



EMERGENCY RESPONSE PROCEDURES

EMERGENCY LINE (416) 364-2050

In the event of a fire, occupants should do the following;

- 1) Get people out of immediate danger and close the door leading to the affected room or area.
- 2) Activate the nearest Fire Alarm Pull Station, notify occupants in your area and leave the building via the nearest stairwell exit.
- 3) **Call 911** and advise of the situation.
- 4) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 5) Report to your company's designated assembly area.

In the event you are unable to safely reach an exit, occupants should do the following;

- 1) Remain calm and proceed to the alternate exit in your work area.
- 2) If the stairwell is blocked, leave the stairwell via a crossover floor. Locations of the crossover floors are posted on each landing.



- 3) If you are trapped, retreat to a closed office or room and close all doors. Place clothing or other soft material at the base of the door to prevent smoke from entering.
- 4) If smoke enters the room, stay close to the floor and cover your mouth and nose with a piece of your clothing.
- 5) If a telephone is available, **call 911** and advise of the situation.
- 6) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 7) Do not break the windows as it will draw smoke into the room.

Commerce Court has a Two Stage Fire Alarm System, which will sound two different types of alarms.

Alert Tones (20 Tones per Minute)

Alert Tones indicate an alarm has been activated in the building, however does not affect your area at this time.

In the event that you hear alert tones, occupants should do the following;

- 1) Be prepared to evacuate if the situation changes.
- 2) Follow the instructions of the Tenant Floor Warden Team and Building Personnel.

Evacuation Tones (120 Tones per Minute)

Evacuation tones indicate an alarm has been activated in the building and affects your area.

In the event that you hear evacuation tones, occupants should do the following;

- 1) Evacuate Immediately.

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- 2) Follow the instructions of the Tenant Floor Warden Team and Building Personnel.

Persons Requiring Assistance

- 1) Occupants who are unable to exit via the stairwells should proceed to the nearest stairwell exit and wait on the landing. The stairwell is the safest place to be.
- 2) Evacuation will be conducted by Emergency Personnel if deemed necessary.
- 3) Once the fire alarm is resolved, Security Personnel will conduct a search of the stairwells to ensure all occupants have left and no one requires further assistance.

Evacuation Reminders

- Follow the instructions of the Floor Warden Team
- Leave all unnecessary items behind
- Remove high heeled shoes for safety
- Do not use the elevators
- Proceed quietly and orderly down the stairwells and exit at street level
- Let occupants from the other floors merge
- Do not run
- Do not push or jostle
- If you encounter heavy smoke, keep low
- If smoke is heavily concentrated at the exit, do not egress and proceed to the next alternate exit
- Go to your designated assembly area
- Remain in your designated assembly area for head-count
- Do not go back into the Building until Emergency Personnel have authorized re-entry

In the event of a medical emergency, occupants should do the following;

- 1) **Call 911** and advise of the situation.
- 2) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 3) Follow the directions of Building and Emergency Personnel.
- 4) Arrange for someone to meet Security Personnel in the elevator lobby.

Note: All Commerce Court Security Personnel are trained and equipped to provide first aid.

In the event a suspicious person is observed, occupants should do the following;

Office Space

- 1) If you observe a person on your floor that you do not recognize, approach and ask if you can assist.
- 2) Ask the person to present a building passcard.
- 3) If the person refuses to comply, is not able to present a building passcard, or you do not feel comfortable speaking with the person, call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 4) Provide Security Personnel with a description of the suspicious person, last known location and the direction of travel. Security Personnel will be dispatched to your location.

Note: To assist with locating and identifying the person, some elevators could be removed from service temporarily.

Public Areas

- 1) If you observe a suspicious person in a public area, call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 2) Provide Security Personnel with a description of the suspicious person, last known location and the direction of travel. Security Personnel will be dispatched to your location.

**Suspicious
Persons**

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Suspicious
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In the event that a suspicious package is found, occupants should do the following;

- 1) Do not assume the package is harmless.
- 2) Do not touch or disturb the package.
- 3) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 4) Follow the directions of Building and Emergency Personnel.

Suspicious Packages

**Suspicious
Packages**

In the event of receiving mail that contains suspicious material, occupants should do the following;

- 1) Do not try to clean up the material.
- 2) Do not do anything to disturb the material.
- 3) If possible and safe to do so, carefully cover the material.
- 4) To prevent potential contamination, ensure that all people are kept at a safe distance from the material and no one enters or leaves the area.
- 5) **Call 911** and advise of the situation.
- 6) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 7) Follow the directions of Building and Emergency Personnel.

In the event a bomb threat is received by phone, occupants should do the following;

- 1) Listen carefully and do not interrupt the caller.
- 2) Be calm and obtain as much information as possible.
- 3) If available, check the call display and record the number.
- 4) **Call 911** and advise of the situation.
- 5) Call the Commerce Court Emergency Line at **(416) 364-2050** and advise Security of the situation.
- 6) Follow the directions of Building and Emergency Personnel.

Note: Should occupants receive a bomb threat via alternate means, such as mail, e-mail or in person, points 4 through 6 should be followed.

If you experience shaking as a result of an earthquake or a tornado is impacting the complex, remain calm. To prevent falling and to protect yourself from flying debris take cover under a desk, a sturdy table or other piece of furniture. Hold onto whatever you are under. If taking cover under a sturdy piece of furniture is not possible, take cover under the nearest interior doorway.

Move away from windows, glass doorways or anything that is at risk of shattering or falling. Do not use the elevators as you could become trapped in the event of a power outage. Do not leave cover until it is safe to do so.

Follow the directions of Building and Emergency Personnel. If someone is injured or needing rescue, **call 911** and then call the Commerce Court Emergency Line at **(416) 364-2050**.

Commerce Court is equipped with emergency generators that are designed to operate during a power outage. The generators will power the life safety systems and provide limited lighting and elevator service throughout the complex. There is glow in the dark tape and signage within all the stairwells in order to assist with safe egress in the event an evacuation is required.

Building Personnel are responsible for investigating and will communicate with the occupants via our notification systems. Occupants are reminded to follow the direction of Building Personnel during a power outage.

General Information

Security & Life Safety Services

Emergency Line
(416) 364-2050

Non-Emergency Line
(416) 364-6366

Tenant Services Line
(416) 364-4110



A Fire & Life Safety Procedures Video is also available for viewing on the Security page in the Tenants section at commercecourt.ca