



Fire Warden Procedures

HSBC Place
10250 101 Street, Edmonton AB

Epic

Fire Warden Procures

Fire Evacuation Procedures

We all need to be aware that, although remote, there is always a risk of a fire or an emergency in any office tower. HSBC PLACE is a high quality, fire resistant building, equipped with excellent life safety systems, and the City of Edmonton has an excellent Fire Department. However, we all need to be prepared for an emergency, and the purpose of this manual is to ensure that the Emergency Team and all tenants understand the Emergency Procedures and Evacuation Plan for HSBC PLACE.

Emergency Team Organization

The Property Manager of HSBC PLACE is responsible for the coordination and organization of tenants making up the Emergency Team, to minimize the effects of fire, and to protect life and property. They are also a liaison between the Chief Fire Warden and the Tenant Emergency Team, the Property Manager, while working in accordance with HSBC PLACE tenants, is responsible for:

- Ensuring that all appointed volunteers are well informed on all aspects of the Emergency Procedures, have a copy of the current manual, and attend all meetings.
- Preparing and making sure that the Chief Fire Warden has information sheets for each floor, listing the Floor Wardens, the Assistant Floor Wardens, and the persons with impaired mobility.
- Requesting new Floor Wardens or Assistant Floor Wardens, should those roles become vacant.
- Ensuring all members of the Emergency Team are properly equipped to perform their duties.

Definition of Roles

Chief Fire Warden

During an alarm condition, the Chief Fire Warden is the highest authority in the building, overruling any other authoritative figure, and can provide instructions to other members of the Tenant Emergency Team orientated to ensuring the safety of all occupants in the building. They will be identified by wearing a Red Vest.

Security Guard

The Security Guard will receive reports from the Floor Wardens regarding any hazardous conditions, such as exit routes being obstructed, fire equipment in need of repair, exit or stairwell lights out, etc. They must report these to the Chief Fire Warden and the Deputy Chief Fire Warden immediately, as well as to the Building Manager.

Deputy Chief Fire Warden

The position of Deputy Chief Fire Warden will always be held by the Senior Building Operator. They will act directly under the Chief Fire Warden, and in the case of the Chief Fire Warden's absence, assume their responsibilities.

Traffic Warden

The main responsibility of Traffic Warden is to man the emergency exit(s) assigned to them, and ensure that no person enters or re-enters the premises by way of that exit, under any circumstances

Floor Wardens and Assistant Floor Wardens

The Floor Warden and Assistant Floor Wardens are the direct liaisons between the occupants of their floor, and the Chief Fire Warden and Deputy Chief Fire Warden. They do not necessarily need to be persons with senior positions, but should have the assertiveness and capability needed to lead the occupants of their floor through the Evacuation Plan during an alarm condition. They will be identified by wearing a Yellow Vest.

Mobility Monitor

The main responsibility of the Mobility Monitor is to be of assistance to any person(s) with impaired mobility.

EMERGENCY TEAM CHAIN OF COMMAND



Chief Fire Warden

In the event of an emergency situation, the on-site Security Supervisor (or in their absence, their appointed Deputy Chief Fire Warden) will assume the position of Chief Fire Warden. The Chief Fire Warden can be contacted at (780) 203-2162.

Roles and General Responsibilities

- During an alarm condition, the Chief Fire Warden is the highest authority in the building, overruling any other authoritative figure, and can provide instructions to other members of the Emergency Team orientated to ensuring the safety of all occupants in the building. Upon arrival of the Fire Department, the Chief Fire Warden immediately surrenders his authority to the Fire Department and provides assistance as required.
- The Chief Fire Warden is responsible for maintaining liaison activities with the Edmonton Fire Department and the Emergency Team, and for coordinating proper training services, in accordance with the instructions contained in the Emergency Procedures.
- The Chief Fire Warden coordinates the Tenant Emergency Team, with the appointment of Floor Wardens, Assistant Floor Wardens, and Traffic Wardens within the building.
- The Chief Fire Warden calls for general meetings to review the Emergency Procedures with Floor Wardens, Assistant Floor Wardens, and Traffic Wardens. These meetings must take place at a minimum once a year. The Chief Fire Warden is responsible for ensuring that the evacuation procedures are in place, and that all lines of authority are clearly understood.
- The Chief Fire Warden will assist the Property Manager to ensure that the Tenant Manual be used in coordination with Epic Investment Services and their Tenants, to ensure that every new member of their staff receives proper information related to the Emergency Procedures, evacuation routes, the locations of the emergency equipment, and the corresponding instructions.
- In coordination with The Deputy Chief Fire Warden, Epic Investment Services, and the Fire Department, The Chief Fire Warden must organize and periodically carry out fire drills, with a MINIMUM of two per year. The other members of the Emergency Team should NOT be advised of the date and time of the drill until the last minute.
- The Chief Fire Warden must maintain the list of permanent employees with impaired mobility in the building. Information is to be supplied by the Floor Wardens.

Responsibilities During an Alarm Condition

- The Chief Fire Warden is responsible for coordinating and relaying information received from Floor Wardens, General Maintenance, and Contractors to the Fire Department. The Chief Fire Warden will ensure with the Fire Department that the building is safe for tenants to return to work prior to the **"ALL CLEAR"** being given.
- During an alarm condition, The Chief Fire Warden has the authority to take over the public address system, can request Floor Wardens to act as Traffic Wardens to provide additional support during an evacuation process, and will instruct Security Officers to perform any other role, as required at the moment.
- At the sound of the alarm, the Chief Fire Warden will report immediately to the Security Desk, put on the Red Vest to indicate his designation, will open the Emergency Binder to the Fire Procedure Checklist, and begin following the established evacuation procedure, receiving the status of all floors from the Floor Wardens and Assistant Floor Wardens.
- The Chief Fire Warden must report any person(s) refusing to vacate a floor during an alarm condition, and number of person(s) with impaired mobility and their Mobility Monitor's location of floors to the Fire Department.
- Once cleared by the Fire Department, and the elevators have been reset, the Chief Fire Warden will advise the building occupants that it is safe to return.
- The Chief Fire Warden must submit a written report to the Fire Department, as well as to Epic Investment Services, of all fire incidents that occur on the premises.

Deputy Chief Fire Wardens

The positions of Deputy Chief Fire Wardens will always be held by the Senior Building Operator first, and an other Building Operator second, during regular business hours. After regular business hours, this role will be held by a Security Guard.

Roles and General Responsibilities

- A Deputy Chief Fire Warden acts directly under the Chief Fire Warden, and in the case of the Chief Fire Warden's absence, assumes their responsibilities.
- A Deputy Chief Fire Warden is responsible for receiving and reviewing all documentation related to regular maintenance and testing of all building life safety systems and equipment.
- A Deputy Chief Fire Warden must be familiar with all emergency shutdown procedures of the building's equipment.

Responsibilities During an Alarm Condition

- Once an alarm condition has been declared, the Traffic Wardens will go to their assigned positions.
- The First Deputy Chief Fire Warden will offer any support necessary to the Fire Department, the Chief Fire Warden, and the Security Officer.
- The Second Deputy Chief Fire Warden will go to the Muster Point Located on the North side of City Center Mall along 103 Avenue and take down the reported numbers of tenants left in the building by their related Floor Wardens. This information will be relayed to the Chief Fire Warden via phone when requested.
- Once the **"ALL CLEAR"** has been given by the Fire Department and Chief Fire Warden, the Deputy Chief Fire Warden will reset the elevators, so they will be ready for the occupants of the building to return to their floors.

Security Officers

HSBC PLACE always has at least three (3) Security Guards on duty, at all times. The proper training and participation of the Emergency Procedures and Evacuation Plan during an alarm condition is crucial.

Roles and General Responsibilities

- The Security Guards will receive reports from the Floor Wardens regarding any hazardous conditions, such as exit routes being obstructed, fire equipment in need of repair, exit or stairwell lights out, etc. The Security Guards must report these to the Chief Fire Warden and the Deputy Chief Fire Warden immediately, as well as to the Building Manager.
- It is the responsibility of the Security Officers to check and confirm monthly that all common area fire equipment is in its proper location, and in good working order. They must report to the building operators immediately if any equipment is not in its proper location or requires service.
- During their routine patrols, Security Guards must confirm that all Exit signs are in good shape and working properly.
- Security Guards are responsible for making sure that updated lists of Floor Wardens, Assistant Floors Wardens, and person(s) with impaired mobility are present in the Emergency Binder, next to the Fire Procedures Checklist.

Responsibilities During an Alarm Condition

Immediately following the declaration of an alarm condition, the Security Officer must perform the following steps:

- Dedicate the first 30 seconds to making an assessment, allowing the Guard to remember their training, and to remain calm, as well as reviewing the fire panel to identify the type of alarm going off.
- If there is no doubt that it is a false alarm, the Security Guard will take the microphone off the hook of the public address system and make an announcement to the occupants that it is a false alarm.
- The Security Guard will call 911, report that there is a fire, and give the address of the building.

Responsibilities During an Alarm Condition – After Hours

In the absence of the Chief Fire Warden and the Deputy Chief Fire Warden, the Security Guard on duty will assume their role and responsibilities.

- If on patrol, the Security Guard will go to the main floor and note the location of the alarm from the public address panel. The Security Guard will then immediately call 911, followed by the building operator on call, as soon as possible.
- The Security Officer will proceed to direct the evacuation over the public address system, even if she/he considers the building to be empty, making the same three announcements listed above, and then remain on the main floor until the arrival of the Fire Department, to allow them entry.

Floor Wardens and Assistant Floor Wardens

The Floor Wardens and in their absence, their appointed Assistant Floor Wardens are the direct liaisons between the occupants of their floor/space, and the Chief Fire Warden and Deputy Chief Fire Wardens. They do not necessarily need to be persons with senior positions but should have the assertiveness and capability needed to lead the occupants of their floor/space through the Evacuation Plan during an alarm condition.

In single-tenant floors, there will be two (2) Floor Wardens, and a minimum of two

(2) Assistant Floor Wardens. In multi-tenant floors, there will be one (1) Floor Warden and a minimum of four (4) Assistant Floor Wardens per Tenant.

Roles and General Responsibilities

- The Floor Warden and Assistant Floor Wardens will be individuals whose duties require their presence on the premises as much as possible.
- The Floor Warden and Assistant Floor Wardens must have detailed knowledge of the Emergency Procedures, Evacuation Plan, and layout of their floor or designated floor area, and it is their responsibility to ensure that all occupants are aware of the Emergency Procedures, Evacuation Plan and routes, and locations of the emergency equipment, and all corresponding instructions.
- To appoint Assistant Floor Wardens who will act in their absence, as well as to appoint a Mobility Monitor for each person with impaired mobility and a backup.
- To assist in checking their floor area monthly and to report any faulty conditions to the Chief Fire Warden by calling 780-203-2162. Faulty conditions would include:
 - Fire stairwell doors wedged or blocked open.
 - Exit lights out.
 - Missing fire equipment such as extinguishers.
 - Obvious fire hazards such as:
 - The accumulation of combustibles.
 - Oily rags.
 - Defective or temporary electrical wiring.
 - Shredded paper, cardboard boxes, and similar materials stored in the freight elevator lobby.
 - Electric heaters being used and left unattended.

Responsibilities During an Alarm Condition

If an alarm condition is declared, the Floor Warden or Assistant Floor Warden, in their absence, will assume full control of their floor or floor area, and direct the evacuation of all personnel including visitors, clients and shoppers. They will be identified by a **Yellow Vest**.

Upon activation of the fire alarm, Fire Wardens will:

First Stage Alarm (slow, intermittent beeps)

- Check the immediate area for signs of smoke or fire.
- If smoke or fire is detected, alert people in their space/floor and direct them to evacuate the building via the nearest safe exit.
- If a fire emergency is not evident, wait for further instructions and prepare to evacuate in case the Second Stage Alarm Signal is activated.

Second Stage Alarm (3 fast beeps followed by a pause, repeated)

- Alert people in their space/floor and will direct persons under their charge to leave their premises and go **SINGLE FILE** down the stairwell to the main lobby area and then proceed to the **MUSTER POINT in the front of the North Side of City Center Mall along 103 Avenue.**
- Systematically sweep and evacuate the assigned area, including washrooms.
- Ensure doors and windows are closed. Do not lock doors.
- Notify Security and/or the Fire Department of the specific location of any individuals that were not evacuated and provide their specific location.
- Once the area has been cleared, leave the building and report any problems or difficulties encountered to the Building Emergency Team or Emergency Responders
- During the evacuation via tower stairwells, should conditions dictate, the Floor Wardens may direct persons under their charge to re-enter a floor and cross over to the other stairwell and to continue down and out of the building. HSBC PLACE Crossover floors are 4, 7, 12 and 17.
- The Floor Warden will ensure that those with impaired mobility are brought to the stairwell landing along with their Mobility Monitor. If any of the Mobility Monitors are missing, the Floor Warden will appoint someone to remain with the person(s) with impaired mobility.
- The Floor Warden must remain on the floor until all occupants have left the area, and with the help of the Assistant Floor Wardens, will check all washrooms and offices to ensure complete evacuation, closing all doors behind them.
- On arrival at the Muster Point the Floor Warden will report their floor number, the floor being vacant, or number of persons remaining on the floor to the Deputy Chief Fire Warden at the Muster Point and remain there until the "ALL CLEAR" is given to return.

Mobility Monitors

People with impaired mobility in this case will mean any person who, for whatever reason, cannot make it down the stairs to street level, whether it is because of a permanent or temporary disability, injury, pregnancy, or any other factor that would impede the evacuation process. People with impaired mobility are responsible for advising their Floor Warden of the reason, even if temporary in nature.

During an alarm condition, all persons with impaired mobility should proceed immediately to the nearest safe landing of the stairwell and wait for the Fire Department, in the event of evacuation.

Roles and General Responsibilities

Mobility Monitors are to be of assistance to any person(s) with impaired mobility.

Responsibilities During an Alarm Condition

- The Mobility Monitors are to remain with any person(s) with impaired mobility on the floor stairwell landing until evacuated by the Fire Department, or the “*ALL CLEAR*” announcement has been made. The Fire Department will only evacuate these personnel and their Mobility Monitor if required.
- Mobility Monitors **MUST** be able to assist the person(s) with impaired mobility to a safe stairwell landing, should the floor they are on become unsafe.

Traffic Wardens

HSBC PLACE requires Traffic Wardens to perform tasks at specific locations as required.

Roles and General Responsibilities

- The Traffic Wardens are individuals whose locations in the building make them suitable for aiding with the Evacuation Plan during an alarm condition.

Responsibilities During an Alarm Condition

- When an alarm condition is declared, all Traffic Wardens will immediately report to their designated locations. Those Traffic Wardens whose positions are already covered will report to the Deputy Chief Fire Warden at the Concierge Desk. They will be wearing Green Vests.
- The main responsibility of the Traffic Wardens is to man the emergency exit(s) assigned to them, and ensure that no person enters or re-enters the premises by way of that exit, under any circumstances, EXCEPT Floor Wardens and Assistant Floor Wardens on their way to reporting their floor statuses to the Chief Fire Warden.
- The Traffic Warden assists by directing the flow of traffic, and maintaining order and organization. They guide people who may be confused and announce the location of the designated Muster Point.
- Once people start to evacuate, the Traffic Wardens must use a rigid cross arm motion, and in a clear and firm voice, continually repeat “**KEEP MOVING PLEASE**”.

All Other Building Occupants

The success of an Evacuation Plan and Emergency Procedures depends on the cooperation of the occupants of the building. It is against the policy of HSBC PLACE to remain on the floor once the Stage Two alarm goes off. All occupants must always be aware of the importance of following the instructions of the Floor Wardens, Assistant Floor Wardens, and Traffic Wardens.

Roles and General Responsibilities

- All occupants should have a good knowledge of the layout of the floor they work on and be familiar with the locations of the emergency exits and evacuation routes.
- It is encouraged that all occupants working in the building report any condition that may be a hazard, such as blocked doorways or hallways, exit/stairwell lights that need replacing, or any fire equipment that is missing or damaged.
- To ensure the Evacuation Route plans and maps at all exits of their space throughout the building are up to date.

Responsibilities During an Alarm Condition

- In the case of an alarm condition, all occupants should remain calm. Panic may cause unnecessary injuries or loss of life.
- Remember that in an alarm condition, the maximum authority on the floor is the Floor Warden. Abide all instructions. The building and its occupants are safe, if Emergency Procedures and the Evacuation Plan are followed properly. If violated, collective and individual safety could be jeopardized.

The Evacuation Plan

The fire alarm will go off as a result of a mechanical device (smoke or heat detectors), or human interactions (Pull Stations). The Evacuation Plan should start immediately, and without delay once the alarm goes off. The following is a summary of the important events that should occur during an alarm condition during business hours, in order:

- Immediately after the alarm goes off, the Security Officer on duty will review the screen of the Fire Panel to learn the source of the alarm.
- The Security Officer will call 911 and will report to the operator the following: **“We have a fire in HSBC PLACE in downtown Edmonton. Our address is 10250 – 101 street.” This will be said twice, in a clear voice.**
- The Security Officer will put on the Red Vest that is permanently kept at the Security Office.
- The Chief Fire Warden will meet the Security Officer in the lobby. The Chief Fire Warden will open the Emergency Binder to the Fire Procedure Checklist in the first section and will begin getting reports from Floor Wardens and Assistant Floor Wardens.
- One of the Deputy Chief Fire Wardens will confirm that the Traffic Wardens are at their assigned posts and will then join the Chief Fire Warden in the lobby.
- The Traffic Wardens will go to their pre-assigned posts or an area as requested by the Chief Fire Warden and immediately begin facilitating the flow of traffic, preventing people from entering the building, and directing all occupants out of the building and to the Muster Point.
- At the sound of the alarm, all building occupants will go directly to the nearest evacuation route, into the stairwell, down to the main floor, outside, and to the Muster Point located on the North side of City Center Mall along 103 Avenue
- Persons with impaired mobility will be taken to the stairwell landing of their floor and will wait there for assistance from the Fire Department, with their Mobility Monitor that has been appointed to them ahead of time.
- The Floor Wardens and Assistant Floor Wardens will walk through their floors/spaces confirming that all occupants have evacuated their areas and closing doors behind them.
- Once the Floor Wardens have confirmed that their floor is cleared, they will go downstairs, and report to the Deputy Fire Warden at the Muster Point if the floor is vacant, or if there is any person with impaired mobility or anyone refusing to evacuate. The Chief Fire Warden will keep record of the reports in the Fire Procedure Checklist.
- The Chief Fire Warden will be advised immediately of which floors still have occupants on them and will inform the Fire Department when they arrive.
- Upon the arrival of the Fire Department all members of the Emergency Team completely and immediately surrender all authority to the Captain and follow their instructions, providing any support that is necessary.