

# Summary of emergency measures



Security Department



Palais  
des congrès  
de Montréal



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## → 1 Overview of Stringent Safety and Security Measures

In order to provide a highly safe and secure environment, the Palais des congrès de Montréal has developed a number of resources to meet clients' exacting demands regarding safety and security. These measures enable the Palais to host sensitive events that demand a high level of safety and security.

These measures include a regularly updated Emergency Measures Plan. It sets out the procedure for responding to various emergencies, including an active shooter in a closed space, demonstrations, bomb threats and so on. The Security team is familiar with the plan's provisions and receives continuous training from the supervisors in post.

### → 1.1 Security Department

The Security Department consists of a 24/7 surveillance and response team made up of one dispatcher and two patrol officers.

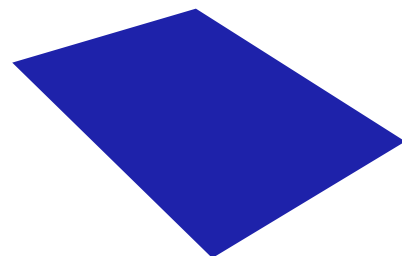
This team is rounded out by the following personnel:

- Security and Service to Building Occupants Manager (on-site five days a week)
- Security and Emergency Measures Coordinator (five days a week)
- Day Supervisor (seven days a week)
- Evening Supervisor (four days a week)
- Security agency manager (five days a week)

Operations are managed around the clock from the Security Operations Centre (SOC). All integrated building systems are controlled from the centre, including a two-phase fire alarm panel with a second redundant screen, an access control and intruder alarm system, a network of over 130 indoor and outdoor surveillance cameras, the elevator controls, the lighting system and the card and key management system. The dispatcher is responsible for responding to all intruder alarms and sending out a patrol officer to make on-site verifications while continuing to monitor the relevant camera feeds. The cameras provide constant surveillance. Any activity is logged in the event management software for incident archiving and record purposes.

### → 1.2 First-aid services

First aid kits can be found on several building floors and at the main public access points. Wheelchairs may be obtained in the main lobbies, and an infirmary in a closed room is available in the event of an incident requiring medical care or whenever these services are required for an event. Patrol officers are trained to use defibrillators (AEDs), provide oxygen and administer first aid.





### → 1.3 Emergency cell and response team

In the event of a major incident, a response team consisting of Palais des congrès employees is deployed. These employees work different shifts, including evenings and weekends, and are trained to assist the Security team. In addition, in the event of an incident, an emergency cell is mobilized to activate and implement the Emergency Measures Plan in order to resolve the situation as quickly as possible so that normal business can be resumed.

### → 1.4 Responders and external resources

The Palais des congrès Security Department works in close and constant cooperation with the Service de police de la Ville de Montréal (SPVM). To ensure public safety, the various police forces and Palais des congrès administration team make every effort to share useful information and provide continuous, high-level service.

Annexed to the same building on Saint-Urbain St., the Montréal fire department's Fire station 20 provides a rapid first-responder service and can take quick action in situations such as gas leaks, fires or medical problems.

With its procedures, qualified personnel, resources and external partners, the Palais des congrès de Montréal is able to provide a very safe and secure environment for all occupants.

## → 2 Important Information for Occupant Safety and Security

### → 2.1 Check the location of the following upon arrival:

- Emergency stairs
- Manual alarms (red)
- Nearest portable extinguisher or fire hose
- Nearest emergency telephone

### → 2.2 Information on emergency service calls

In the event of an emergency, please do not call 911 directly. Instead, call the Palais des congrès Security team at one of the following numbers (at any time):

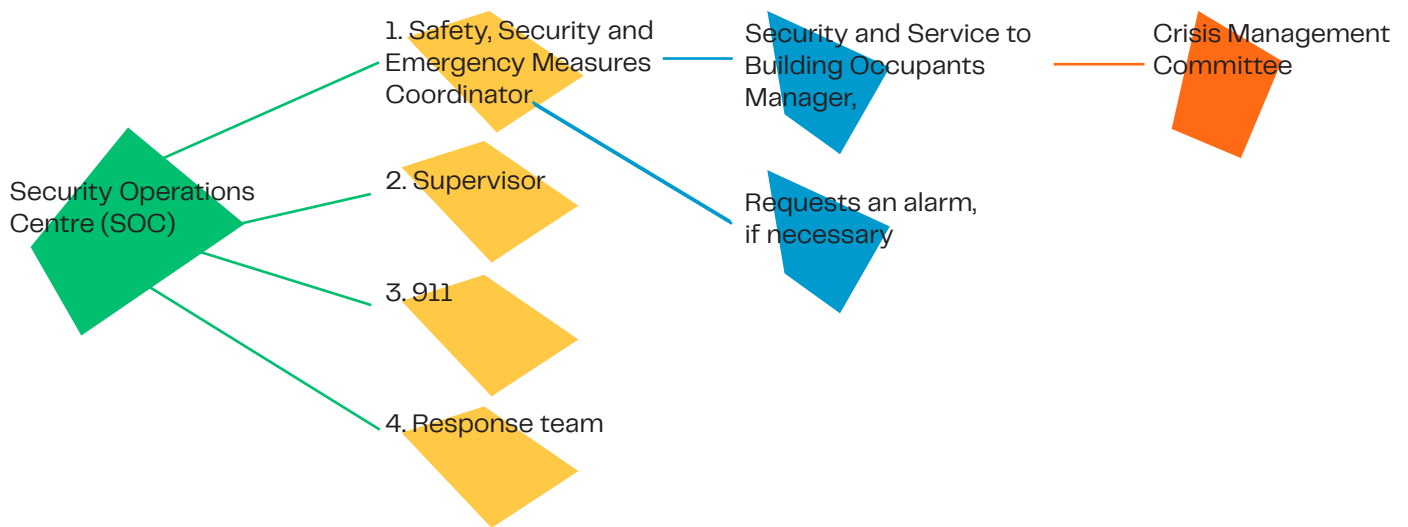
- Outside line: 514-871-3141
- Inside line: 555

The Palais des congrès has several entrances, and security officers are able to direct emergency responders to the appropriate entrance to prevent delays. If you have called 911, please inform Palais des congrès Security promptly.

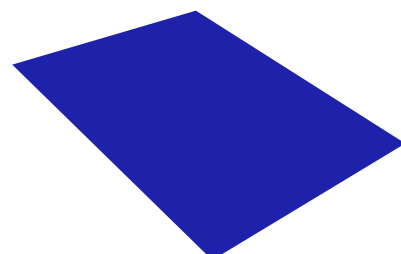
### → 2.3 Alarm tripping process

1. Activating a manual fire alarm or tripping a smoke detector automatically sends an alarm signal to the SOC. The signal is inaudible to occupants.
2. As soon as the alarm signal sounds, the horns and strobe lights located in public areas activate, the smoke vents open, the electromagnetic door locks disengage, the stairwell pressurization systems activate, the elevators return to the ground floor and the fire doors close.
3. The kitchen gas supply is cut off when the alarm sounds and remains cut off until the incident is resolved.
4. Exit the building immediately as soon as an alarm sounds.

### → 3 Deployment Process



The SOC activates the alarm throughout the Palais des congrès at the request of the Safety, Security and Emergency Measures Coordinator.



## → 4 Evacuation Meeting Points



## → 5 Safety and Security Protocols for Various Emergency Situations

### → 5.1 Presence of smoke or flames

- Move anyone in danger away from the area
- Close the door of the room in question
- Trip the manual alarm
- Notify Security (555)
- Fight the fire with an extinguisher only if accompanied and the fire is easily controlled
- Evacuate the area in question

#### **IMPORTANT:**

- Never go anywhere where there is smoke
- Never take the elevator
- Never return to the area after leaving

## → 5.2 Sounding of the general alarm

Three alarm blasts followed by a pause:

- Listen attentively to the public announcement and instructions
- Evacuate the Palais by the nearest exit
- Close all doors as you leave
- Go to a meeting point (see map on page 6)

### **IMPORTANT:**

- Palais des congrès reception personnel and security officers will assist occupants, including those with reduced mobility
- Never take the elevator
- Do not take refuge on the roof

## → 5.3 Bomb threats and suspicious packages

A bomb threat response may be triggered for the following reasons

- Receipt of a bomb threat
- Discovery of a suspicious package

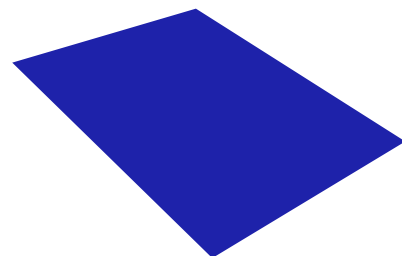
Do not try to determine whether the threat is real or a hoax. Always act as if the threat is real.

### **1. If you receive a bomb threat:**

- Remain calm, polite and courteous. Do not interrupt the caller.
- Attempt to obtain as much information as possible:
  - Bomb location
  - Time to explosion
  - Demands
  - Type of bomb
  - Caller's name
- Once you are in a safe and secure location, call Security to report the situation. The agent will ask questions to learn as much as possible.

### **2. If you find a suspicious package:**

- Do not touch, shake or smell the package







## → 5.3 Bomb threats and suspicious packages (contd)

### 3. If you have touched the package, do not touch your face.

- Do not move the package
- Do not use a cellular telephone or radio within 50 m of the package
- Do not trip a manual alarm
- Once you are in a safe and secure location, contact Security to report the situation. The agent will ask questions to learn as much as possible
- Notify the people nearby and exit the area, taking personal belongings with you. Go to the nearest meeting point.

### 4. If there is a bomb threat:

- Stop any activities or meetings in progress
- Remain calm and pay attention to your environment to identify any suspicious packages
- Wait for instructions from Palais personnel

### 5. In the event of an explosion:

- Remain calm
- Avoid activating any system or device (telephone, power switch, electrical device, manual alarm, etc.) that could produce a spark in the area near the explosion
- Evacuate the building promptly. Go to the nearest meeting point and stay there until further notice.

#### **IMPORTANT:**

In the event of a bomb threat, Palais personnel will take responsibility for building occupants. Event organizers may be asked to assist with searching for the suspicious package, given their knowledge of the premises.

## → 5.4 Gas leak

- Never power up or down an electrical, mechanical, electronic, hydraulic or other device, including battery-powered equipment and lighting
- Do not trip the fire alarm
- Do not use the public address system or mobile radios inside the at-risk area(s)
- Close all doors
- Evacuate the building and go to the nearest meeting point
- Once you are in a safe and secure location, call Security to report the situation and provide the following information:
  - Leak location (floor and room)
  - Your name and a telephone number where you can be reached
  - Whether there are any injured people

#### **IMPORTANT:**

If conditions allow and it does not have a significant effect on evacuation time, exit the building as far as possible from the gas leak.



## → 5.5 Sick or injured person

First aid is provided by a team of first-aid responders. If the seriousness of the injury or medical emergency warrant, an ambulance may be called. Any injury or medical emergency on the Palais des congrès site, even a minor one, must be reported in order to protect the injured person from potential complications involving his or her state of health and ensure the necessary steps are taken to prevent a recurrence of the situation.

In the event of an emergency, even a minor one, contact Security from a safe and secure location if you require immediate assistance. You will be asked for the following information:

- Exact accident location (floor and room)
- Your name and a telephone number where you can be reached
- Number of injured people

If the victim is near you:

- Stay with the person and provide reassurance while waiting for help
- Avoid moving him or her
- Post someone at the entrance to the room or area to guide first-aid responders, if possible

### **IMPORTANT:**

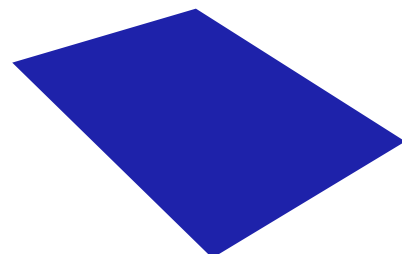
If 911 is contacted first, it is important to contact Security promptly to ensure that the emergency response team is directed to the site correctly.

## → 5.6 Riot or demonstration

Once you are in a safe and secure location, contact Security to report the riot or demonstration and provide the following information:

- Exact accident location (floor and room)
- Your name and a telephone number where you can be reached
- A description of the situation (issue, number of people, etc.)

Security personnel will be dispatched to the site to take the necessary action. The SOC will contact the police for assistance. Note: The Palais des congrès and police department have an excellent working relationship. The response time is fast.





## → 5.7 Armed individual

An armed individual is any person in possession of a firearm, knife or other object who, as a result of his or her behaviour, is deemed likely to endanger the safety and security of Palais des congrès occupants and/or cause intentional damage. If the presence of an armed individual is confirmed, a public-address announcement will be made by Security: “Attention, attention, Code argent [Code Silver].”

### **If you find yourself in front of an armed individual:**

- Adopt a submissive attitude
- Do not attempt to engage in dialogue
- Look down
- Stay calm and avoid shouting
- If it doesn't put you in danger, contact 911 or 555 from an internal line

### **Flee or barricade yourself?**

Take care not to be seen by an armed individual in an exposed area (a hallway, stairwell, open room, etc.). Your priority is to get out of the person's way by barricading yourself or fleeing. People who hide and barricade themselves have a significantly higher survival rate. As a rule, armed individuals do not seek to force open barricaded doors.

### **When to flee:**

- If you are near an exit
- If you are able to get to an exit without being spotted by the individual and making yourself a target
- If the shots are coming from far away

### **How to flee:**

- Remain calm
- Take the nearest safe and easily accessible exit
- Keep your hands in the air to minimize the risks of being taken for a suspect
- Upon exiting the building, follow the instructions of the police officers and Security personnel
- If you do not see any police upon exiting, call 911

### **Otherwise, here is how to barricade yourself:**

- Take refuge in the nearest room
- Close, lock and barricade the doors (using chairs, tables, desks, etc.)
- Cover the windows and turn off all audiovisual devices
- Turn off all lights
- Stay away from the doors and windows
- Take position along a wall (preferably a solid wall) and stay quiet to avoid being seen or heard by the armed individual
- Lie on the ground and take shelter behind something
- If several people are sheltering in the same location, spread yourselves out so that you are not easy targets.
- If it does not put you in danger, call 911 as soon as possible
- Do not open the door for any reason, even if the voice is familiar to you
- Be patient and wait for police officers to evacuate the building