

MEDICAL EMERGENCY

1. Call 911 for Ambulance Service and give the following information:
 - Building name and address.
 - Floor number where illness or injury has occurred.
 - Details of illness or injury.
 - Your name and telephone number.
2. Notify Bentall Centre Security at 604-661-5068
3. Security will:
 - Have a first aid attendant respond.
 - Lock off elevator for the paramedics.
4. Meet emergency personnel in main lobby of the building.

FIRE

Fire on your floor

1. Activate the nearest fire alarm pull station.
2. Notify Vancouver Fire Department at 911 and give the following information:
 - Building name and address.
 - Floor number where fire is occurring.
 - Details of fire.
 - Your name and telephone number.
3. If possible, use the Red Fire Phones located by stairwells to notify Bentall Security.
4. Close all doors to your office as you leave.
5. Evacuate floor using stairwell exits only.

DO NOT USE ELEVATORS!

FIRE ALARM

A temporal tone of fire alarm bells signifies evacuation

1. Close all doors to your office as you leave.
2. Evacuate floor using stairwell exits only. Do not use elevators. See evacuation Do's and Don'ts.

If you encounter smoke

In heavy smoke, take short breaths through your nose, stay low, and crawl if necessary. There is less smoke near floor level. **DO NOT STOP!**

If you encounter smoke in the stairwells:

At least every five floors, you will pass a stairwell door marked **"EMERGENCY RE-ENTRY"**. Enter this floor and check if the alternate exit stairwell is clear of smoke. If so, continue down the alternate exit stairwell. If both exit stairwells contain smoke, remain on re-entry floor and inform emergency personnel of your location via the red phone. You can also call the Fire Department directly by dialing 911. If telephones don't work, signal the Fire Department with a flashlight or wave a piece of clothing at the window overlooking the street.

EVACUATION

Do's

1. Keep Calm. Follow the Emergency Warden's instructions if they are on duty.
2. Close all doors as you leave.
3. Use stairwells for evacuation to the designated assembly area outside the building.
4. Listen for instruction from emergency personnel and follow them.
5. Assist others when possible.
6. Clear the way for the Fire Department coming up the stairwell.
7. Be ready to merge with other people evacuating the building.

Don'ts

1. Stop to gather personal effects.
2. Use an elevator under fire alarm conditions.
3. Run in stairwells.
4. Return to your premises until advised by the authority in charge.

ASSEMBLY AREAS

Building

Bentall One
Bentall Two
Bentall Three

Bentall Four

Assembly Area

Bentall Two Plaza
Bentall Three Plaza
Bentall Four Plaza
& Bentall Two Plaza
Eveleigh St. cul de sac
& Bentall Three Plaza

PERSONS REQUIRING ASSISTANCE

At the sound of a fire alarm or upon being informed of an emergency:

1. Report to the emergency warden in the elevator lobby. If no warden is available, contact building management using the Red Fire Phone by the stairwell.
2. The Building Emergency Response Team or Fire Department will give instructions via the red fire phone.
3. If instructed to evacuate your floor, move to a safe floor as instructed. Use the red fire phone to determine which floors are safe.
4. If assistance to relocate is unavailable and it is unsafe to remain on your floor, move onto the stairwell landing. Await help from the Fire Department. Use the red fire phone to communicate your location and status.

BOMB THREAT

All bomb threats must be taken seriously.

Telephone bomb threat

1. Remain calm.
2. Check call display and record number if possible.
3. Obtain as much information as possible. (When? Where? What? How big is it? Why... etc.)
4. During or after call is over, enlist the aid of fellow employees to notify Vancouver City Police at 911 and Bentall Centre Security giving the following information:
 - Company name and location.
 - Floor number where call is being/has been received.
 - Your name and telephone number.
5. Notify supervisor or Emergency Warden to declare stand by alert.
6. Remain calm and await the arrival of emergency personnel.
7. Do not discuss a bomb threat with anyone other than Bentall Centre Management, the police, your supervisor or Emergency Warden.

Suspicious mail or abandoned objects

1. Do not touch the package.
2. Clear the immediate area where the package has been discovered.
3. Notify Vancouver Police at 911 and Bentall Centre Security giving the following information:
 - Company name and location.
 - Floor number where call is being/has been received.
 - Details of suspicious looking package.
 - Your name and telephone number.

If ordered to evacuate due to bomb threat

1. Evacuate floor as directed by Emergency Personnel.
2. Take personal effects such as purses, briefcases etc.
3. Proceed to ground level and exit the building.
4. Emergency personnel may require you to evacuate the property if necessary.

AGGRESSIVE CONFRONTATION

In the event of aggressive confrontation, secure your premises and notify Vancouver City Police at 911 and Bentall Centre Security.

THEFT, HARASSMENT, DEMONSTRATION, PEDDLER or SUSPICIOUS LOOKING PERSON(S)

1. Notify Bentall Centre Security and give the following information:
 - Company Name and Location.
 - Location where incident occurred.
 - Details of the incident (just occurred/discovered).
 - Your name and telephone number.
2. Notify your supervisor.

Do not become a spectator or provoke deviant behaviour in any way.

Emergency Telephone Numbers

Vancouver City Police	911
Vancouver Fire Department	911
Ambulance Service BC	911
Bentall Centre Security Emergency	604 661-5068
Bentall Centre Tenant Services Contact No:	778 328-5960

Building Addresses

One Bentall Centre 505 Burrard St.	Two Bentall Centre 555 Burrard St.
Three Bentall Centre 595 Burrard St.	Four Bentall Centre 1055 Dunsmuir St.

Contact Information

604 661-5068 (Emergency)

778 328-5990 (Non-Emergency)

bentallcentresecurity@canderel.com

- Red fire phone located by the stairwells including parkades.
- Intercom in elevators.
- Information phones in main lobbies.
- Intercom at the entrances to buildings.

January 2017 Edition

Please recycle any previous versions of this document

ELEVATOR ENTRAPMENT

1. Remain Calm.
2. Press the elevator emergency call button.
3. Give the Elevator number to the security and follow all instructions given by security.
4. Do not try and force open the doors. If doors are open but the elevator is not level with the elevator lobby floor, do not step out of the cab. Elevator could move suddenly.

Elevator personnel will be notified immediately to rectify the problem.

POWER FAILURE

1. Notify Bentall Centre Security at 778 328-5990 and give the following information:
 - Company name and location.
 - Location of power failure.
 - Details of your power failure.
 - Your name and telephone number.
2. Turn off all electrical equipment.
3. If telephones are out due to power failure, use red fire phones by Stairwells to notify security.

EARTHQUAKE

Initial shock or shocks

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake. During the initial shock, or shocks, observe the following:

1. Remain calm.
2. Drop to the ground under a sturdy piece of furniture, hold tight to it and take measures to protect your head and extremities from debris. If something sturdy is not accessible, sit in a corner with your back to the wall, bend your head to knees and use your hands to protect head.
3. Stay away from windows and glass doors.
4. Keep clear of doorways, book cases, shelves and storage cupboards.

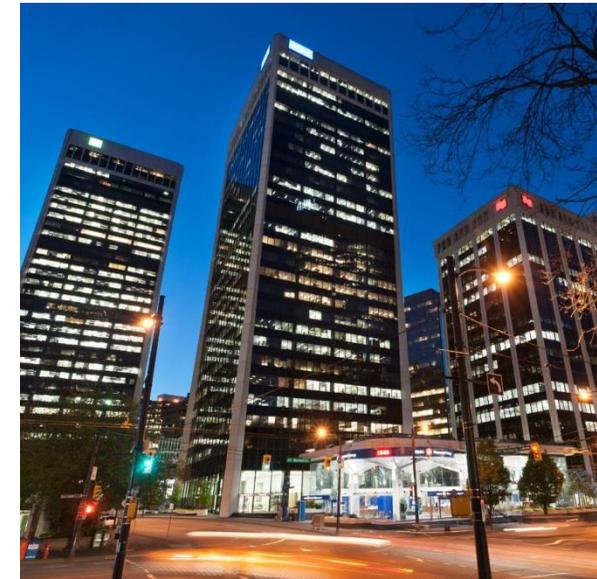
When the shaking stops

1. Seriously injured persons should be transported to the closest hospital. Persons trained in first aid should administer first aid where necessary. If not qualified, assist those rendering/requiring first aid.
2. Follow the Emergency Warden's instructions if they are on duty.
3. Attempt to extinguish fires with portable fire extinguishers (located in the stairwells).
4. Use the red fire phone to report fire or injuries to building personnel.
5. If evacuation becomes necessary, follow regular evacuation procedures. If the building has suffered structural damage or is on fire, evacuation will be necessary.
6. Occupants should continuously listen for information from the public address system if it is operating and/or radio, T.V.
7. Hang up dislodged telephone receivers to prevent overloading of phone lines.
8. Report any missing persons to authorities.

Aftershock

After an earthquake there may be a series of aftershocks. Generally, most are smaller than the main shock, but some may be large enough to cause additional damage.

1. Electricity: Do not touch exposed or damaged electrical wires. Do not touch any wet electrical appliances which are plugged in until the electrical circuit is de-energized. Unplug the appliance carefully. Appliances that have been wet must be safety-checked before using.
2. Immediately clean up spilled flammable liquids and other harmful materials.
3. Open closet and storage doors carefully, as objects may fall from shelves.
4. Turn radios on, if available.
5. Do not use the telephone except to report emergencies.
6. Stay clear of exterior building windows and interior glass areas.



Emergency Procedures

Bentall Centre Security

Emergency
604 661-5068

Non-Emergency
778 328-5990

**Bentall
Centre**

 **CANDEREL**