

PARQ VANCOUVER
EMERGENCY RESPONSE PLAN (ERP) OVERVIEW

Purpose:

The standard ERP provides the full details of the procedures in the event of an emergency. This document is simply meant to be an overview document to outline the key elements of the Parq ERP.

STANDARD ERP GENERAL INSTRUCTIONS

Key ERP Aspects:

- ✓ **Personal Responsibilities & Daily Routine** – All associates are responsible for Safety & Security. You are the “First Responders” and must take personal ownership of your responsibility to your family and fellow associates. Develop habitual awareness instincts by watching for things that appear out of place.
- ✓ **Action Groups** – When an emergency situation is identified and announced, Action Groups immediately assemble and support each other; collect the Group Status report; and direct all guests in their space. Action Group associates do not call emergency dispatch. The Action Group Supervisor will notify the Control Center with the Group status and actions. **Call Emergency Hotline 0. Alternates are Ext 8849 (Corporate Security) or Radio via Emergency Channel**
- ✓ **Emergency Determination** – The work shift Supervisor in Charge, Fire & Life Safety Director, Security Manager, and Resort Section leaders determines the extent of the emergency and identify whether to evacuate or defend in place. This action notification is disseminated using the appropriate **Code Word** and **Location** for the Action Groups to perform. The Control Center contacts emergency dispatch, while the Action Group Supervisors and associates direct and assist the guests during evacuation or remaining in place.
- ✓ **Partial Evacuations** – Evacuation may be required for only a portion of the resort. During partial evacuation situations, the remainder of the resort may continue performing daily duties. Isolate entrances into the evacuated area to prevent unauthorized entry. Once evacuated, no associates or guests are to re-enter that portion of the resort until proper notification is issued.
- ✓ **Defending in Place** – When defending in place or lockdown, remain in a protective, defensive position until the proper notification is issued. Expect public safety professionals to arrive on scene. Never move until directed to by responding police or firefighters. Should the nature of the emergency change and require evacuation, The Action Group would evacuate their Section and any guests under their supervision.

Two Stage Audible Alarm System:

A two-stage audible alarm system is in operation at Parq with the two audible stages outlined below:

- **Stage One** – is a notification stage triggered by a sensor in the building. Stage one has a timer of 5 minutes before defaulting into a stage two alarm. During this time if the notification is determined to be false the alarm can be silenced and reset. The audible alarm for a stage one alarm is an intermittent bell.
- **Stage Two** – is the signal to evacuate and is a continuous audible bell. A stage two alarm can be activated at any time by pressing the total evacuation button on the panel.

Emergency Code Word Announcements:

	Yellow	Heightened state of safety, everyone remains in place
	Black	Life threatening crime/situation requires Lockdown
	White	Medical emergency
1	Red – Condition 1	Fire, hazardous material/chemical release
2	Red – Condition 2	Explosive device/IED

* The emergency code word and location within the resort is always announced. This prevents the potential of sending associates and/or guests into an unsafe area or using an unsafe evacuation route. Following the code word alerting the associates, public address announcements provide additional directions for guests.

PARQ VANCOUVER
EMERGENCY RESPONSE PLAN (ERP) OVERVIEW

Emergency Codes – Detailed Information:

Emergency Codes – Department Details		
	Yellow	<p>Heightened state of safety, everyone remains in place</p> <ul style="list-style-type: none"> ✓ Assemble all staff and guests in the area and advise that a situation is occurring, to remain calm, and stay in place and await further instructions ✓ Action Group Supervisor contacts Control Center to advise of the Group Status Report <p>Example Situations – Violent crimes or protests outside resort, violent behavior or fights in resort, BC Place emergency, dangerous weather conditions or threats of natural disaster</p>
	Black	<p>Life threatening crime/situation requires <u>Lockdown</u></p> <ul style="list-style-type: none"> ✓ Assemble all staff and guests in the area and advise that a life threatening situation is occurring, to remain calm and await further instructions ✓ If safe to move, evacuate the area and do not return to the resort until notified it is safe ✓ If unsafe to move, HIDE somewhere back of house. Ensure doors are locked (consider whether to also barricade), lights are off, and instruct everyone to be silent – make the area appear unoccupied. Await further instructions <p>Example Situations – Active shooter within or near resort, stabbing or assault with a deadly weapon, explosion or hostage situation near resort</p>
	White	<p>Medical emergency</p> <ul style="list-style-type: none"> ✓ Continue as normal, unless the medical emergency is within your area ✓ If first aid is needed within Administration, contact the Security Department or Occupational First Aid Attendant ✓ Associates assist the resort medical staff as required and assist with escorting the responding EMS as directed
1	Red – Condition 1 Evacuation	<p>Fire, hazardous material/chemical release</p> <ul style="list-style-type: none"> ✓ Assemble all staff and guests in the space and advise that a situation is occurring, to remain calm and await further instructions ✓ Action Group Supervisor accounts for all staff exiting and contacts Control Center to advise of the Group Status Report <p>* If directed to evacuate:</p> <ul style="list-style-type: none"> ✓ Exit the Action Group through the nearest, safe evacuation point ✓ Alert associates to close all doors & windows as they exit their space; this isolates the source of the emergency and slows the spread of the problem throughout the area ✓ Turn off all electrical devices the associate turned on in space before departing ✓ Evacuate to the assembly area and check to ensure all Action Group present ✓ Inspect assembly area for unsafe conditions and be prepared to relocate ✓ Do not re-enter for any reason until the official “All Clear”
2	Red – Condition 2 Evacuation	<p>Explosive device/IED</p> <ul style="list-style-type: none"> ✓ Assemble all staff and guests in the space and advise that a situation is occurring, to remain calm and await further instructions ✓ Action Group Supervisor contacts Control Center to advise of the Group Status Report <p>* If directed to evacuate:</p> <ul style="list-style-type: none"> ✓ Exit the Action Group through the nearest, safe evacuation point ✓ Turn off all electrical devices the associate turned on in space before departing ✓ Evacuate to the assembly area and check to ensure all Action Group present ✓ Inspect assembly area for unsafe conditions and be prepared to relocate ✓ Do not re-enter for any reason until the official “All Clear”

**PARQ VANCOUVER
EMERGENCY RESPONSE PLAN (ERP) OVERVIEW**

Security Contact Info:

Parq Extensions:

- Ext. 6007 forwarded directly to 778-668-5312 Security Supervisor Cell Phone
- Ext. 6008 Security Supervisor Office Extension
- Ext. 6009 forwarded directly to 778-668-4953 Security Shift Manager Cell Phone
- Ext. 8849 Security Office at Parq Associate Entrance
- Ext. 8859 Security Office at Parq Associate Entrance 2nd extension
- Ext. 8860 Security Office at Casino Associate Entrance
- Ext. 8861 Security Manager Office Extension
- Ext. 8862 Director of Security Office Extension

Security Cell Phones:

- 778-668-5312 Security Supervisor Cell Phone
- 778-668-4953 Security Shift Manager Cell Phone
- 604-866-7111 Director of Security Cell Phone

Evacuation Assembly Area(s):

- Muster areas below in **red** circles. Primary for resort opposite side of the main entrance across Smithe Street
- Alternates are the street level boardwalk on the Pacific Boulevard side of the building north past Gate F or Terry Fox Plaza in front of BC Place and the service drive exit

