



TENANT MANUAL

PrincesCourt



Welcome

As a tenant of Princes Court, you, your employees and your visitors will get the royal treatment! At six storeys tall and with 64,000 square feet of premier commercial lease space, Princes Court is a landmark property that acknowledges our country's colonial architecture in its impressive glass etchings.

Its location in the capital is also rich in history; Princes Court neighbours the National Museum and Art Gallery, Memorial Square and the National Centre for the Performing Arts (NAPA), which was built on the site of the former Princes Building. This was known for years as "The Little Savannah", a beloved city landmark for over a century.

To help you and your staff familiarize yourselves with your princely quarters, we've put together this useful manual that tells you everything you need to know about Princes Court and how it operates.

PRINCES COURT: TAKING ITS PLACE IN TRINIDAD HISTORY

The modern-day Princes Court is a nod to the old Princes Building, which was originally commissioned at a cost of \$76,800 with the mandate of being ready for a visit by the Duke of Edinburgh in 1861. That royal visit never materialised, but the building was still put to good use – its ballroom hosted many fashionable society galas, theatrical productions, receptions and bazaars over the decades – it was even the venue for the inaugural Trinidad and Tobago Music Festival.

Some areas of the building were used to house classrooms (it is not widely known that Queen's Royal College actually began operating at the Princes Building, only moving to its present spot in 1904) and offices, but perhaps its most popular use was as the home of the late Lord Kitchener's Calypso Revue Tent.

The Princes Building was destroyed by a fire in 1977, but its grounds continued to facilitate public sporting activities such as lawn tennis until the location was earmarked as the site for NAPA.

In the midst of this history stands Princes Court, which mixes elements of historical Trinidad with the modern. Completed in 2002, Princes Court, in comparison to its predecessor, was constructed with a budget of about \$48 million. Its façade of subtle etched glass renderings salutes the monumental classical order from which the building's design was derived, with inset panels of local vernacular architecture at its base, but one of the most inspiring aspects of the property is that tenants and visitors can enjoy stunning views of the city of Port of Spain.

Of course, the building is still downtown – which is one of the reasons there is full basement parking (with additional space at ground level) and a rooftop entertainment terrace, making the accommodation both spacious and comfortable. A state-of-the-art Building Management System (BMS) monitors the Princes Court's energy efficiency and security systems.

Read on to learn more about the perks of your royal address...



Who's Who and What They Do

LANDLORD

That's us – RGM – and we are responsible for the premises as well as the health and safety of its occupants.

FACILITIES MANAGEMENT

Responsible for coordinating drills and evacuations, ensuring that building standards are upheld and that support equipment is well maintained and operational.

FLOOR WARDENS

Ensure that in the event of an emergency, all occupants of the building are evacuated in a timely and efficient manner, including those that are differently able. The Wardens are the main contact between tenants and property managers.

SECURITY OFFICERS

Monitor entrance and exit points, alert and give the appropriate advice to the Property Managers.

TENANTS

That's you – and we ask that you continue to be supportive of the Wardens as they carry out their duties (e.g.: in emergency situations, drills, inspections, etc.) Personnel must be aware of the identity of their respective Floor Wardens and their alternates.

VISITORS

Should be aware of the evacuation procedures and muster points.

KEEPING YOU COMFORTABLE

We've made provisions to ensure that our tenants are well taken care of, including the provision of key housekeeping services such as the mail delivery, garbage disposal and loading bays for company deliveries. Please note that any changes that you would like to make to your specific area (from electrical to furniture) must be approved by RGM in order to ensure that they are in keeping with both industry standards and the safety regulations of the building.

Princes Court is run using a Building Management System and can be monitored remotely, whereby problems can be analysed and fixed online. If any property maintenance issues arise in your space, please call the Servus Helpdesk (find the number in the Who to Call section) to log your query. We will do our best to respond within a four-hour time frame. This convenient service is provided to our tenants through RGM's property management firm, Servus Limited.

GETTING YOUR BEARINGS

On every floor of the building, you will find:

- One set of male and female washrooms, as indicated in blue and pink.
- Two elevators for your convenience, as indicated in green.
- Two stairways, as indicated in orange. The central internal staircase is for daily normal use; the stairwell on the exterior are is for emergency use only.

On the basement level:

- Two elevators, as indicated in green.
- One exit stairway in the elevator lobby, as indicated in orange.

POLICY

You are asked to respect the building's Parking Policy and conform to the following guidelines:

- Park in designated areas only.
- Reverse parking only.
- Observe the speed limit (15 km/h) when driving in the basement car park.
- Do not tailgate vehicles in and out of the basement.
- Do not allow anyone else to use the access card assigned to you.
- Do not allow unauthorised personnel in the basement car park.
- Do not double park, park in the aisles or against any of the walls of the basement.
- Do not leave your vehicle idling for extended periods of time.

- In the event of an emergency (personal or vehicular), which requires you to park illegally in the basement, kindly contact the building's Facilities Manager.

PENALTIES

Persons parking without authorization, in spots otherwise assigned to other tenants of the building, will result in the following course of action being taken:

1. An attempt would be made to locate the offending driver and instructions given to immediately remove and relocate their vehicle. RGM's database of tenant vehicles is very limited in this regard and therefore communication will be sent to our tenant representatives to urgently communicate with their employees to identify the offending driver. RGM will then keep a record of the offending vehicle/driver for future reference should there be a repeat violation by the individual.
2. Two-time violators will be contacted through their employer and a flyer notice will be affixed to their vehicle notifying them of the violation and reminding them of the penalty for future violations.
3. Offenders who for a third time park in an unauthorized tenant assigned spot will have a sticker affixed to their vehicle's windscreen notifying them that they have again ignored the tenant parking policy and that further infractions will result in the restraining of their vehicle.
4. Drivers who continue to flout the tenant parking policies and continue to park incorrectly in other tenant's assigned car spots will have their vehicles restrained (booted) on the fourth such violation. This boot consists of a restraining device that is placed on the wheel of your vehicle preventing it from being safely driven. Persons who cause their vehicle to be restrained in such a manner will be required to present themselves to RGM or its agents in order to have the boot device removed from their vehicle. The procedure for requesting the removal of the restraining device is outlined below. Should further punitive action be required at that time, it will be so taken and communicated to the driver and their employer.

RESTRAINED VEHICLE RETRIEVAL PROCEDURE

Individuals who have repeatedly violated the parking policy and have had their vehicle restrained, will be required to present themselves along with valid ID, to the building's on site facilities management office between the hours of 8:00am and 4:00pm in order to have the restraining device removed. For enquiries outside of these hours, persons should direct their request to have their vehicle

released via phone to the Control Room in Albion Plaza or to the RGM Manager – Facilities Services at the following contact numbers:

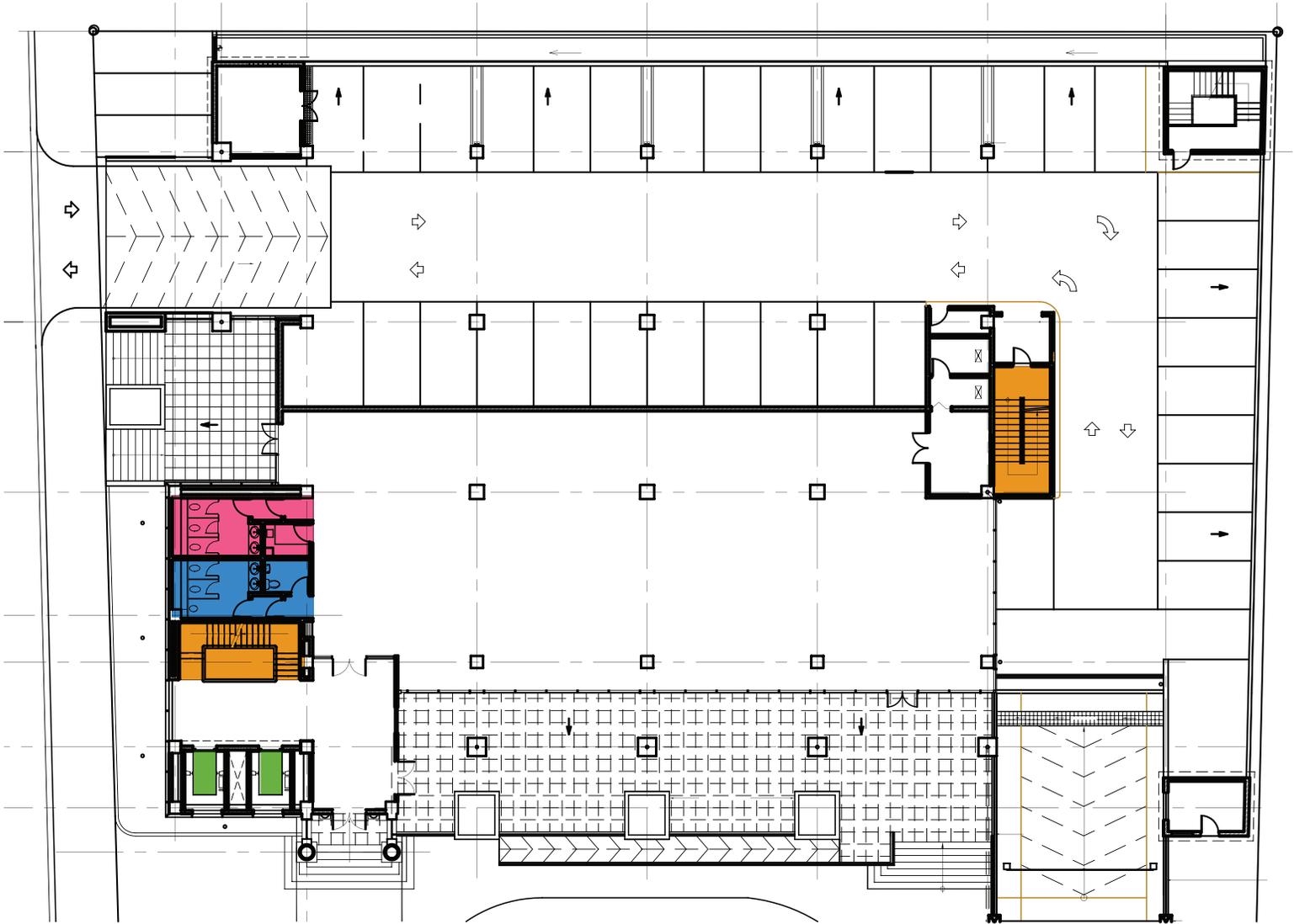
Control Room 623-6681 or 468-1670

RGM Manager – Facilities Services 310-0303

In the unlikely case of a tenant not adhering to these guidelines, RGM reserves the right to take actions that may include: restraining vehicles in violation, restricting that individual or vehicle from parking on the property, affixing a notice on the driver's car to notify them of violation, or any other remedies available by law.

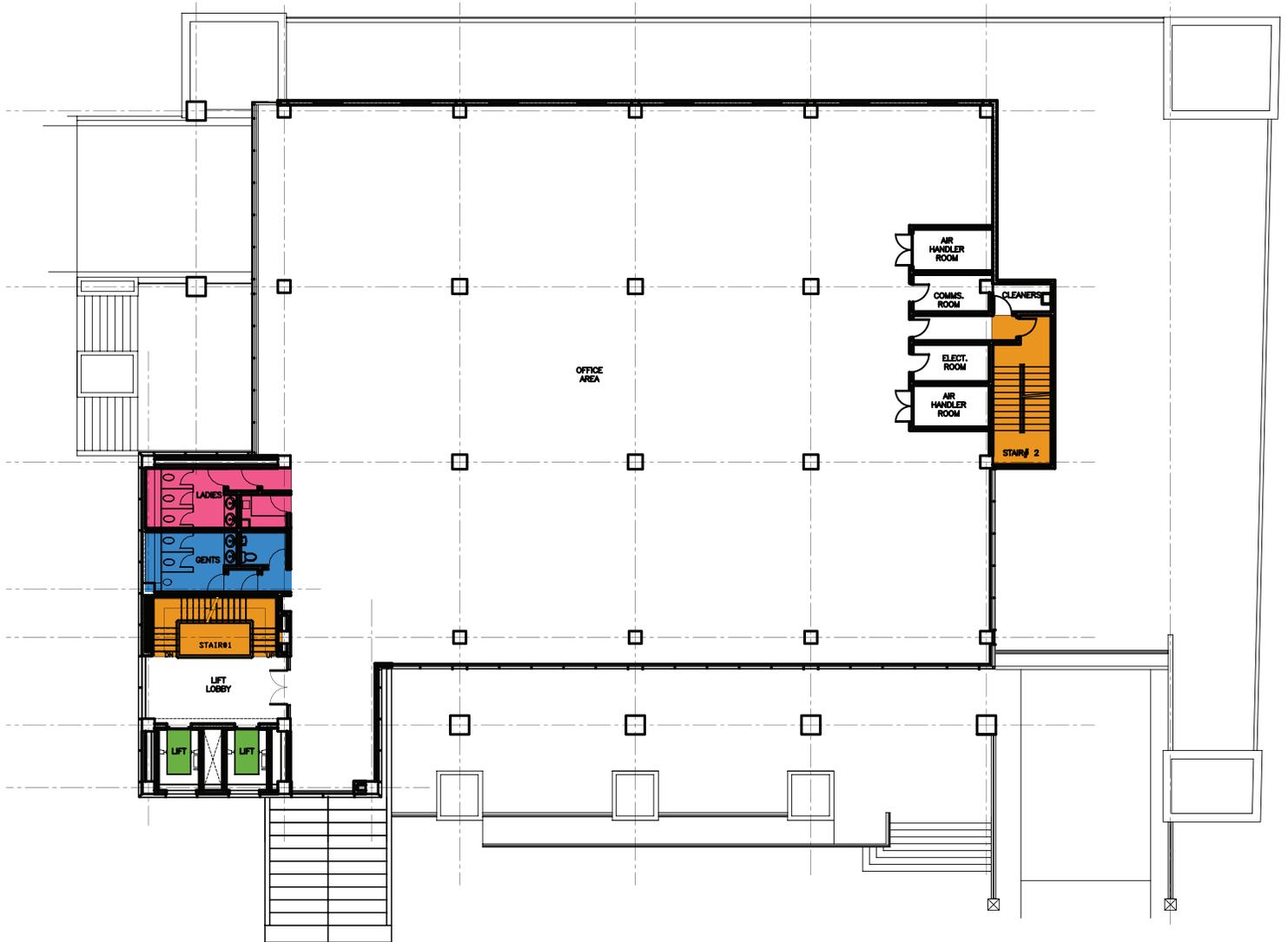
TENANTS

Your car spots are assigned by the Facilities Manager and marked by a sign bearing your company's name.



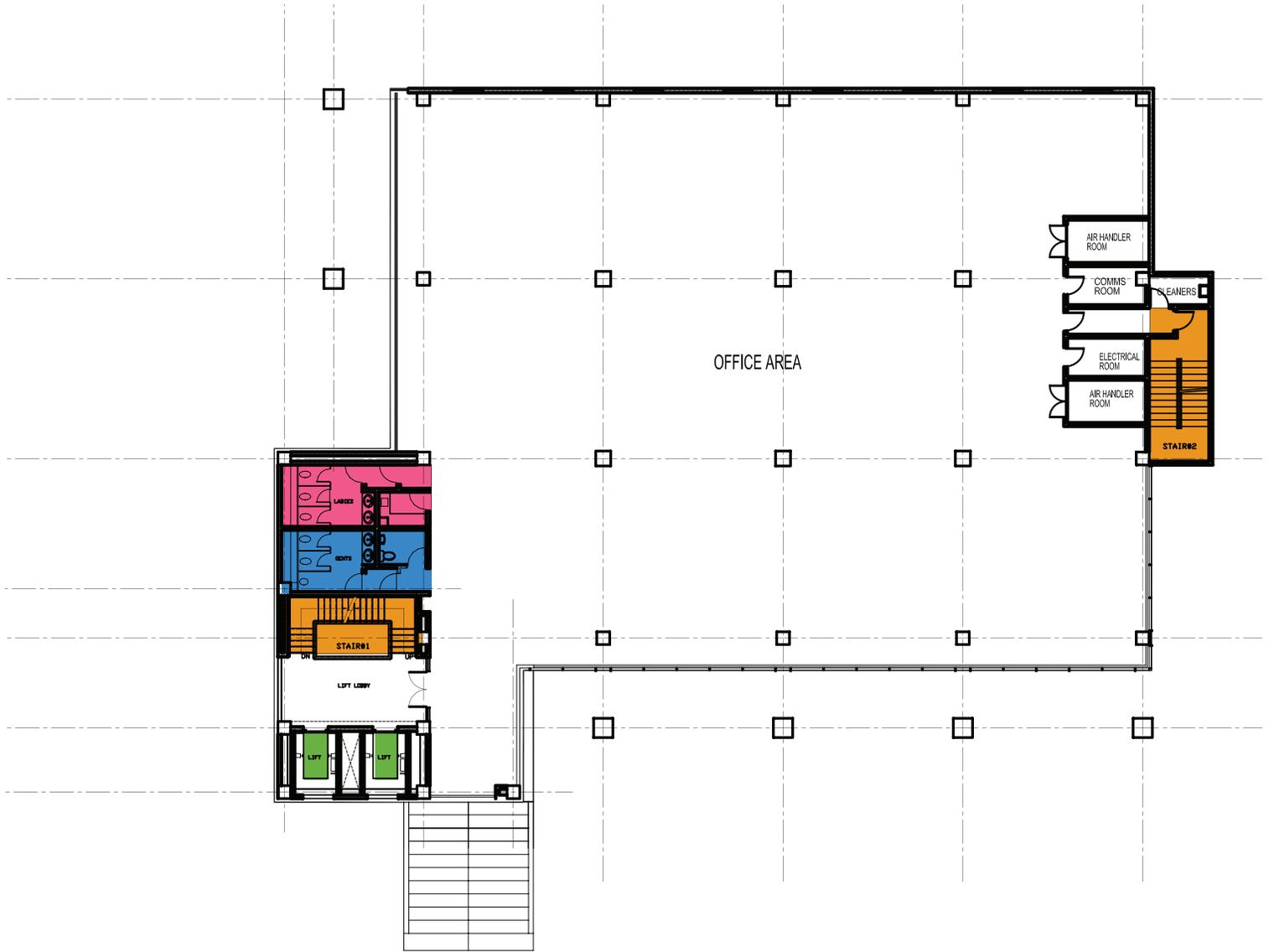
Ground Floor

-  FEMALE BATHROOMS
-  MALE BATHROOMS
-  ELEVATOR
-  STAIR ENTRANCE/EXIT



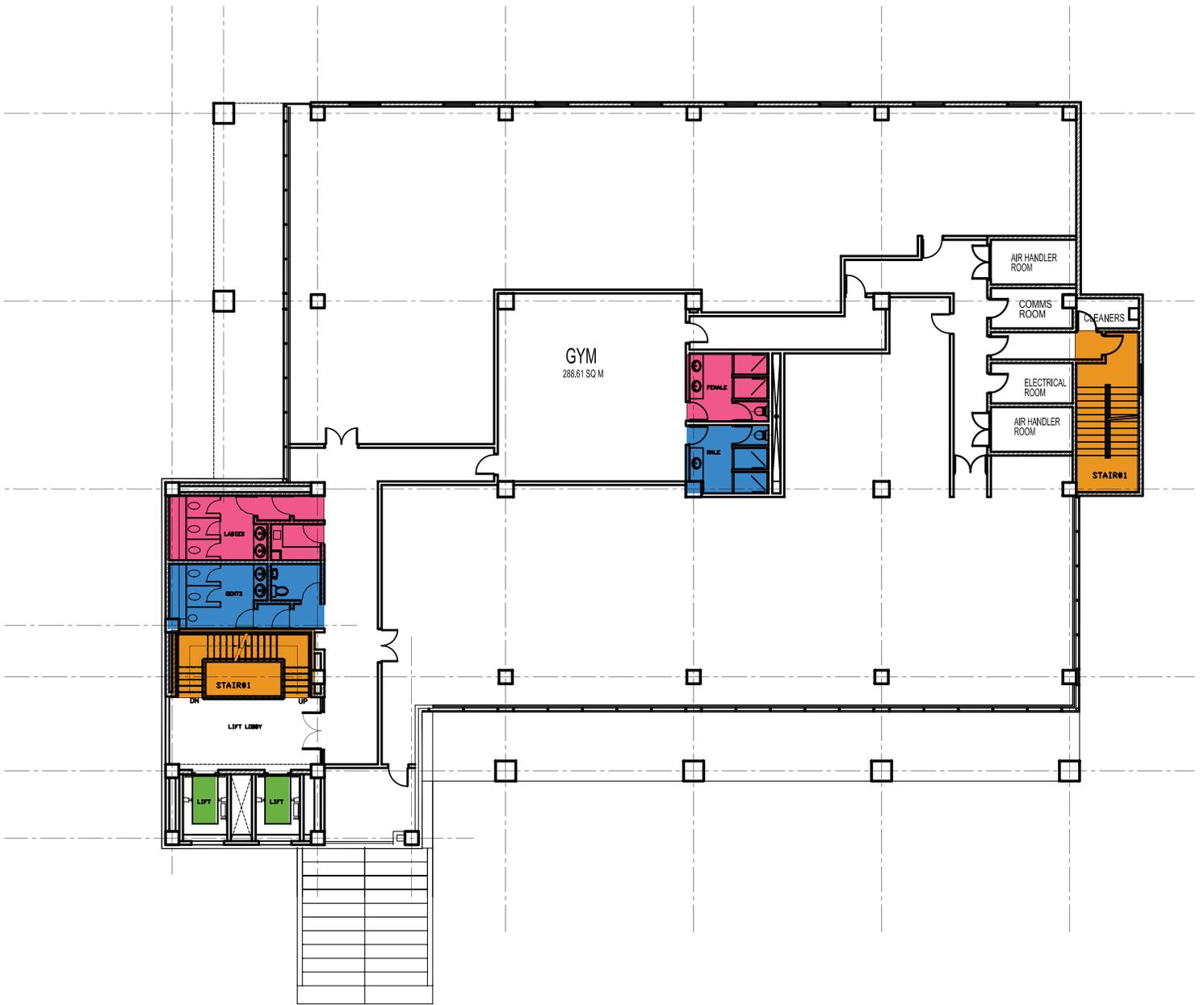
1st Floor

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



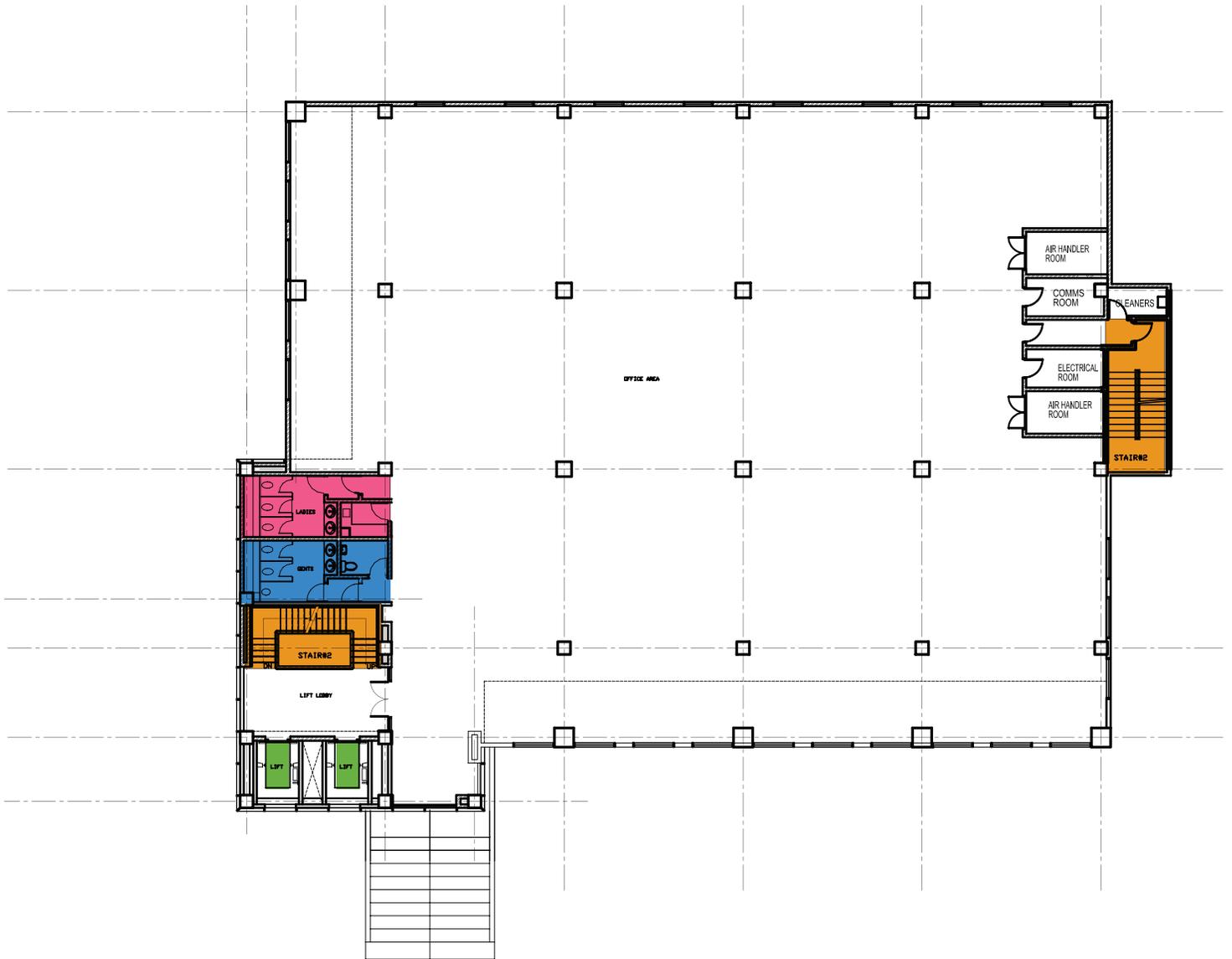
2nd Floor

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



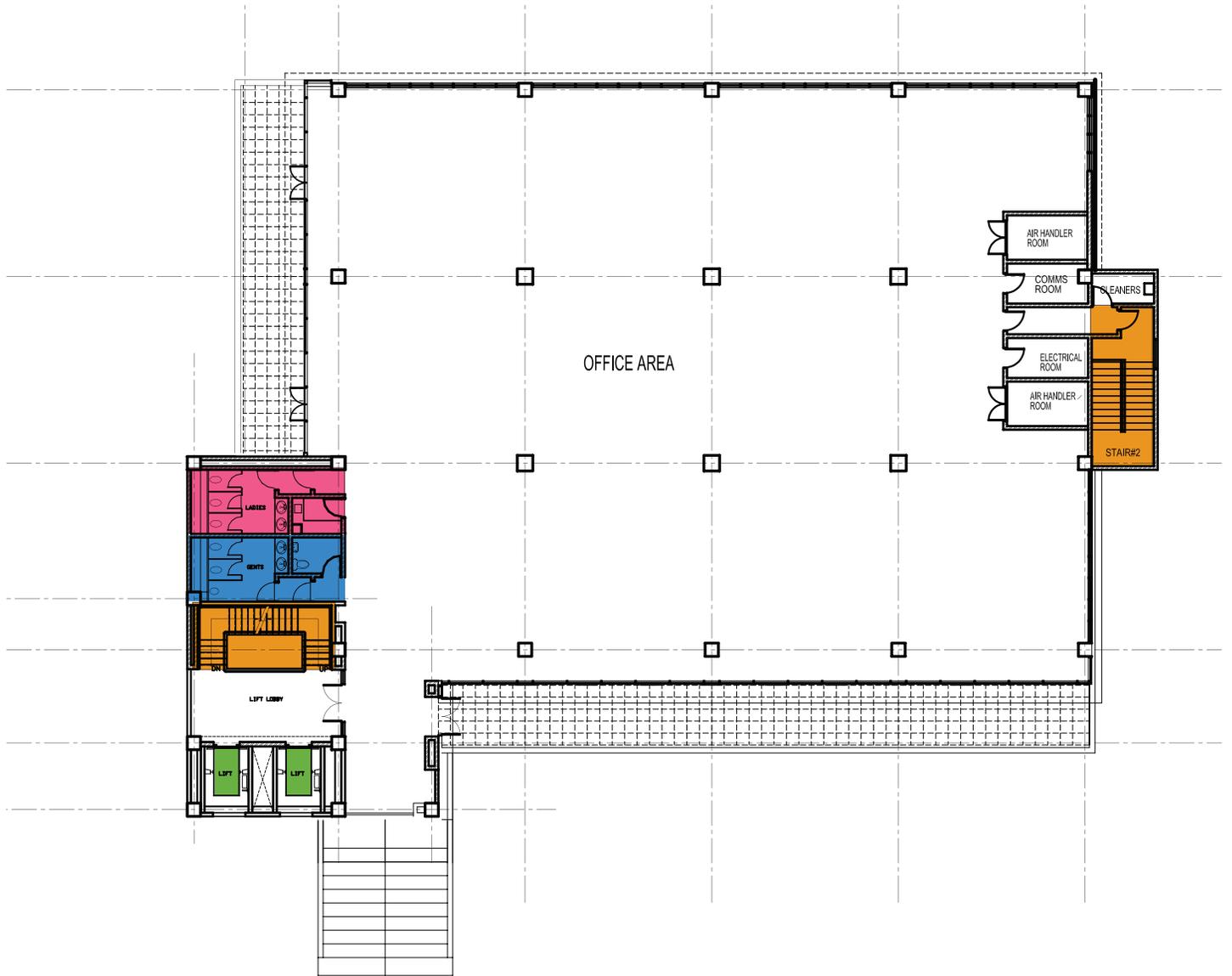
3rd Floor

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



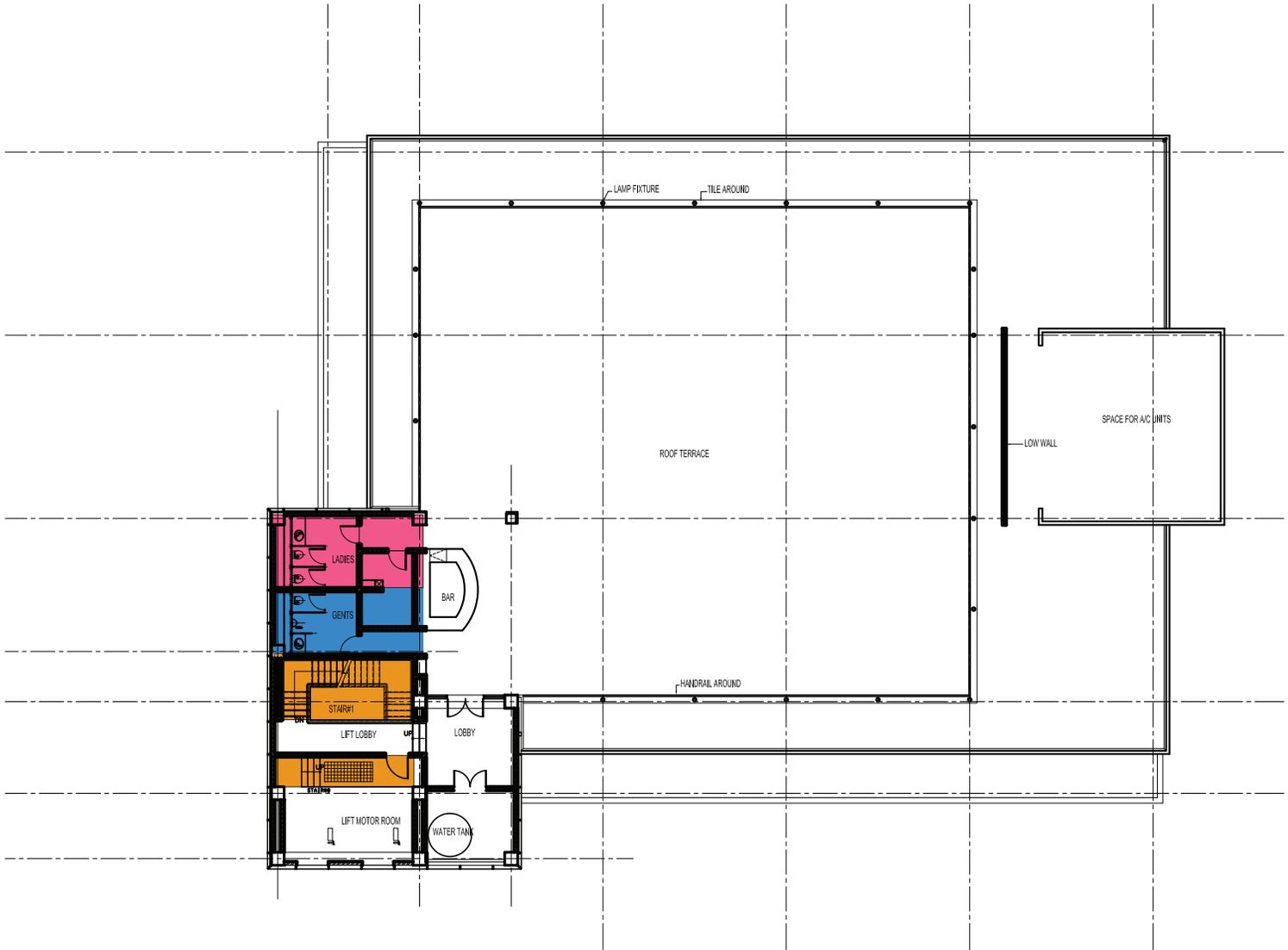
4th Floor

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



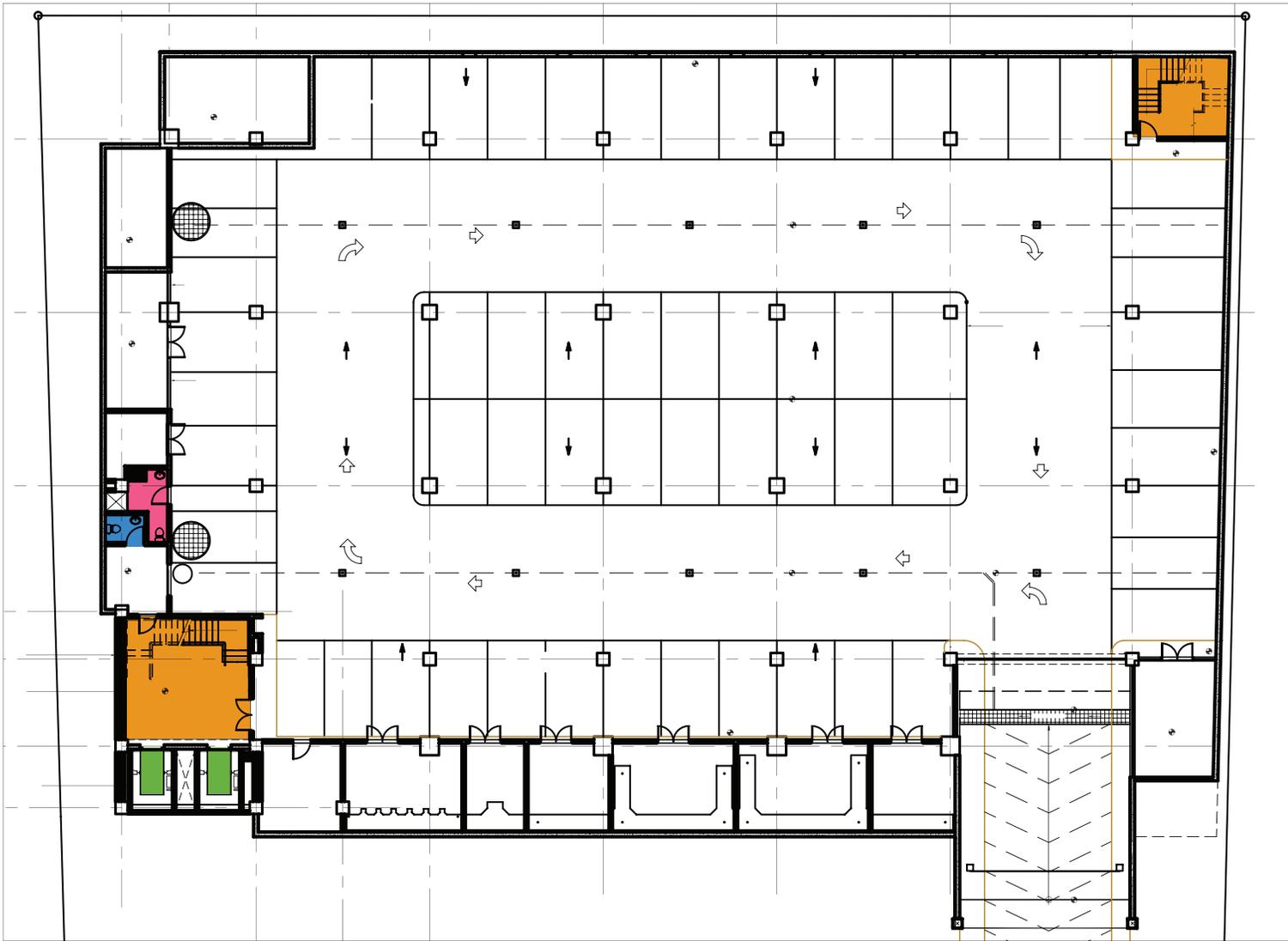
5th Floor

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



Roof Plan

- FEMALE BATHROOMS
- MALE BATHROOMS
- STAIR ENTRANCE/EXIT



Basement Plan

- FEMALE BATHROOMS
- MALE BATHROOMS
- ELEVATOR
- STAIR ENTRANCE/EXIT



Who to Call

IMPORTANT NUMBERS YOU SHOULD ALWAYS HAVE HANDY

NEWTOWN CENTRE

Servus Princes Office	623.9470
Front Desk	624-2916 Ext. 5357
Facilities Manager	791.4305 (Nyon)
CRO	623.6681

RGM

RGM HSE Advisor	299-7307
RGM Facilities Manager	625.6505 Ext. 27
RGM Office	625.6505
Control Room Operator (CRO)	623.6681 (24 hours)

PROTECTIVE SERVICES

Police	999
Fire Services	990
EHS (Ambulance)	624.4343
Office of Disaster Preparedness	628.8042/5
The Meteorological Office	669.5465 669.3964



Tenant Listing

TENANTS

Atlantic LNG	624.2916
Home Mortgage Bank	625.4972
Niko Resources	627.4440
Trinidad & Tobago Securities & Exchange Commission (SEC)	624.2991

Evacuation Routes



PRINCES COURT

Muster Point



Communication

ALL EMERGENCY INSTRUCTIONS, NO MATTER WHAT THE CAUSE

(e.g.: fire, bomb threat, hurricane) will be communicated as follows:

1. Notices will give explicit information and instructions on the procedure to be followed in the event of different emergency scenarios.
2. These notices, which affect staff, contractors and visitors, will be posted in general areas throughout the premises.
3. All Floor Wardens will be given a list of their responsibilities.
4. Basic layouts for each floor will be provided, indicating the location of key areas such as fire exits, fire pull stations and fire fighting equipment.



Security

THE BUILDING'S SECURITY SYSTEM IS MULTI-DIMENSIONAL – in addition to security guards who are dedicated to patrolling Princes Court, the premises and its immediate parameters are monitored by a Closed Circuit Television (CCTV) system, located at all points of entry.

In addition, there is an access control card system: all authorized tenant employees will be assigned an access card, which allows entry into the building through designated areas (e.g.: your office space and basement parking).

To make the security process less intimidating to visitors while providing tenants with the highest level of protection, Princes Court has a “meet and greet” policy, whereby the receptionist at the Front Desk will notify your offices to advise of a visitor's arrival – we usually ask that a member of staff come to collect the visitor. The visitor will also be requested to sign in with the receptionist.

For matters of security, please contact the Control Room Operator. The number is listed in the *Who to Call* section.

ACCESS TIMES

- Princes Court main lobby doors are open from 6:00 a.m. – 10:00 p.m.
- The A/C is supplied to each floor on a daily basis between the hours of 5:00 a.m. – 10:00 p.m. unless otherwise requested.
- The A/C is switched off from 10:00 p.m. – 3:00 a.m. daily.
- The building's elevators are fitted with an intercom system that is directly connected to Security.

IN THE EVENT OF A SECURITY BREACH (ROBBERY/ASSAULT):

1. Keep calm and avoid a confrontation with the assailant; do NOT try to overpower him.
2. As far as is reasonable, follow the instructions given by the assailant.
3. Memorize as many details as possible (e.g.: the assailant's physical description, mode of operation, direction of escape and how many of them there were).
4. Report the incident to the senior Security Officer on duty, the Servus/Princes Court Office, the Control Room Officer and the Police as soon as you are able to do so. (Numbers are listed in the *Who to Call* section).
5. Cooperate fully with the Police Service with respect to their investigation.

WHILE AWAITING THE ARRIVAL OF THE POLICE:

1. Wait in a safe area on the premises (e.g.: the Security Office).
2. Preserve any physical evidence you may have and avoid touching any surface the assailant may have touched.

RESPONSIBILITIES OF KEY PEOPLE IN THE EVENT OF A SECURITY BREACH:

The Control Room Operator should:

- Diligently monitor the building's security cameras

If he witnesses a robbery in progress, he should:

- Call the Police immediately.
- Alert the ground floor lobby staff and take steps to have the area monitored and (where appropriate) secured.
- Alert the guard at the rear of the building and take steps to have the area monitored and (where appropriate) secured.
- Take the necessary steps to deal with the situation without jeopardizing the safety of staff, contractors and visitors.
- Always take the safer course of action, even if that means allowing the perpetrators of the crime to escape.

Outside of normal working hours The Control Room Officer will:

- Assume the responsibilities of an Assistant Manager.
- Promptly contact the Facilities Manager to report any emergency. (Numbers can be found in the *Who to Call* section).

The Security Officer should:

- Assess the situation and exercise good judgement in any action he takes.
- Always act in a way that will ensure the safety of staff, contractors and visitors.
- Take note of the description of the assailant, his mode of operation and direction of escape, as this information will aid the Police in their investigations.



Emergency

IN CASE OF EMERGENCY

This is one section of the manual we hope you'll never have to use, but just in case the unexpected happens, it's a good idea to be familiar with the proper procedures of the building. The procedures outlined here are not meant to negate any existing emergency response procedures that tenant companies may have developed on their own; in fact, each company is free to follow its own guidelines. However, if there is any area in which you notice a potential conflict between your company's procedure and that of the building, please report the discrepancy to the **RGM HSE Advisor**, who will work quickly to resolve the issue in a mutually beneficial manner.

The bottom line is that we want everyone to be safe in an emergency situation, so in this spirit, we ask that each company that occupies our building provide RGM with the name of a nominated company representative who is authorised to:

- Review this manual in detail.
- Accept its content as being consistent with his/her company's policies and procedures.
- Effectively communicate key sections of the manual to company staff.

RGM will provide each company representative with a copy of the manual, issuing updates and amendments as needed. If you have any questions or concerns regarding this manual, please contact **RGM's HSE Advisor**. All important contact information is contained in the section *Who to Call*.

Please understand that this manual could not possibly cover responses to every possible emergency scenario, but we are confident that the ones that are included will certainly reduce unnecessary risk and ensure safety.



Medical

MEDICAL EMERGENCIES

Should anyone in the building need medical attention, alert the Floor Warden, who will immediately make the necessary arrangements (administering First Aid, calling an ambulance, etc.) ALL medical emergencies should be reported to the Facilities Management Team and the HSE Advisor.

Staff should further ensure their own health and safety by advising their Line Manager or Supervisor of any medical conditions they have – such as asthma or epilepsy – that may warrant specific medical attention and equipment.

IN THE EVENT OF AN INJURY OR ILLNESS:

1. Call the Princes Court Facilities Management office or Facilities Manager. (Contact numbers can be found in the *Who to Call* section).
2. Provide the following information:
 - Your exact location in the building
 - The nature of the medical emergency (e.g.: a co-worker has collapsed and is having difficulty breathing).
 - What you need (e.g.: an ambulance).
3. Keep the telephone line open until help arrives and use the speakerphone feature if possible.
4. If YOU are the one in distress and are unable to follow the above procedure, ask someone close by to do it for you.
5. If you are unable to use a telephone, activate the nearest fire alarm – a Floor Warden is sure to come to your aid.



Other **Emergency** Situations

RGM may not be able to predict every possible eventuality, but we certainly can be prepared. Here are handy tips on how to deal with an array of other emergency situations...

TECHNOLOGICAL GLITCHES

If the Elevators become stuck or lose electrical power:

1. Press the emergency call button and use the intercom to contact security personnel.
2. Never try to pry open the doors or panels.
3. Move back from the door and await assistance – the Facilities Manager, his Assistant or Security personnel will have the doors opened and come to your assistance.

If the Elevators jerk, slow down or make unusual noises:

1. Get off at the nearest floor.
2. Report the problem to the Servus Helpdesk immediately and inform Security. (Contact numbers are listed in the *Who to Call* section).

If there is loss of electrical power to the building:

1. The building's generator will automatically start and provide emergency lighting and power.
2. The Facilities Manager/Security Officer will check the lifts in the event that they are affected.
3. The main air-conditioning systems will be interrupted.

NATURAL DISASTERS

HURRICANES

A hurricane is usually a predictable event – decisions regarding dismissal of staff will be based on advisory communication from the Meteorological Office at Piarco International Airport, as well as the National Emergency Management Agency and mainstream media broadcasts. RGM reserves the right to mandate that all tenants vacate the premises based on the company's understanding of the potential threat.

In case of a hurricane warning the Facilities Manager will:

1. Secure the building from flying debris.
2. Ensure that all perimeter drains are clear of debris.
3. Keep in touch with the Meteorological Office (refer to the *Who to Call* section) to periodically check the status of the storm.

EARTHQUAKES

While earthquakes usually occur without warning, they are, more often than not, short in duration. It is always the safer option not to try to evacuate the building immediately, since the staircases may prove unreliable as you try to exit. Instead, stay away from all windows and walls. Get under a desk, table or other sturdy piece of furniture while waiting for the tremors to stop, taking special care to avoid being in the path of heavy objects that may become dislodged and fall on you. If the tremor is severe and the building suffers structural damage or fire breaks out, the emergency could assume proportions similar to a fire or bomb threat.

If necessary, evacuate the building as follows:

1. Do NOT panic.
2. Leave everything and walk – don't run – to the fire exit closest to you, under the supervision of your Floor Wardens.
3. Floor Wardens should make thorough checks (in their respective spaces) on their way out to ensure that everyone has been evacuated.
4. Do NOT lock office doors upon your departure, as this will prevent proper search and rescue; all electronic locks are designed to automatically disengage in an emergency.
5. Do NOT use the elevators, since in the event of an emergency, all lifts automatically descend to the ground floor and remain open.

6. Be aware that the air-conditioning system will automatically shut off.
7. Use the fire escape located on the western end of the building and the emergency exits ONLY to ensure a quick and safe evacuation of the building. Hold on to the handrails.
8. If you are in the basement (car parks) at the time the alarm sounds, use the exit located at the southwestern corner of the basement car park; from here, proceed to the Muster Point.
9. Muster Area is the Atlantic Car Park on Abercromby Street (to the south of building).
10. At the Muster Station, the Floor Wardens (or their alternates) will do a head count of everyone in their care.
11. Should someone be missing, it must be brought to the attention of the Facilities Manager, who will initiate a search in conjunction with the relevant authorities.
12. After the tremor, the Facility Manager will have the building structure, equipment and utilities checked for integrity.



Health and Safety

RGM LIMITED HEALTH AND SAFETY POLICY STATEMENT

RGM Limited is committed to providing and maintaining a safe work environment for all employees, clients, contractors and visitors who may be affected by our operations. Our minimum acceptable standard for HSE performance is reflective of the relevant legislation in the territories in which we operate.

- All accidents and incidents will be reported and investigated; lessons learned will be used to prevent repeat occurrences.
- Our employees and relevant personnel are required to follow RGM Limited's Safety Management System at all times.
- We will monitor and review the effectiveness of this Safety Management System, making continual improvements where necessary.
- We will ensure that our employees, contractors and sub-contractors are competent for the task that they are required to perform.
- Where there is a conflict or different approach to either the management of HSE or the Safety Management Systems between RGM and others working on our site, we will adopt mutually agreed changes, once they do not increase the levels of risk.
- We will provide assurances to our tenants that all work undertaken by RGM, our contractors or by other tenants or their contractors (where applicable), is controlled within acceptable HSE risk levels.

This policy will be reviewed as required by the operational undertakings of RGM Limited, but not less than once every three years.

Chief Executive Officer

8th August 2008.



Drills

Although they may seem to be a great inconvenience to your productivity at times, emergency drills should be adhered to and treated seriously. These drill sessions will be held at least twice annually. When the alarm sounds, all personnel are expected to evacuate the building in accordance with the agreed procedure.

Consider these drills practice sessions for the real thing, the purpose of which includes:

- Allowing personnel to walk through the required procedures without risk of injury or the element of surprise.
- Stressing the importance of emergency awareness.
- Testing alertness and response to alarms.
- Evaluating the responsiveness of the staff, contractors, visitors and Floor Wardens.
- Gaining familiarity with emergency evacuation procedures.
- Identifying potential weaknesses in the emergency evacuation procedures.



Electrical Safety

The entire complex is powered by two transformers (on a common meter) located in the basement of Princes Court. The system caters for a stand-by generator in the event of a power failure and takes 10-15 seconds to initiate the backup power system. Utilities served by the generator include:

- Air handlers
- Water pumps
- Power outlets
- Lighting in emergency stairwells
- 33% of the general lighting
- All elevators

The building is also equipped with flood sensors, located in all wash-rooms, which automatically shut off any leaking lines, as well as a lighting protection system that ensures the safety of both the building and the hundreds of people who use it.

PORTABLE ELECTRICAL EQUIPMENT:

Please note the following requirements for any catering services your company may use on site:

- No open flames are allowed on the premises.
- Food must therefore be pre-cooked before being allowed into the building.
- Food warmers that utilize open flames will also not be allowed on the premises.
- Staff will be allowed the use of electrical food warmers in approved spaces.
- All equipment must be in good working order.
- Attachments to equipment (e.g.: plugs, receptacles, cover plates and cord connectors) shall be maintained such that:
 1. There are no cracks exposing energized conductors and circuit parts.
 2. There are no missing cover plates.
 3. Terminations have no stray strands or loose terminals.
 4. There are no missing, loose, altered or damaged blades, pins or contacts.
 5. The polarity is correct.



Fire

Rest assured that our electronic fire detection alarm, which consists of smoke and heat detectors, manual pull stations, sprinklers and reel hoses which work in combination with the fire detection system, is designed to meet international NFPA standards.

Everyone should be familiar with the building's floor layout in order to know the fastest way to proceed to the fire exits. There is an evacuation plan posted in the lobby of each floor.

We would like each company in our building to nominate two (2) people as Floor Wardens specifically for your office, who will ensure that your company's staff becomes familiar with the emergency procedures. Please contact the Princes Court | Servus Office or the Facilities Manager to let us know the names of your Floor Wardens. In case of emergency, contact the Control Room Operator (CRO). Relevant contact numbers are listed in the section Who to Call.

RGM will be responsible for liaising with the Trinidad and Tobago Fire and Police Services to ensure that they are aware of the existence of the fire alarm system and the evacuation procedures for the premises.

PREVENTION

In order to reduce to likelihood of a fire, we encourage you to cultivate safe habits, such as proper maintenance of equipment and enforcing the following precautions:

- Do NOT use electrical extension cords permanently (they are for temporary use only).
- Do NOT bend or crimp electrical cords, or use faulty ones.
- Faulty electrical cords must be immediately replaced.
- Keep your work area free of any materials that are capable of sustaining fires.
- Ensure that waste paper bins are emptied regularly.
- Respect the building's No Smoking policy. Smoking is prohibited within the confines of the building; it is permitted only in designated

areas, i.e.: on the balconies and outside of the building. Please use the ash-trays provided.

- Flammable liquids (e.g. gasoline, paint, thinners etc.) are NOT to be stored on site without RGM's knowledge and approval. In such cases, we will carry out an appropriate risk assessment prior to granting approval for such storage.

PULL STATIONS

Strategically located on each floor, these are RED activation devices with "FIRE" marked in WHITE. They are used to set off the alarm manually – activating only one Pull station sets off the entire system.

- Bells and flashing strobe lights are strategically located on each floor and will sound and flash when the alarm is activated.
- All units are connected to a Master Control Panel, located in the Security Room in the basement Lobby area, and are monitored on a 24-hour basis.
- Once an alarm is activated, the panel will indicate the precise location and method of activation.

ESCAPE ROUTES AND EQUIPMENT

The emergency equipment provided must be adequately maintained in order to be effective. We therefore ask you to help ensure that:

- Fire fighting equipment (e.g. hose reels and fire extinguishers) is kept clear and free from obstruction.
- All fire escape doors are kept unlocked and free from obstruction; they should all be fitted with Push Bars for easy access to a safe exit route.
- Your personnel are trained in the proper identification and use of the fire extinguishers.

FIRE DETECTION

If you discover the presence of a fire (look for signs of unusual heat or the smell of smoke) that is not picked up by the heat or smoke detectors, please:

- Immediately trigger the Pull Station closest to you. This will alert the Control Room personnel, who will notify the Fire Service and an on-site Fire Warden.
- The Fire Warden will then make a preliminary investigation.
- If the fire is small (e.g.: contained in a waste paper basket), use the nearest fire extinguisher and put it out. The fire must be reported and investigated by management and the findings shared with all parties affected.
- If the heat or smoke detectors sense a fire, a signal will be transmitted to both the Master Control Panel and the Building Management System, automatically activating a series of bells and lights on each floor to signal the evacuation of the premises.

WHENEVER AN ALARM SOUNDS ALL PERSONNEL ARE REQUIRED TO EVACUATE THE BUILDING.

1. Do NOT panic.
2. Leave everything and walk – don't run – to the fire exit closest to you, under the supervision of your Floor Wardens.
3. Floor Wardens should make thorough checks (in their respective spaces) on their way out to ensure that everyone has been evacuated.
4. Do NOT lock office doors upon your departure, as this will prevent proper search and rescue; all electronic locks are designed to automatically disengage in an emergency.
5. Do NOT use the elevators, since in the event of an emergency, all lifts automatically descend to the ground floor and remain open.
6. Be aware that the air-conditioning system will automatically shut off in order to minimize fire and smoke dispersion.
7. Use the fire escape located on the western end of the building and the emergency exits ONLY to ensure a quick and safe evacuation of the building. Hold on to the handrails.
8. If you are in the basement (car parks) at the time the alarm sounds, use the exit located at the southwestern corner of the basement car park; from here, proceed to the Muster Point.
9. Muster Area is the Atlantic Car Park on Abercromby Street (to the south of buildings).
10. At the Muster Station, the Floor Wardens (or their alternates) will do a head count of everyone in their care.
11. Should someone be missing, it must be brought to the attention of the Facilities Manager, who will initiate a search in conjunction with the relevant authorities.

RESPONSIBILITIES OF KEY PEOPLE IN THE EVENT OF A FIRE

The Security Officer should:

- Examine the fire control panel to determine the floor and area from which the signal was emitted.
- Call the Fire Services, either as an advisory or to request response as necessary.
- Initiate checks in the area indicated on the alarm panel.
- Contact the Facilities Manager and Control Room Operator and inform him/her of the findings. Numbers can be found in the Who to Call section.

- Coordinate the safe evacuation of all personnel from the building to the Muster Station in conjunction with the Floor Wardens.
- From a safe distance, ensure that no one enters/re-enters the building. This protocol must be maintained until the Emergency Responses Services takes control of the situation.

The Control Room Officer should:

- Contact Facilities Management, Building Management and the Emergency Response Services.

The Facilities Manager should:

- Contact the Trinidad and Tobago Fire Service (contact number is in the Who to Call section).
- Report the fire, giving the company's name and its exact address and, if known, the location of the fire within the building.
- Assist in the evacuation of staff.

The Floor Wardens should:

- Assist the Building Management Team in the event of an evacuation.
- Be familiar with all the exits for their area and direct people to the nearest available emergency exit and then to the Muster Station.
- Ensure that the evacuation is conducted in a safe and orderly manner until their respective floors are clear of all personnel.
- Help avoid bottle necking during the evacuation.
- Exit the building themselves via the nearest emergency exit and proceed to the Muster Station.
- If necessary, act as Head Floor Warden and be the first point of contact with the emergency services upon their arrival.
- Conduct a role call at the Muster Station to account for everyone who was in the building prior to the evacuation, including contractors, visitors and staff.
- Liaise with Servus personnel should people not be accounted for and/or to ascertain when it is clear to re-enter the building.
- Remember that despite their basic training, they are NOT fire fighters.

PERSONNEL SHOULD AVOID THE USE OF THE PHONE DURING AN EMERGENCY.

Fire Drill

ELEMENT OF FIRE DRILL	IN ORDER	DISCREPANCY	COMMENTS
Response to Alarm			
Contacting Emergency Services			
Confirming the Above			
Roll Call			
Assembly Point			
Returning to Building			
Parking of Vehicles			
Route of Emergency Vehicles			
Emergency Exits			
Duty Holders			
Awareness of Procedures			



Bomb Threats

RGM strives to ensure that all employees, contractors and visitors to any of our managed properties are protected from risk – and in a post-911 world, that includes bombs. All threats to our properties and the people who work there will be taken very seriously – even if they turn out to be hoaxes – which means that all incidents will be reported to the police and accompanying evacuation measures will be put into effect.

IF THE ALARM SOUNDS:

1. Do NOT panic.
2. Leave everything and walk – don't run – to the fire exit closest to you, under the supervision of your Floor Wardens.
3. Floor Wardens should make thorough checks (in their respective spaces) on their way out to ensure that everyone has been evacuated.
4. Do NOT lock office doors upon your departure, as this will prevent proper search and rescue; all electronic locks are designed to automatically disengage in an emergency.
5. Do NOT use the elevators, since in the event of an emergency, all lifts automatically descend to the ground floor and remain open.
6. Be aware that the air-conditioning system will automatically shut off in the event of an emergency.
7. Use the fire escape located on the western end of the building and the emergency exits ONLY to ensure a quick and safe evacuation of the building. Hold on to the handrails.
8. If you are in the basement (car parks) at the time the alarm sounds, use the exit located at the southwestern corner of the basement car park; from here, proceed to the Muster Point.
9. Muster Area is the Atlantic Car Park on Abercromby Street (to the south of buildings).
10. At the Muster Station, the Floor Wardens (or their alternates) will do a head count of everyone in their care.
11. Should someone be missing, it must be brought to the attention of the Facilities Manager, who will initiate a search in conjunction with the relevant authorities.

RESPONSIBILITIES OF KEY PEOPLE IN THE EVENT OF A BOMB THREAT

The person receiving the call should:

- Keep the bomb threat checklist close to the telephone.
- Immediately report the threat to the Control Room Operator.
- Contact the Security or Facilities Manager if the CRO cannot be reached.
(Contact numbers can be found in the Who to Call section).

The Facilities Manager or Security Officer should:

- Take immediate steps to assess the severity of the threat. (A good rule of thumb is that threats made by an adult voice and spoken in a calm and serious tone should be treated as authentic, in which case both Albion and Queen's Park Plazas should be evacuated).
- Begin evacuation of the premises by activating any of the Pull Stations.

The Floor Wardens should:

- Supervise the safe and orderly evacuation of the buildings.
- Be on the lookout for any unusual-looking parcels that may contain the bomb.
- Report the existence of such a package to the Facilities Manager – without touching or removing it, as it may be extremely dangerous.

Other personnel should:

- Evacuate the building.
- Report anything that appears suspicious to the Floor Wardens.

Bomb Threat Questionnaire

IF YOU RECEIVE A BOMB THREAT, REMAIN CALM AND ASK THE CALLER THE FOLLOWING QUESTIONS, GARNERING AS MUCH INFORMATION AS POSSIBLE BEFORE THE PERSON HANGS UP:

1. What is your name? _____
2. When is the device set to detonate? _____
3. Where did you put the device? _____
4. When was it put there? _____
5. What does the device look like? _____
6. What kind of device is it? _____
7. What will make the device detonate? _____
8. Where are you now? _____
9. What is your address? _____

AS SOON AS YOU CAN, REPORT THE CALL TO THE SERVUS/ALBION OFFICE.

(Find the number in the *Who to Call* section).

COMPLETE THE FOLLOWING CHECKLIST

Voice	Speech	Manner	Telephone	Background
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Child <input type="checkbox"/> Unknown	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Impeded <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/> Hesitant <input type="checkbox"/> Masked <input type="checkbox"/> Uneducated <input type="checkbox"/> Other	<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Emotional <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Pleasant <input type="checkbox"/> Raspy <input type="checkbox"/> Intoxicated <input type="checkbox"/> Other	<input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Mobile <input type="checkbox"/> Caller ID	<input type="checkbox"/> Music <input type="checkbox"/> Talk <input type="checkbox"/> Children <input type="checkbox"/> Traffic <input type="checkbox"/> Machines <input type="checkbox"/> Aircraft <input type="checkbox"/> Plant/Roadwork <input type="checkbox"/> Silent <input type="checkbox"/> Other

Call Taken

Recipient

Date: _____

Time: _____

Name: _____

Duration: _____

Telephone: _____

Number Called: _____

Signature: _____

RECORD EXACT WORDING OF THREAT BELOW

IF A SUSPECT EXPLOSIVE DEVICE IS FOUND:

1. Do not touch it.
2. Clear the area.
3. Notify your Floor Warden immediately and follow any instructions that are issued to you.
4. Prevent other people from entering the area.