A black and white photograph of a modern building's interior. A wide, multi-level staircase with glass railings and metal handrails dominates the right side of the frame. In the foreground, a dark, triangular-shaped display case stands on a small platform. To the left, a sign hangs from the ceiling that reads "Scotia Place". The floor is a polished, reflective material. A large red banner with white text is overlaid across the middle of the image.

ENBRIDGE CENTRE

EMERGENCY PROCEDURE MANUAL

ENBRIDGE CENTRE

Emergency Procedure Manual

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General Information

This manual contains information on emergencies and evacuation procedures. All Enbridge Centre occupants should become familiar with the guidelines in this manual to organize their response to a situation that may occur. The building's fire and life safety systems include smoke and heat detectors, sprinklers, and an emergency communication system. The Enbridge Centre fire and life safety system is monitored 24 hours a day by building security and a ULC-certified offsite monitoring company.

Although these manuals outline response procedures for many scenarios, situations may occur where improvisation is necessary. Human safety always takes precedence.

Service Numbers

Emergency Service Numbers

Edmonton Police Service...9-1-1

Edmonton Fire Department...9-1-1

Emergency Medical Service...9-1-1

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

Hines Service Numbers

Security...587-489-0562

Hines Property Management Office...780-426-6088

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Building Safety Features

Elevators

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

Elevators are not recommended for use in an emergency, as system failures can occur during an emergency and may result in elevator entrapment.

Sprinklers

Ceiling-mounted, heat-activated, automatic sprinklers protect all tenant and public areas of the building.

Fire Extinguishers

Fire extinguishers are located near the base building stairwell entrances.

Smoke Exhaust

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

Stairwells

Enbridge Centre has four stairwells, two tower stairwells, and two parkade stairwells, providing ground-level access. All stairwell doors must be kept closed. When

closed, the stairwells will provide 90 minutes of fire protection.

Tower Stairwells Parkade Stairwells

Stairwell 2 (west) Stairwell 1 (west)
Stairwell 4 (east) Stairwell 3 (east)

Communication Systems

The **communication system** is the primary tool for directing occupants in an emergency. Instructions will be given through the **Public Address (PA) system** and supported by **OnSolve notifications** (voice, text, and email). Occupants must follow all announcements, even if alarm tones stop.

Public Address (PA) System: Used for live or recorded evacuation or shelter-in-place instructions. Alarm bells pause while announcements are made.

OnSolve Notifications: Sends alerts and “All Clear” messages directly to registered devices.

Security Assistance Buttons: Located throughout the building for direct two-way communication with Security.

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Types of Alarms

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



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



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 Rice Howard 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.

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.

Emergency Notification System

Enbridge Centre uses Onsolve, 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 Onsolve Emergency Notification Form found in Exhibit A.

Safety Suggestions

General Hazards

- Keep all hallways, common areas, and corridors free of obstructions.
- Ensure that all stairwell doors remain closed at all times.
- Smoking is a significant 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 or vaping within the building, please report it to security immediately.
- Do not accumulate combustible materials (large paper files, boxes etc.) in your premises.
- Do not hang anything from a sprinkler head or piping.
- Do not obstruct emergency exits.

Electrical Hazards

- Disconnect all electrical appliances with heating elements when not in use.
- Defective, frayed, or cracked electrical wiring 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 causing the failure. Only a certified electrician should assess and repair problems in the electrical distribution system.
- If power bars are required for each workstation, the power bar should provide circuit protection.

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 for appointing Emergency Response Personnel for each floor. The Emergency Response Team members have an essential 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).

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:

- Reinforce instructions broadcast through the PA system and OnSolve notifications.
- 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 the situation).
- The Emergency Response Team members should be the last to evacuate the floor.
- On arrival at ground level, the Floor Warden must report their company name, floor number, and 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.

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Searcher

There is to be one (1) Searcher for each occupancy level. 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.
- Remind occupants to follow communication system directions during evacuation.
- During an emergency evacuation, the Searcher will direct all persons to leave their premises and proceed single file down the stairwell.
- The Searcher must 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.

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 on the property and must be familiar with the responsibilities of the Floor Warden and Searcher.

Mobility Aide

Under the direction of the Floor Warden, the Mobility Aide is responsible for assisting disabled individuals in evacuating. Special provisions 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 assistance 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.

ENBRIDGE CENTRE

Enbridge
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KPMG
Parlee McLaws

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2016

THE FACADES OF THE KELLY AND RAMSEY BUILDINGS NOW
EMBRACE THE ENBRIDGE CENTRE. FOLLOWING A 2009 FIRE
THEY WERE RESTORED UNDER THE LEADERSHIP OF JOHN DAY.

Procedures for Persons Requiring Assistance

People requiring assistance refer 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 and ensure they are set up to receive Onsolve notifications.

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Evacuation Procedures

Each tenant is responsible for ensuring their employees know the evacuation plan.

During an emergency evacuation, please follow the instructions below:

1. Listen for instructions from the building's communication system (PA announcements and OnSolve alerts).
2. Proceed to the nearest ground-level stairwell and 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, such as high-heeled 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. Continue evacuation even if the alarm stops—only the **communication system or emergency services** will give the "All Clear."
7. The floor warden is to report their company name, floor number, and if there are any persons requiring security assistance. **Security will stand near the stairwell exit on the 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 to ensure 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, directions, and when it is safe to return to the building (All Clear).

Fire Evacuation Procedures

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.
- Our monitoring company will notify the Edmonton Fire Department 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 indicate 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 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, and one employee must meet security at the southeast corner of the plaza. Security will provide updates, directions, and when it is safe to return to the building (All Clear).

Evacuation Routes

The stairwells are concrete and 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.

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”.

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.

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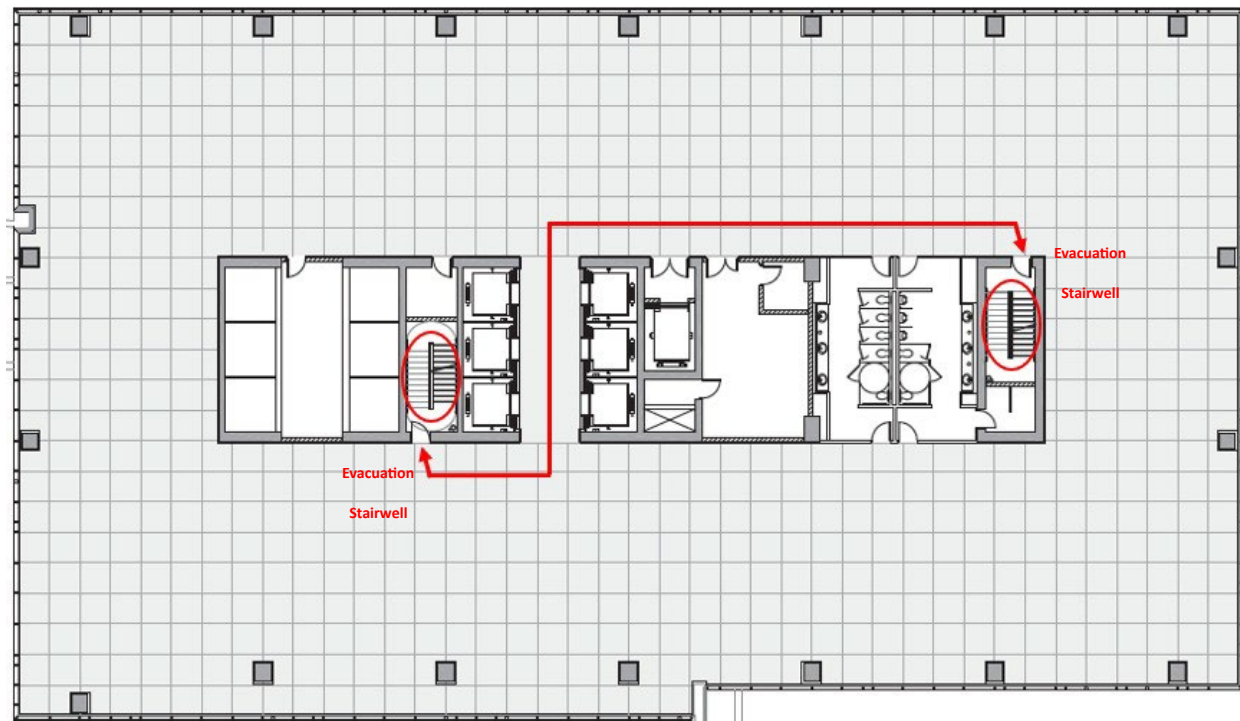
Muster Point Location(s)

Each Enbridge Centre tenant is responsible for designating a muster point(s) for their employees. Everyone must know 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 on 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 weather conditions or if the original muster point threatens safety.
- Emergency Response Team members are required to be registered in OnSolve to ensure they receive evacuation and "All Clear" notifications
-

Standard Emergency Floor Plan



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

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Types of Fire

Class A

Fires involving ordinary combustable 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 can be extinguished using Purple K, the typical agent found in kitchen or galley extinguishers.



Types of Fire Extinguishers

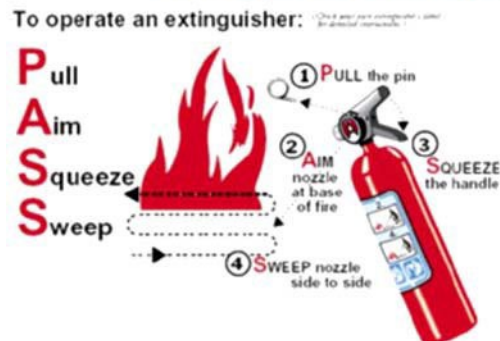
Multi-Purpose Dry Chemical (A, B, C)

A dry chemical agent called mono-ammonium phosphate. The chemical is non-conductive and can be mildly corrosive if moisture is present. To avoid corrosion, it is necessary to scrub and thoroughly clean up 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 a 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 the suppression of fires in commercial cooking because they 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 the vapors and steam and extinguishes the fire.

Shelter in Place

If sheltering in Place is necessary 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 OnSolve 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. gather in an area close to the evacuation stairwells if possible.
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 deem it safe to return to work, you will be advised to resume normal business operations.

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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, greet 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.

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 EPS, 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 carried in by the demonstrators, e.g., clothing, backpacks, bags, etc. Also, warn them not to touch, move, disturb, or cover any suspicious items left. If any suspicious items are discovered, contact security at 587-489-0562 immediately and follow the procedure outlined in the “Bomb Threat - Physical Evidence of a Bomb” section of this manual.

Telephone Bomb Threat

Most bomb threats are false alarms meant only to disturb the normal work of a person or company. However, no call should ever 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 cannot contact any building personnel and/or security and 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.

Physical Evidence of a Bomb

If 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 cell phones, to transmit 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 cannot contact any building personnel and/or security and feel that your employees and visitors may be in danger, use your discretion regarding evacuation of the area.

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 delivering goods and services to the property include 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 will be implemented following the recommendations of the public health authorities, provincial governments, and local governments.

Active Aggressor

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 firearms (s), knives, machetes, etc.

There is no apparent pattern or method for choosing 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, being prepared to act quickly to protect yourself is important.

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 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 immediately. Do not stop for belongings, move far away from the building, and 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 see you. If possible, lock and/or use heavy items to barricade the door. 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 the 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 must decide if you can do this; remember, it is your decision.

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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. Always keep your hands visible.

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 behavior.

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

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 and/or security.

Other Emergencies

Severe Weather

In most cases, advance warning of tornadoes, severe storms or high winds is unlikely. Building personnel will monitor the weather and follow Environment Canada weather watches and warnings. If conditions are warranted, building personnel will notify registered building tenants via OnSolve.

Power Failure

Power failures usually occur only for short periods of time. When one 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 the event of an extended failure, you must follow the Emergency Evacuation Procedure. Hines Property Management will use OnSolve to notify all registered tenants.

Elevator

Elevator malfunctions can take place. In the unlikely event that you are entrapped, it is crucial 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, such as 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 inform building security about 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.

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 threatens the safety of the occupants or building.



Exhibit A

Emergency Response Team Information Form

OnSolve Emergency Notification

Muster Point Location Forms

Telephone Bomb Threat Report