

APPENDIX I

EMERGENCY PROCEDURES – GENERAL OVERVIEW

Communication

- The Security department at the Shaw Centre is staffed by two (2) Security Officers at all times and can be reached by: dialing 636 on a house phone, activating the 'Security' service phone function on a Crestron panel, or by using the Security intercom in an Area of Refuge.
- In the event of an emergency, contact Security. A Security Officer is able to immediately dispatch a Patrol Officer to any location within the facility.

Emergency Response Team (ERT)

- There are three (3) Emergency Response Team members on-site at all times. This team acts as primary responders during any emergency.
- ERT members are trained in Standard First Aid, CPR "C" and AED (Automated External Defibrillator) use. Additionally, members take part in regular fire drills and ongoing emergency response training.

Fire Procedure

- Two-stage fire alarm: the alarm will go into Alert (first stage) to allow the Emergency Response Team (ERT) time to respond and investigate. If the problem cannot be resolved by the ERT, the alarm will go into Evacuation Mode (second stage). The Ottawa Fire Department will respond immediately upon activation of a first stage alarm.
- A member of the ERT will begin to provide instruction via the P/A system within minutes of initial activation of the fire alarm. During the first stage of alarm, we ask that our guests prepare to evacuate, although evacuation may not be required during a first stage alarm.
- During open business hours, qualified Fire Floor Wardens- identifiable by orange hard hats- will be visible within minutes of alarm activation are able to provide direction and support to all occupants.
- As required by law, the Shaw Centre conducts regular fire drills to continually test and refresh the training of the ERT and Fire Floor Wardens.

Guest, Employee Injury or Sickness – First Aid

- Extensive emergency and first aid supplies, including AEDs, are maintained on-site. There is a dedicated first aid room located on the B1 Level next to the Security Operations Centre.
- During events with high attendance the Centre recommends contracting additional Paramedics to ensure increased coverage. When Paramedics are not on-site, our ERT members will act as primary responders to any first aid incidents.

Riot, Civil Disturbances/ Demonstrations

- The Centre has a detailed plan and response to any type of civil disturbance. Procedures include: exterior and internal lockdowns, perimeter protection, staff assignments, police involvement, internal sheltering, alternate evacuation routes, HVAC shut down procedures, and more. The details of this plan remain proprietary to the Centre.

Threat Response

- The Centre has a plan and response process for handling threats. Process includes: actions when receiving a threat, phone call check lists, notification process, command centre control, search plan, police participation, evacuation, and more.
- This program is managed by the ERT in cooperation with the Security Manager and local authorities. Should a threat situation arise, clients will be involved, as necessary, in the response process.

Power Failure

- The Centre has a substantial emergency generator and backup power infrastructure. The generator will take approximately 40 seconds to be up and running. The generator provides adequate lighting to all areas in the Centre, but is not designed to provide power to support all regular activities. Emergency power will continue to support vital facility functions, and allows proper emergency response to ensure the safety and security of all the Centre's assets and occupants.

Emergency Preparedness

- The Shaw Centre maintains emergency procedures to support the response of any significant incident. These plans detail responses to a large spectrum of emergencies and disasters, and remain proprietary to the Centre.