



EMERGENCY INFORMATION BOOKLET

INTRODUCTION

The purpose of this information is to provide EY Centre staff with quick reference to Emergency procedures so as to effectively respond to crisis in a manner that will protect the interest of the Lessees and/or EY Centre guests.

The EY Centre's emergency plan is summarized in the following pages in a way that will, when followed properly, give the reader immediate instructions to deal with the situation at hand. To use this booklet, simply flip to the coloured page that refers to the present or impending developments. When followed, this information will prevent or limit further damage to Life, Limb or Property.

CHAIN OF COMMAND

When in a crisis situation, organization, leadership and preparedness, make up the keys to successfully dealing with a threat. The following Chain of Command will provide organization and leadership with the EY Centre during a situation:

GENERAL MANAGER – NEILL BALES

613-822-8800 ext 201

OPERATIONS – GEOFF GARRETT

613-822-8800 ext 274 | 613-265-6252

OPERATIONS – JEFF PAWLETT

613-822-8800 ext 205 | 613-261-8250

CAPITAL SECURITY ON-SITE OFFICE

613-822-8800 ext 275

The information in this booklet will provide you with the fundamental member of this group, preparedness. Continually refresh your memory with the guidelines set forth in the following pages.

LOSS OF UTILITIES

In the event of a power loss within the EY Centre, depending on the degree of loss, two courses of action will be taken:

PARTIAL: If the outage affects only a portion of the EY Centre, ample emergency lights should be available to move about. Ask the people around you to remain calm. A public announcement will be made shortly advising you what action to take.

TOTAL: Emergency generator will activate in the event of a total power loss. A public address announcement will be made shortly as to the course of action to take. Have Ernst & Young Centre guests remain where they are.

FIRST AID

For medical emergencies in the EY Centre, qualified medical personnel are on site during all public events.

In the event of a medical emergency, do not move the injured, unless necessary. Notify first aid immediately. Offer the level of first aid that you are qualified to give, and is necessary, until medical personnel arrive.

Document as much of the situation as possible and notify the facility and first aid immediately.

PHONE #'S: 1) 255 – First Aid or 250 - Security
 2) 613-744-1194 Capital Security

RADIO: EY Centre – Ask to Send First Aid to the Location required.

HAZARDOUS MATERIALS

A hazardous spill can consist of a wide range of materials, solid or liquid. Some examples are fuels, cleaning chemicals, some body fluids and acids. A hazardous spill can also produce harmful vapours which are harder to contain and can be very toxic over a larger area affecting people beyond the spill location.

Do not attempt to clean up the spill. Urgently notify Operations of the location and suspected nature of the spill. Keep the area clear of all non-essential personnel until the spill has been cleaned up. It may be necessary to cordon off the area with barricades or other type of barrier.

Notify Operations immediately:

PHONE #'S: 1) 274 & 205 – Operations
2) 275 – Security
3) 255 – First Aid

RADIO: EY Centre channel and inform of need immediately.

HIGH WIND/TORNADO WARNING

The EY Centre has been built to withstand high winds with minimal structural damage. Should a funnel cloud be sighted in the vicinity of the Ernst & Young Centre during an event, keep all Guests and employees inside the building and away from any exterior windows until the storm has passed.

Should the storm hit during an ingress or egress of an event, a decision will be made whether to open all doors in order to get all Guests inside safely. The Director of Operations, or their designated representative, will make this decision. Be aware that the power is most likely to go out.

LOST PERSONS

Any person found to be lost should be taken directly to the Security Desk located in the Main Corridor. Guest services staff shall notify Security personnel via radio that there is a lost Guest. All Guests involved in the lost person situation should be brought to the Security Desk.

Should a Guest be looking for a lost person, refer them to Capital Security. Obtain a description of the missing person (clothes, sex, age, hair, colour, name, area last seen, etc...). Relay this information to Capital Security who shall broadcast this information to both Security and Event personnel.

FIRE

If a fire occurs in your area of EY Centre, pull a fire alarm station and clear the area of Guests.

The EY Centre has a two-stage fire alarm system. The first alarm is only a warning as it indicates a possible fire. An announcement shall follow the initial alarm indicating that the situation is being investigated. During the initial alarm phase EY Centre Guests will look to the EY Centre staff for instructions. It is important that you remain calm throughout the situation:

- **Give instructions loudly and clearly;**
- **Keep Guests calm;**
- **Follow all instructions given to you.**

The second stage of the fire alarm may indicate that a partial or total evacuation may be necessary. A public announcement shall prompt and precede any sort of evacuation.

If your area is evacuated, ensure that all Guests have exited the area prior to you leaving. It may be necessary to help elderly or disabled Guests. Do not let Guests go back into an area until it has been declared all clear by the proper authorities and Chain of Command.

EVACUATION

Should an evacuation become necessary, it will take one of two forms: **TOTAL** or **PARTIAL**.

The decision to evacuate the EY Centre will come from the General Manager, Operations or their designated representative (*see Chain of Command*). This decision will be relayed to EY Centre staff through Event Coordinators and/or a public address announcement.

TOTAL: If total evacuation of the EY Centre is necessary, direct all Guests in your area to calmly walk to the nearest exit and leave the building. Ensure all Guests have left your area before it is declared clear. You may be required to help elderly or disabled Guests.

PARTIAL: A partial evacuation will clear only a portion of the building to the outside or to another part of the facility. The public address announcement will specify the type and extent of an evacuation. Direct all Guests in the affected area to move in an orderly fashion to the specified location. You may be required to help elderly or disabled Guests.

Prior to an evacuation, ensure that there are no obstructions in the way.

SEVERE WEATHER

The EY Centre is designed to withstand high winds with minimal structural damage. During severe weather the safest place for Guests and staff is to be inside the EY Centre.

In the event that severe weather affects the events in or around the EY Centre, the following procedure should be used.

Upon the decision of the General Manager or Operations, the building will remain open following an event permitting the public to remain inside the building until the severity of the storm has subsided. The duration will be decided upon consideration of the situation.

BOMB THREAT

If you receive a call stating that there has been a bomb planted in the building, or that there will be, **TAKE THIS CALL SERIOUSLY**. Obtain as much information as possible while trying to keep the caller on the line.

Ask the following questions:

- When is the bomb going to explode? _____
- Where is it right now? _____
- What kind of bomb is it? _____
- What does it look like? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why did you place the bomb? _____
- Where are you calling from? _____
- What is your name? _____
- Exact wording of call: _____

Number at which the call was taken: _____ Length of call: _____ min.
Time of call: _____ Date of call: ____ / ____ / ____
Callers Sex: Male / Female Age: _____ Accent: _____

CALLERS VOICE

- | | | | | |
|--|----------------------------------|-----------------------------------|--|------------------------------------|
| <input type="checkbox"/> CALM | <input type="checkbox"/> ANGRY | <input type="checkbox"/> EXCITED | <input type="checkbox"/> SLOW | <input type="checkbox"/> RAPID |
| <input type="checkbox"/> SOFT | <input type="checkbox"/> LOUD | <input type="checkbox"/> LAUGHING | <input type="checkbox"/> CRYING | <input type="checkbox"/> NORMAL |
| <input type="checkbox"/> DISTANT | <input type="checkbox"/> SLURRED | <input type="checkbox"/> NASAL | <input type="checkbox"/> STUTTER | <input type="checkbox"/> LISP |
| <input type="checkbox"/> RASPY | <input type="checkbox"/> DEEP | <input type="checkbox"/> RAGGED | <input type="checkbox"/> CLEARING THROAT | <input type="checkbox"/> DEEP |
| <input type="checkbox"/> DISGUISED VOICE | <input type="checkbox"/> FOREIGN | <input type="checkbox"/> FAMILIAR | <input type="checkbox"/> CRACKING VOICE | <input type="checkbox"/> BREATHING |

BACKGROUND NOISES

- | | | | | |
|--|---|--------------------------------------|--|--------------------------------|
| <input type="checkbox"/> STREET | <input type="checkbox"/> AIRPLANES | <input type="checkbox"/> VOICES | <input type="checkbox"/> PA SYSTEM | <input type="checkbox"/> MUSIC |
| <input type="checkbox"/> HOUSE (TV, ETC..) | <input type="checkbox"/> OFFICE MACHINERY | <input type="checkbox"/> FACTORY | <input type="checkbox"/> ANIMAL NOISES | <input type="checkbox"/> CLEAR |
| <input type="checkbox"/> STATIC | <input type="checkbox"/> LOCAL CALL | <input type="checkbox"/> PHONE BOOTH | <input type="checkbox"/> LONG DISTANCE | <input type="checkbox"/> OTHER |

LANGUAGE

- | | | | | |
|--|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> WELL SPOKEN | <input type="checkbox"/> FOUL | <input type="checkbox"/> IRRATIONAL | <input type="checkbox"/> INCOHERENT | <input type="checkbox"/> ARTICULATE |
| <input type="checkbox"/> TAPED MESSAGE | <input type="checkbox"/> MESSAGE READ | | | |

CALL TAKEN BY: _____

WHEN THE CALLER HANGS UP, NOTIFY THE GENERAL MANAGER OF THE SITUATION. DO NOT PASS THIS INFORMATION ON TO ANYONE WHO DOES NOT HAVE A NEED TO KNOW.