

# Eighth Avenue Place Emergency Procedures



Hines

YOUR COMPANY MUSTER POINT:

---

**EIGHTH  
AVENUE  
PLACE**



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AVENUE  
PLACE**

SECURITY COMMAND CENTRE  
403-592-2870

## SHELTER IN PLACE

1. Listen for instructions over the Emergency Communication System and from your Emergency Response Team.
2. Stay on your floor, stay calm and move to the core of the Tower.
3. If possible, gather in an area close to the evacuation stairwells.
4. Check for stragglers, especially in perimeter offices and washrooms.
5. Be prepared to move yourself or others to another area on the floor.
6. Be prepared to close and secure yourself in the offices.
7. Do not leave area until directed to do so by either the Emergency Communication System or Emergency Services personnel.

## MOBILITY RESTRICTED PERSONNEL

- If you are Mobility Restricted, ensure your Emergency Response Team has been notified and your floor location is documented.
- Make sure you are entered into the BSS Online Training Mobility Restricted List.
- During an evacuation, stay calm and wait at the nearest evacuation stairwell but do not enter.
- Only enter the stairwell if your floor is unsafe or there are no more personnel coming from floors above.
- Do not be alarmed if you are not evacuated. Emergency Services personnel will only evacuate individuals in danger

## BOMB THREAT

1. Attract the attention of another person and have them contact 9-1-1 immediately.
2. Have this person also contact the Security Command Centre at 403-592-2870.
3. Keep the caller on the phone as long as possible.
4. Ask the person questions to get as much information as possible.
5. Once the call is completed, write down everything you remember about the phone call and the person that called.
6. Report the occurrence to your Management Team immediately.
7. The decision to evacuate will be left up to your Management Team. In the event physical evidence of a bomb is found, instructions will be given over the Emergency Communications System and by your company Emergency Response Team.

## SUSPICIOUS PACKAGE

1. At all times be aware of your office area and the items within the area.
2. Immediately report any suspicious items to your company Emergency Response Team.
3. Contact 9-1-1 if necessary.
4. Contact the Security Command Centre at 403-592-2870 and make them aware of the situation.
5. Move away from the area; do not touch or interact with the package in any way.
6. Do not use cell phones, radios, or other electronic items around the package.

## WORKPLACE VIOLENCE

1. Stay calm, and if possible, leave the area immediately.
2. Call 9-1-1 once safe to do so.
3. Call the Security Command Centre at 403-592-2870.
4. If unable to leave, remain calm.
5. Be sympathetic and do not antagonize the person.
6. Protect yourself at all times and look for opportunities to leave the area safely.

## FIRE

1. Pull the nearest fire pull station.
2. Call 9-1-1 and provide the Building address - 525 8<sup>th</sup> Avenue SW.
3. Call the Security Command Centre at 403-592-2870.
4. Inform your Floor Warden. Alert all others in the immediate area.
5. Do not attempt to fight a fire that appears to be out of control or threatens your safety.
6. Close, but do not lock the door to the room where the fire is located and all doors in the immediate area.
7. Check all doors, including the stairwells, for heat and smoke prior to opening them.
8. Keep calm and walk quickly to the nearest evacuation stairwell. Do not wear shoes with high heels or use cell phones while moving down the stairwell.
9. Do not take any items that will cause a danger or hazard in the stairwell.
10. Follow the Building announcements over the Emergency Communications System and your company Emergency Response Team.

## MEDICAL EMERGENCY

1. Call 9-1-1 and provide the Building address - 525 8<sup>th</sup> Avenue SW.
2. Call the Security Command Centre at 403-592-2870 and provide your floor, suite number, tenant name, specific location of the injured person, and the nature of the injury.
3. Please assign someone from your company to meet Emergency Services at the service elevators and direct them to the injured person.

## CIVIL DISTURBANCE

1. Stay out of the main corridors and away from exterior windows of the Building.
2. Lock all doors except your main entrance door. Lock the main entrance if the demonstrators come to your floor. Do not unlock your door or have any contact with demonstrators.
3. Notify all employees and visitors about the civil disturbance, warning them to avoid any contact with the demonstrators.
4. Ask all employees and visitors to avoid leaving the Building.
5. If demonstrators penetrate your floor, warn all employees and visitors to be alert for unattended and suspicious items that were carried in by demonstrators. If any suspicious items are found follow the "Bomb Threat" procedures outlined in this pamphlet.

## FLOOD OR WATER

1. Move away from the affected area.
2. Ensure any electrical devices are turned off if it is safe to do so.
3. Contact the Security Command Centre at 403-592-2870.
4. If necessary, contact Hines Property Management Office at 403-592-2888.
5. Only attempt to prevent damage if it is safe to do so.

## POWER OUTAGE

1. Contact your Office Management Team to determine the extent of the power outage.
2. Locate an alternate light source such as a battery operated lamp or flashlight.
3. Ensure any electrical items in your office are unplugged.
4. Building personnel or Emergency Service personnel will provide information and instructions as necessary.

## GAS LEAK

1. Contact the Security Command Centre at 403-592-2870 immediately. Use a phone away from the area gas is suspected.
2. Isolate the area and keep other staff away from the area.
3. Eighth Avenue Place Engineering will investigate and determine the nature of the issue.

## SEVERE WEATHER

1. Contact the Security Command Centre at 403-592-2870 immediately.
2. Move to the core of the Tower away from the windows.
3. Ensure your office and area is secured.
4. Follow the Building announcements over the Emergency Communication System.

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## GENERAL EMERGENCY TIPS

- Always remain calm, do not panic.
- Always call 9-1-1 then call the Security Command Centre at 403-592-2870.
- Listen for the type of alarm.
  - Alert – Slower paced electronic tone (1 tones per second). Stay where you are and be ready to evacuate.
  - Evacuation – Fast paced alarm bell tone (2 tones per second). Evacuate from the Building as quickly and safely as possible.
- Listen and follow all Building announcements over the Emergency Communication System.
- Listen and follow directions from your company Emergency Response Team. They will have fluorescent orange hats.

## EVACUATION

1. Listen for instructions over the Emergency Communication System and your Emergency Response Team.
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.
6. Keep calm and walk quickly. Evacuation will be through one of the two stairwells in the Building. Please do not wear shoes with high heels or use cell phones while evacuating.
7. Do not take any items that will cause a danger or hazard in the stairwell.
8. If stairwell is compromised go to the nearest cross-over floor and go across to the other stairwell.
9. If smoke is present, stay low and crawl along the floor. If possible, cover your nose and mouth with a wet cloth such as a towel.
10. Proceed in the stairwell to the ground floor; then proceed to your Company Muster Point (see front page for location).
11. Mobility Restricted Personnel – please see Mobility Restricted Personnel section.

## EMERGENCY RESPONSE TRAINING

Eighth Avenue Place Online Emergency Training

- Occupant Life Safety Training
- Emergency Response Team Training available by visiting:  
**[eighthavenueplace.bssnet.com](http://eighthavenueplace.bssnet.com)**

For further information, speak with your company tenant representative.

## EMERGENCY CONTACT NUMBERS

<b>Emergency (Police, Fire, Medical)</b>	<b>9-1-1</b>
<b>Security Command Centre</b>	<b>403-592-2870</b>
<b>Calgary Police Non-Emergency</b>	<b>403-266-1234</b>
<b>Poison Control</b>	<b>403-944-1414</b>
<b>Hines Property Management</b>	<b>403-592-2888</b>
<b>City of Calgary Information</b>	<b>3-1-1</b>

IN THE EVENT OF AN EMERGENCY CALL 9-1-1



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525 Eighth Avenue SW  
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[www.eighthavenueplace.com](http://www.eighthavenueplace.com)