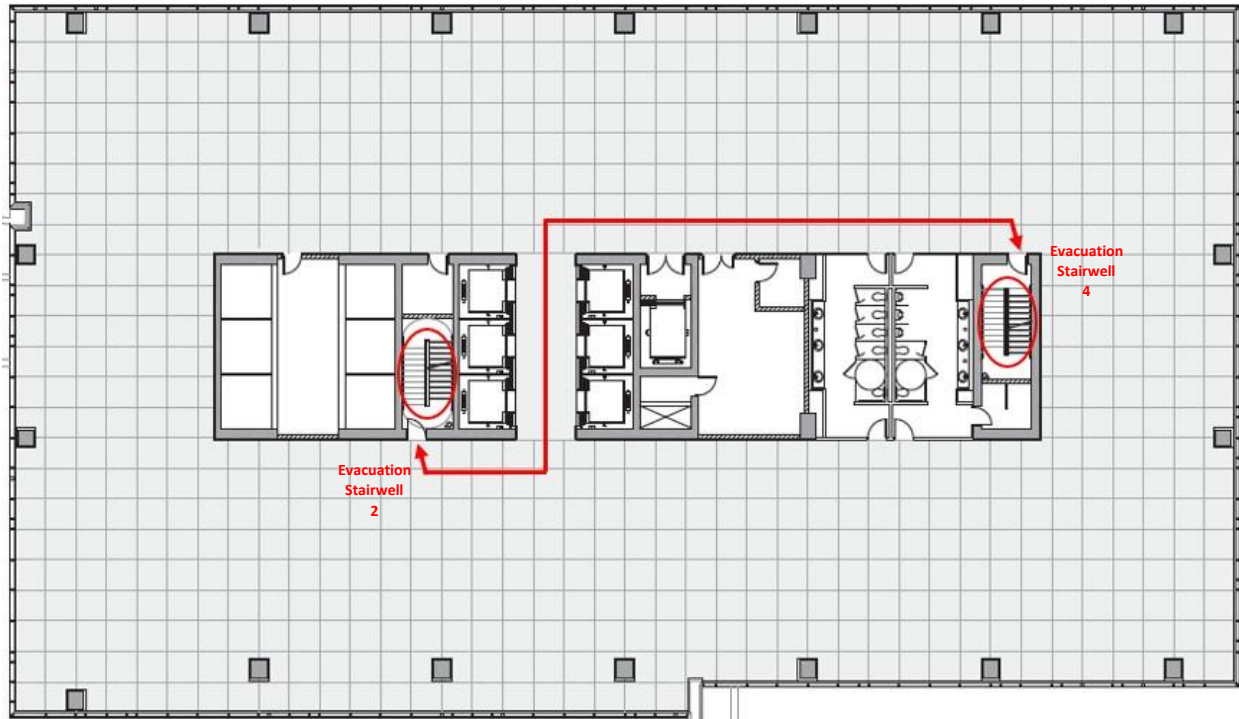
Each tenant of Enbridge Centre is responsible for designating a muster point(s) for their employees. It is important that each individual knows this location in case of emergency. Please complete the Enbridge Centre Muster Point Location Form found in Exhibit A and provide it to Hines Property Management.

Below are some recommendations when deciding a muster point:

- The Muster Point should be approximately 200 ft. from the building.
- Select a muster point in the direction of the stairwells. Enbridge Centre stairwells lead south and north.
- Ensure the area can accommodate the capacity required.
- The route to your Muster Point from the building should be easily accessible and clear of any obstructions i.e. traffic, pedestrian traffic, etc.
- It is also recommended to choose a secondary location that is sheltered in case of weather conditions or if the original muster point becomes a threat to safety.

8.6 Standard Emergency Floor Plan

Please note that the floor plan below is an example. Each occupant should familiarize themselves with the path to the emergency exits on their floor.



8.7 Types of Fire

Class A

Fires involving ordinary combustible material, such as paper, wood, and textile fibers (cooling or wetting is required).

Class B

Fires involving flammable liquids such as gasoline, thinners, oil based paints and greases (dry chemical required).

Class C

Fires involving energized electrical equipment (smothering is required).

Class K

Fires involving cooking oils, grease or animal fat and can be extinguished using Purple K, the typical agent found in kitchen or galley extinguishers.



8.9 Types of Fire Extinguishers

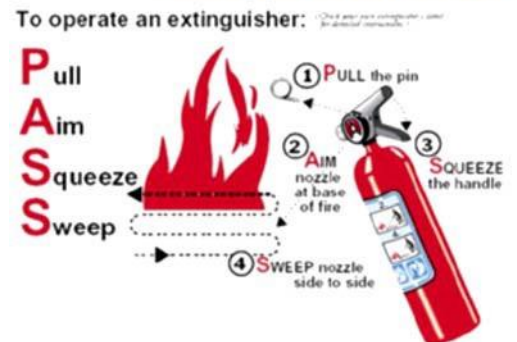
Multi-Purpose Dry Chemical (A, B, C)

A dry chemical agent called mono-ammonium phosphate. The chemical is non-conductive and can be mildly corrosive if moisture is present. In order to avoid corrosion, it is necessary to scrub and thoroughly cleanup the contacted area once the fire is out. A dry chemical fire extinguisher is usually used in schools, general offices, hospitals, homes, etc.



Regular Dry Chemical (B, C)

A dry chemical agent called sodium bicarbonate. It is non-toxic, non-conductive and non-corrosive. It is easy to clean up, requiring only vacuuming, sweeping or flushing with water. Extinguishers with sodium bicarbonate are usually used in residential kitchens, laboratories, garages, etc.



Carbon Dioxide (B, C)

Carbon dioxide removes oxygen to stop a fire but has limited range. It is environmentally friendly and leaves no residue, so cleanup is unnecessary. Extinguishers with carbon dioxide are usually used in contamination sensitive places such as computer rooms, labs, food storage areas, processing plants, etc.

Wet Chemical (K)

These agents are alkaline by nature and are the only extinguishing agents listed for suppression of fires in commercial cooking because of their ability to maintain the foamy layer enough to allow complete cooling. In addition, these wet chemical agents pose minimal damage threat to hot appliances. The alkaline mixture combined with the fatty acid creates a soapy foam layer on the surface which holds in the vapors and steam and extinguishes the fire.

9. Shelter in Place

If it is necessary to Shelter in Place due to a building emergency such as severe weather, outdoor air quality, or acts of violence in the surrounding area, tenants will be advised through Send Word Now or the Public Address (PA) system. A change in status from Shelter in Place will be made at the discretion of the responding emergency service personnel.

During a Shelter in Place event, please follow the instructions below:

1. Listen for instructions from your Emergency Response Team. If safe, building management may provide directions over the Emergency Communication System.
2. Stay on your floor and move to the central core of the building.
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 interior 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.

10. Medical Emergency

When a medical emergency arises and Emergency Medical Services (EMS) are required immediately call **9-1-1**. Be sure to use the address of Enbridge Centre (10175 101st Street NW) when speaking with the **9-1-1** operator.

1. After you have contacted the Emergency Medical Services (EMS), contact Security at 587-489-0562.
2. Be prepared to communicate your floor, suite number, tenant name, specific location of the injured person, and the nature of the emergency so we may assist in directing Emergency Services.
3. Please assign someone from your company to stand by the elevator to meet the EMS personnel and guide them to the injured person.

It is imperative that you contact security at 587-489-0562, 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 an elevator which will be held on the ground level awaiting their arrival.

11. Civil Disturbance

Upon receiving notification of a civil disturbance that could threaten the building or its occupants call **9-1-1**. Be sure to use the address of Enbridge Centre (10175 101st Street NW) when speaking with the **9-1-1** operator.

Immediately after contacting the Edmonton Police Service, contact building Security at 587-489-0562.

For your safety, it is recommended that occupants:

1. Stay out of the main corridors of the building.
2. Stay away from outside windows.
3. Lock the main entrance door if demonstrators are on your floor. Do not unlock doors 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 participants.
5. Ask all employees and visitors to remain in the building.
6. If demonstrators access your floor, warn employees and visitors to be alert for “unattended” and “suspicious” items that were carried in by the demonstrators, e.g. clothing, backpacks, 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 security 587-489-0562 immediately and follow the procedure outlined in “Bomb Threat - Physical Evidence of a Bomb” section of this manual.

12. Telephone Bomb Threat

The vast majority of bomb threats are false alarms, meant only to disturb the normal work of a person or company. However, at no time should any call be considered as just another false alarm. When a call is received, it is recommended that you follow the procedures below:

1. Obtain as much information from the caller as possible.
2. Keep the caller on the line as long as possible.
3. Contact **9-1-1** and provide the information requested by the operator.
4. Notify security 587-489-0562.
5. The **Telephone Bomb Threat Report in Exhibit A** may be useful in helping you record exactly what the caller is saying.
6. Building personnel and/or security will search the common areas, restrooms, stairwells, vacant spaces and closets.
7. The decision to evacuate is left to the building personnel and/or security.
8. **If you are unable to contact any building personnel and/ or security and you feel that your employees and visitors may be in danger use your discretion regarding evacuation of the area.**

Should the building or another tenant receive a bomb threat, you may be advised of any specific details regarding _____ the _____ incident.

13. Physical Evidence of a Bomb

In the event that you discover a suspicious object that you suspect could be a bomb, it is recommended that you follow the steps below:

1. Do not approach or touch the item in any manner.
2. Do not use radio equipment including cellphones to transmit messages, including text messages, voice calls, or emails.
3. Inspect your work area, but do not touch or remove any suspicious objects.
4. Notify security at 587-489-0562.
5. Building personnel and/or security will search the common areas, restrooms, stairwells, vacant spaces and closets.
6. The decision to evacuate is left to the building personnel and/or security.

If you are unable to contact any building personnel and/ or security and you feel that your employees and visitors may be in danger use your discretion regarding evacuation of the area.

14. Pandemic

In the event a Pandemic is declared or there is a local health emergency due to the spread of a contagion, standard building operations will be modified to reduce the potential for transmission within the property.

Potential measures may include but are not limited to:

1. Controlled or restricted building access.
2. Mandated social distancing measures.
3. Modifications to elevator operation, including the reduction of cab occupancy.
4. Modifications to the building path of travel.
5. Stairwell directional designations.
6. Mandated or recommended use of personal protective equipment (masks, gloves, eyewear, etc.).
7. Restrictions associated with delivery of goods and services to the property including access points and methodology.
8. Tenant and visitor screening protocols.
9. Enhanced housekeeping protocols.
10. Changes to delivery requirements and methods.
11. Suspension of access to building amenities or adjustments to the operating procedures.

These measures will vary according to the outbreak and be implemented in accordance with the recommendations of the public health authorities, as well as, provincial and local government.

15. Active Aggressor

15.1 Active Aggressor Profile

An active aggressor is an individual actively engaged in killing or attempting to kill people in a confined space or populated area; in most cases, active aggressors use firearm(s), knives, machetes, etc.

There is no apparent pattern or method to how they choose their victims.

Active aggressor situations are unpredictable and evolve quickly. Typically, the immediate deployment of police is needed to mitigate harm and stop the active aggressor.

Active aggressor situations can be over within 10 minutes. Therefore, it's important that you are prepared to act quickly to protect yourself.

15.2 General Response

If you suspect a potential active aggressor situation, you must quickly determine the most reasonable way to protect your own life. Do not wait for instructions or for a police response. Experts recommend three essential courses of action to help you avoid harm in an active aggressor situation. Call 911 when it is safe to do so.

Run: If there is an accessible escape path, evacuate the premises immediately. Do not stop for belongings, move far away from the building, alert others as you exit, but do not stop for them. Have an escape route in mind in case you need to evacuate. For example, if you hear something that could be gunshots, don't wait: get out.

Hide: If evacuation is not possible, find a place to hide where the active aggressor is less likely to find you. Lock and/or use heavy items to barricade the door, if possible. Once you are hidden, silence your phone, turn off the lights and stay quiet. If your spot is secure, be prepared to remain there until police come to you. If there are others in the room with you, spread out.

Fight: As a last resort, and only when your life is in imminent danger, attempt to incapacitate the aggressor by acting with physical violence, or throwing items at the aggressor. Active aggressors typically don't respond to reason; therefore, you must assume they intend to harm you. Do anything you can to stop them. You will need to decide if you can do this; remember, it is your decision.

15.3 When Police Arrive:

You might be surprised by the actions of the police in an active aggressor situation.

1. They may not have time to help you when they first arrive. Their top priority is to find and neutralize the aggressor.
2. Police may not have an accurate description of the aggressor; therefore, you could be considered a possible threat.
3. If you encounter police:
 - a. Immediately comply with all instructions
 - b. Do not run towards officers
 - c. Keep your hands visible at all times.

15.4 Identifying a Person at Risk

There is no way to accurately predict who could become an active aggressor, however, there are behaviors that can indicate someone is in trouble. Be aware of these changes/signs.

Behavioral: angry outburst, agitation, poor hygiene, intimidation or bullying, altercations with others, intoxication or substance abuse, uttering hostile, or offensive remarks, strange or disturbing behaviour.

Performance: repeated absences, missed deadlines, significant drop in performance, inappropriate or incoherent writing, frequently interrupting, disruptive behaviour.

Social/Emotional: significant problems interacting with others, isolated or withdrawn, emotional outbursts, devoid of any emotion, erratic mood swings, excessive fatigue

If you are worried about something you observe, report it to your supervisor.

16. Other Emergencies

16.1 Severe Weather

In most cases, advance warning of a tornado, severe storms or high winds is unlikely. Building personnel will monitor the weather and will follow Environment Canada weather watches and warnings. If conditions warrant, building personnel will notify registered building tenants via the Emergency Communication System and Send Word Now.

16.2 Power Failure

Power failures usually occur for short periods of time. When a power failure does occur, the emergency power system automatically operates the building's life safety equipment. There is emergency lighting on each level, common areas and stairwells. All elevators will return to the lobby and the doors will open automatically. In an event of an extended failure, you will need to follow the Emergency Evacuation Procedure. Hines Property Management will use the Send Word Now to notify all registered tenants.

16.3 Elevator

Elevator malfunctions can take place. In the unlikely event that you are entrapped, it is important to remain calm and remember the following:

- Push the emergency call button. The emergency call button connects you to Otis 24/7 call Centre. They will ask you a series of questions i.e. cab letter, floor number etc. This will allow Otis to remotely troubleshoot the issue and provide an approximate time of arrival for a technician.
- Otis will then contact building security to inform them there is a trapped passenger.
- Never try to force the doors open or leave the elevator cab, unless you have been told to do so by an Otis Technician or building security.
- If you would like to report a problem with the elevator such as elevator floor leveling, door issues, light replacement etc. Please email Hines Property Management at Enbridge.Centre@hines.com.

17. Other Safety Hazards

Please contact security at 587-489-0562 immediately when any of the following occur:

- Storm damage
- Water leaks
- Natural gas or chemical odors
- Theft/vandalism
- Break and Enter
- Accident
- Glass breakage
- Or any situation that you feel poses a threat to the safety of the occupants or building



JAMES RAMSEY LTD.

Exhibit A

Emergency Response Team Information Form

Send Word Now Emergency Notification

Muster Point Location Forms

Telephone Bomb Threat Report



ENBRIDGE
CENTRE

ENBRIDGE CENTRE

Emergency Response Team
Information

Hines

Date: _____

Tenant Name: _____

Floor Number: _____

**Each tenant and their level of occupancy requires a separate form*

EMERGENCY RESPONSE TEAM MEMBERS

FLOOR WARDEN:	NAME:	MOBILE NUMBER:	EMAIL:
SEARCHER:	NAME:	MOBILE NUMBER:	EMAIL:
ASSISTANT WARDEN:	NAME:	MOBILE NUMBER:	EMAIL:

**PHONE NUMBER MUST BE A CELL PHONE NUMBER THAT THEY CAN BE REACHED AT DURING AN EVACUATION*

PERSONS REQUIRING ASSISTANCE & MOBILITY AID

MOBILITY RESTRICTED INDIVIDUALS	MOBILITY RESTRICTED ASSISTANTS
1.	
2.	
3.	
4.	
5.	
6.	
7.	

NOTE: EACH MOBILITY RESTRICTED INDIVIDUAL SHOULD BE ASSIGNED A "MOBILITY RESTRICTED ASSISTANT."



ENBRIDGE
CENTRE

Hines

ENBRIDGE CENTRE

Send Word Now

Emergency Notification

Date: _____

TENANT NAME: _____

FLOOR NUMBER: _____

SEND WORD NOW

Each tenant is required to provide contacts from their organization that will receive emergency notification through Send Word Now. This service allows the building management to communicate critical information to tenants during evacuations, civil disturbances, or larger incidents that may occur in or around the building.

Tenants can provide as many contacts as needed. Please ensure if your Emergency Response Team(s) would like to be on the emergency notification list they are on both forms (Emergency Response Team Information & Send Word Now Emergency Notification Form).

1. Name _____ Mobile _____
Title _____ Email _____

2. Name _____ Mobile _____
Title _____ Email _____

3. Name _____ Mobile _____
Title _____ Email _____

4. Name _____ Mobile _____
Title _____ Email _____

5. Name _____ Mobile _____
Title _____ Email _____

6. Name _____ Mobile _____
Title _____ Email _____

7. Name _____ Mobile _____
Title _____ Email _____

8. Name _____ Mobile _____
Title _____ Email _____

9. Name _____ Mobile _____
Title _____ Email _____

10. Name _____ Mobile _____
Title _____ Email _____

ENBRIDGE CENTRE

Muster Point Location

Each tenant of Enbridge Centre is responsible for designating a muster point(s) for their employees.

It is important that each employee learn this location in case of an evacuation. Please use the space below to list your muster point location(s).

Address:

Description of Location:

Alternate Muster Point (if applicable)

Address:

Description of Location:



ENBRIDGE CENTRE

Telephone Bomb Threat Report



ENBRIDGE
CENTRE

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

Comment

Background noise (describe):

Reported by (signature): _____

Date: _____

