



Emergency Preparedness Starts with You!

FRONT-LINE EMPLOYEE’S GUIDE TO EMERGENCY SITUATIONS

The Emergency Guide for Front-line Employees will help you prepare for, and respond to emergency situations.

As front-line employees, which some of you could be alone and/or isolated, you have daily contact with the public through our network of Service Canada Centres, Passport Offices and Outreach sites. Front-line employees also include those who conduct inspections or investigations, such as Health and Safety Officers and Investigators or Officers in Integrity Operations.

In the vast majority of these contacts, quality service is routinely provided to our clients without incident, however, when an emergency strikes, front-line employees are often the first to encounter irate, dangerous or violent clients.

Please read this guide in conjunction with the Employee’s Guide to Emergency Situations or other complementary emergency procedures that have been implemented by your management team or the Emergency and Evacuation Team (EET).

Emergency situations can be prevented and the damage reduced by being prepared.

IN THIS GUIDE YOU WILL FIND PROCEDURES FOR THE FOLLOWING:	
➤ Emergency Preparedness	➤ Shooter – Responding to the Display of Active use of a Weapon
➤ Hostage Taking	➤ Workplace Violence
➤ Lockdown	➤ Office Closure
➤ Shelter-in-place	➤ Panic Buttons/Pendants

EMERGENCY PREPAREDNESS

MITIGATE THE RISKS/THREATS BEFORE A SITUATION HAPPENS:

- **Promote workplace prevention**
 - Be familiar with your workplace (e.g. Welcome Zone (WZ)/Welcome Point (WP) if applicable, Self-help Zone (SHZ)/Assistance Point (AP) if applicable, Citizen Service Zone (CSZ), Boardrooms and Non-public Zone) and your Emergency Procedures; and
 - Report any incidents or vulnerability (suspicious objects/items) to your manager/team leader/supervisor.
- **Reduce potentials which may lead to emergency situations**
 - Clear areas of any valuables (e.g. purses, keys, and cellular phones); and
 - Remove items that could be used as weapons (e.g. scissors, letter openers or staplers).

- **Support your building emergency and evacuation team**
 - Know your work team, your Emergency and Evacuation Team (EET)¹, and your chain of command;
 - Learn your roles and responsibilities; and
 - In conjunction with your colleagues and management team, establish a “Code Word”² for emergency situations.
- **Work with your manager/supervisor/team leader to develop your emergency evacuation plan**
 - Identify existing or potential hazards and best practices in your workplace;
 - Determine a process to account for employees, clients and visitors;
 - Identify evacuation routes, rooms that can be locked, and exits;
 - Designate an emergency meeting location (consider transportation needs during community-wide evacuations);
 - Develop, review and test your plan and emergency procedures¹ for your specific workplace on a regular basis; and
 - Share the information with your team.
- **Communicate and collaborate with your teams**
 - Work with your colleagues, your emergency and evacuation team, security practitioners, emergency responders, property management, internal and external stakeholders, and other government departments/agencies to develop a communication strategy; and
 - Keep your emergency and evacuation team contact list updated and available.
- **Protect individuals, information, assets and services**
 - Follow emergency procedures to safeguard employees, clients and visitors; and
 - Protect information (e.g. lock classified documents in secure locations), assets (e.g. laptops, monitors, and cellular phones) and services to Canadians (e.g. Employment Insurance, Canada Pension Plan, Old Age Security and Passport).



¹An Emergency and Evacuation Team must be established by all Managers who are responsible for Front-line Employees. In main offices, a number of people must be trained (ideally 5 or 6 people per floor area or 100 occupants) for the emergency and evacuation team so that there are always at least two people available on site. The Emergency and Evacuation Team is responsible for emergency and evacuation activities within their respective office, including:

- develop, review and exercise the emergency and evacuation plan and procedures as required;
- update and distribute the emergency and evacuation team contact list regularly;
- provide for specific and immediate support and assistance during local workplace all-hazard emergency situations.

²A code word(s) may be established in the office to use when calling someone, which indicates that you need immediate help. Under some pretense of seeking assistance, call your manager/supervisor or a colleague using the specific emergency code word(s) to alert them of the situation in advance. For example, by asking for “Mr. Dover” to come by, you can let your colleague know that you have a situation where you need security or support without tipping the aggressive client.



Read More: Refer to [the Employee’s Guide to Emergency Situations](#) for additional information on all-hazards emergency situations.

Refer to [the Manager's Guide to Emergency Situations](#) for further details on Managers roles and responsibilities.

DE-ESCALATION OF THE EMERGENCY

If encountering an agitated client:

DO:

- **REMAIN CALM and polite.**
- **Greet every individual; maintain an open but confident body language.** Let them know that they are acknowledged as soon as they enter when possible.
- **Monitor and assist.** The first point of contact for clients and visitors is normally the Welcome Point. Individuals who do not approach the WP should be monitored and assisted by agents.
- **Assess environment.** Be aware of your surroundings and the presence of any visitor who may be a possible threat. **Avoid being trapped or cornered.**
- **Actively listen.** Stop what you are doing, keep eye contact and pay attention to body language. Allow clients a reasonable amount of time to explain their situation, and complain. Be empathetic and restate their main issues and concerns.
- **Assist the individual.** To the best of your ability assist the client to obtain what they seek, while following procedures, and offer an alternative solution if you are unable to assist the client (such as redirecting to the web or another channel).
- **Validate any deliveries or services.** Before allowing access or accepting a package from an unknown source, confirm with appropriate staff.

DO NOT:

- React to the agitated individual.
- Engage in a debate or argument with them.



While it may be easy to recognize when someone is obviously angry (e.g. red face, shouting, panting or gritting their teeth), also be aware of “quiet anger”. This may occur when someone is seething with rage underneath the surface. When someone suddenly changes their behavior patterns (e.g. from being loud and boisterous to being quiet), it may be indicators that they have resolved to take violent action.



Read More: Visit the [Dealing with Difficult/Distressed Client Behaviours](#) for additional information on how to “Dealing with Difficult/Distressed Client Behaviours”.

ADDRESSING THE EMERGENCY

Protect yourself, and to the extent possible, others safety. If you are in a life-threatening situation, **immediately CALL 9-1-1**, or use the **Panic Button** or **Pendant** (if available), **Text Message**, or an **emergency code word** to have a co-worker make the call.

DO:

- **REMAIN CALM.**
- **Set clear boundaries.** Continue the conversation only if the individual calms down (remember that the issue is not directed at you personally).
- **Obtain help.** The presence of another person can sometimes change the attitude of an aggressive client.
 - Press your panic button or pendant, if available.
 - Call your manager/supervisor or a colleague (e.g. a member of the emergency and evacuation team).
 - Tell the client/visitor, "Let me get someone to assist us", or "Let me get a file/document", or offer to get them a drink of water.
- **Remind client that aggressive behavior or violence is not tolerated.** If they have "crossed a line" with you (e.g. cursing, yelling, or "getting in your face"), **press the panic button or pendant**, be polite, but firm, and you may ask the individual to leave the premises if they do not comply.
- Report to your manager/supervisor/team leader immediately.
- Note details of incident, including characteristics of the client/visitor.
- Complete the [Security Incident Report Form](#) (ADM 3061) and any other relevant forms or reports and forward to your manager/supervisor as soon as possible.

DO NOT:

- Provoke or respond with aggression.
- Allow yourself to be intimidated.

IF THE CLIENT CONTINUES TO BE AGGRESSIVE OR THREATENING TOWARDS YOU:

DO:

- **Obtain immediate help and support.** Have a discreet means to alert your manager/supervisor/team leader and other colleagues (e.g. panic button, pendant, e-mail alerts, emergency code words by phone or using the subject line of an e-mail message) to obtain support and for them to take appropriate action as per your emergency evacuation plan.
- Explain to the individual that the manager/supervisor/team leader will call them (e.g. within 24 hours) to discuss their file.
- Keep a good distance between you and the aggressor. If necessary, use any form of barriers (e.g. furniture, office equipment) to keep the aggressive individual from coming closer to you.
- Be aware of potential weapons, or any objects that could be used as a weapon.
- If the client is not complying, try to calm them down with the assistance of your colleagues:
 - Tell the client/visitor, "Let me get someone to assist us", or "Let me get a file/document", or offer to get them a drink of water
 - Focus on another subject such the weather, invite them to come back later to discuss their file, etc.
 - Call your manager/supervisor/team leader or a colleague using the pre-established emergency code word; and

- Contact Security practitioners or other support, as per your emergency evacuation plan (have a colleague assist you if you are unable to do so yourself).
- **Call 9-1-1**, if required.
- When emergency responders arrive, provide a statement explaining what happened.
 - Complete the [Security Incident Report Form](#) (ADM 3061) for all incidents relating to threatening citizens. Forward it to your manager/supervisor/team leader and to the [Regional Senior Managers, Internal Integrity and Security](#).
 - A supervisor or manager must also record the incident information (and, if applicable, injury information) in the Occupational Health and Safety module of myEMS (PeopleSoft) and a Hazardous Occurrence Investigation Report must be generated and forwarded, without delay, to the Labour Program via the [Human Resources Service Centre](#) (see '[If a Work-Related Accident Occurs](#)' page on iService for more details).

DO NOT:

- Try to restrain the aggressor or prevent them from leaving/entering - Unless your safety or someone else's is at risk.
- Raise your voice or touch the individual despite what they may say or be doing, even if they are damaging property or trying to force their way into the staff area, as it will most likely lead to violence or assault charges.
- Allow them to block your exit or escape.
- Turn your back on them.



Keep your emergency and evacuation team contact list at hand.

Seek assistance from the [Employee Assistance Program](#), if required.

A crisis situation can be stressful and/or generate fear and anxiety. EAP services are available over the phone 24/7 at 1-800-268-7708 or 1-800-567-5803 (TDD).



Read More: Visit the [Dealing with Difficult/Distressed Client Behaviours](#) for additional information on how to “Dealing with Difficult/Distressed Client Behaviours”.

HOSTAGE TAKING

Hostage taking refers to a person or a group of people taken and held by a captor or captors. A hostage taking is often carried out in exchange for a ransom, ensuring that a request is fulfilled, or to create public attention to a cause.

The following instructions are in place to help us manage security and operational issues while providing insight for investigation of a hostage taking.

IF YOU WITNESS A HOSTAGE TAKING:

DO:

- **STAY CALM.**
- Move to a safe location, if possible warn co-workers (if there are clients or visitors in the office provide for their safety and give clear and precise instructions to move away from the area at risk).
- Take note of the situation to aid in future investigations, if possible:
 - descriptions of any persons involved, age, height, weight and identifying marks;
 - vehicle license plate;
 - any weapons used;
 - behavior of hostage taker and hostages.
- **Call 9-1-1** and Security (if available). If possible, notify a member of the Emergency and Evacuation Team.
- Clear the area or evacuate the building, if ordered by your Emergency and Evacuation Team or emergency responders.
- Consider barricading in location if unable to leave.
- Wait for instructions from Security (if available), the Emergency and Evacuation Team or emergency responders.
- Be available to provide a statement.

DO NOT

- Panic.
- Intervene.

IF YOU ARE TAKEN HOSTAGE:

DO:

- **STAY CALM and passive.**
- Set an example to clients and visitors and speak only when spoken to.
- Avoid creating any conflict with the captor/captors
- Stay as far away from the hostage taker(s) as possible, preferably in a corner out of the way.
- Treat the injured, if safe to do so.
- Be aware that help is being organized.

DO NOT:

- Panic.
- Intervene.
- Say anything that could excite or aggravate the hostage taker.
- Call the hostage taker by name.
- Volunteer suggestions or courses of action.

LOCKDOWN

A lockdown involves a series of measures that are used when there is a major incident or threat of violence within the building, or in relation to the building. In this situation, employees should cease work and gather in a room that can be locked and await further instructions from emergency responders (senior building officials, or law enforcement officials).

IF INSTRUCTED BY EMERGENCY RESPONDERS TO LOCKDOWN (ANNOUNCED BY INTERCOM, VOICE COMMUNICATIONS OR OTHER AVAILABLE MEANS):

DO:

- **STAY CALM.**
- If there are clients or visitors in the office, provide for their safety and give clear and precise instructions, asking them to stay, not leave.
- **Immediately lock office** and external doors; close the curtains and blinds where possible.
- Take your emergency supplies and emergency and evacuation team contact list, bring every person to the room(s) you have pre-determined, and lock or barricade everyone in the designated safe room(s).
- Stay low and out of sight, behind solid structure, away from windows and doors.
- Remain quiet and limit access to hallways (if in the hallway, seek shelter in the nearest room, office or designated safe room(s)).
- Remain in the washroom, if you are already there.
- Account for personnel; write down everyone's name and their affiliation with you (i.e. colleague, client or visitor) and identify if there are persons requiring assistance.
- If possible and safe to do so, report situation to your manager/supervisor/team leader/emergency and evacuation team.
- **Turn off computers, radios, and lights;** try to make the room appear unoccupied.
- **Silence cell phones** and avoid using them unless you have immediate concern for your safety, the safety of others, or if you have critical information that will assist emergency responders.
- Await further instructions or escort from emergency responders.
- Be available to provide statement.

DO NOT:

- Open doors to anyone; wait to be advised by emergency responders.
- Pull/activate fire alarm.
- React to alarms, such as fire alarms, unless:
 - fire is evident; or
 - you are advised by emergency responders.
- Use cell phones as doing so may give your location away.
- Let anyone move from your hiding place unless it is no longer safe to stay there, or until emergency responders declare it safe to leave.



Read More: Visit the [72 Hours Guide](#) from Public Safety Canada for information on [Personal Emergency Kit](#).

SHELTER-IN-PLACE

Shelter-in-place is a protocol used when it is desirable to secure the building due to an ongoing situation outside and not related to the building: whether it is a criminal activity such as a bank robbery nearby, or an environmental or weather related situation such as a chemical spill or extreme weather conditions. In this situation, the building may continue to function normally, with the exterior door being locked until such a time as the situation near the building is resolved or instructions provided by emergency responders.

IF INSTRUCTED BY EMERGENCY AND EVACUATION TEAM (EET), DEPARTMENTAL CRISIS COORDINATOR (DCC) OR EMERGENCY RESPONDERS TO SHELTER-IN-PLACE:

DO:

- **STAY CALM.** Work collaboratively with fellow employees, the Emergency and Evacuation Team, security practitioners, and emergency responders.
- Provide for the safety of clients and visitors by asking them to stay, not leave.
- Close and lock all windows and exterior doors.
- If there is danger of an explosion, close all window coverings if safe to do so.
- In case of a weather situation such as a tornado, request that all clients and visitors follow your instructions and take refuge in an interior room with few or no windows or in the basement, get behind a solid structure, and hold yourself firmly.
- In the event of a chemical threat, flood or tsunami, an above-ground location is preferable.
- If possible and safe to do so, call your manager/supervisor/team leader/emergency and evacuation team contacts and have the phone available if you need to report a life-threatening condition.
- If safe to do so, keep informed of media events (radio, television).
- Keep people calm.
- Wait for instructions from the Emergency and Evacuation Team, Security, or emergency responders.

DO NOT:

- Evacuate the area or leave the building until it is declared safe to do so by emergency responders.
- Make calls unless absolutely necessary; using phones/cell phones increases the demand on telecommunications networks needed by emergency responders.



Most shelter in-place orders last only a few hours. Procedures will vary depending on the reason for the shelter-in-place. In some cases you may be asked to stay away from windows and remain where you are. You may be allowed to move freely within the building. You may be allowed to continue normal activities. You may be asked to move to lockdown if the threat to your building is imminent.



Read More: Visit the [72 Hours Guide](#) from Public Safety Canada for information on [Personal Emergency Kit](#).

SHOOTER - RESPONDING TO THE DISPLAY OR ACTIVE USE OF A WEAPON

An "active shooter" refers to a situation where an armed individual is actively engaged in shooting or attempting to shoot people.

The safety of employees, clients and visitors is the primary concern and takes precedence over all other priorities.

IF YOU WITNESS AN INCIDENT INVOLVING AN ACTIVE SHOOTER OUTSIDE THE BUILDING:

DO:

- **STAY CALM.**
- **Call 9-1-1,**
- Immediately notify Security (if available), your manager/supervisor/team leader, the emergency and evacuation team, other building occupants.
- **Provide clear and precise direction** to colleagues, clients, and visitors, encourage them to do the following:
 - Stay out of sight (**away from windows**);
 - Leave the area at risk (**decide if it is safer to evacuate or to shelter-in-place**).
- Assist the emergency and evacuation team, if safe to do so.
- While waiting for the emergency responders to arrive, try to calm colleagues, clients and visitors.
- Stay put until you get further instructions from emergency responders.
- Cooperate with emergency responders.
- Report all incidents.

IF YOU WITNESS AN INCIDENT INVOLVING AN ACTIVE SHOOTER INSIDE THE BUILDING:

DO:

- **STAY CALM.**
- **If possible and safe to do so,** provide clear and precise direction to staff, clients and visitors:
 - Warn others without attracting the attention of the assailant.
 - Ask people to **leave the immediate threat area as quickly as possible.**
 - Evacuate the building using the nearest and safest exit, if possible (with the assistance of the emergency and evacuation team).
 - When safe to do so, **CALL 9-1-1,** Security, manager/supervisor/team leader/emergency and evacuation team.
- **If a safe escape is not possible,** provide clear and precise direction to staff, clients, and visitors:
 - **Stay quiet, take cover or hide** until emergency responders let you know it is safe.
 - Lock or barricade everyone in the closest office/meeting room available with furniture (i.e. table, chair, bookcase or anything that will jam the door).
 - Stay behind solid objects and away from doors and windows.
 - If the workspace has no door, hide under desks or where you cannot be seen.
 - If you are in the washroom, remain there.
- **Reduce your vulnerability**
 - Close office blinds and curtains, and block windows, if safe to do so.
 - Silence cell phones, turn off radios and computers.
 - Consider placing signs in doors and windows to advise emergency responders on the outside.
- **If you are in an open area,** immediately seek protection.
 - Put protection between you and the assailant.

- Remove yourself from the vicinity if an appropriate escape route is available. If in doubt, find the safest area available and secure it as best possible.
- Aid the injured parties, if safe to do so.
- Reassure your colleagues, clients and visitors that help is on the way.
- Keep people calm and quiet.
- Stay put until the all-clear is given by emergency responders.

DO NOT:

- Investigate, if you hear what sounds like gunshots or popping. For your safety, assume they are gunshots and follow the above procedures.

WORKPLACE VIOLENCE

Workplace violence is defined as any action, conduct, threat or gesture of a person towards another person at work that may cause harm, injury or illness.

IF YOU WITNESS A VIOLENT SITUATION:

DO:

- **STAY CALM.**
- Obtain assistance to discretely remove clients and visitors from area at risk, if possible.
- Remove yourself from the situation if you can.
- Inform your manager/supervisor/team leader/emergency and evacuation team. (If your manager/supervisor/team leader is involved, notify another manager in the line of authority.)
- If your physical security or well-being is threatened **Call 9-1-1**, or if available, press your panic button.
- Contact Security as soon as you are able to do so.
- Complete the [Security Incident Report Form](#) (ADM 3061) and give it to your manager/supervisor/team leader and to your [Senior Managers, Internal Integrity and Security \(IIS\)](#).

IF AN INDIVIDUAL IS AGGRESSIVE OR THREATENING TOWARDS YOU AND: - YOUR MANAGER/SUPERVISOR/TEAM LEADER IS PERMANENTLY ON SITE:

DO:

- **STAY CALM and polite.**
- Press the panic button, pendant, use a pre-agreed code word, or attempt to politely excuse yourself. Your Manager/Supervisor/Team Leader/Emergency and Evacuation Team, Security or the Police will come to your aid.
- Try to calm the aggressor or diffuse the situation with the assistance of your colleagues (continue a conversation only if the person calms down).
- Acknowledge the person's feelings (indicate that you understand that they are upset).
- Respect their personal space.
- **If the behaviour persists, end the conversation.**
- Politely advise the person that aggressive behavior is not tolerated and that you will leave the area or ask them to leave.
- Assess level of the threat (determine whether it is a direct threat – Persons says: "I am going to..."; or indirect threat – "Someone should...").
- If the person refuses to leave the premises, and the situation escalates, **Call 9-1-1** and contact Security.
- Avoid eye contact or sudden movements that can be perceived as threatening.
- If the client damages material and your safety is at risk, retreat to a secure area.
- When the Police arrive, provide a statement explaining what occurred.

- YOUR MANAGER/SUPERVISOR/TEAM LEADER IS NOT PERMANENTLY ON SITE:

DO:

- **STAY CALM and polite.**
- Press the panic button.
- Continue your discussion **only** if the client calms down (avoid provocation and physical violence).
- Inform the client that your manager/supervisor/team leader is the responsible authority and that they will call them within "24 hours" to discuss his or her file.

- Demonstrate professional service by asking if he/she would like to leave their name and phone number so your manager/supervisor/team leader can call them back.
- Ask the client to leave the office. If the client still refuses to leave the premises, if possible **CALL 9-1-1**, or send a pre-arranged emergency “word code” e-mail message to your manager/supervisor/team leader or emergency and evacuation team to CALL 9-1-1.
- If the client damages material and your safety is at risk, **immediately** retreat to **your pre-determined** secure area.
- When the Police arrive, provide a statement explaining what occurred.
- Complete a [Security Incident Report Form](#) (ADM 3061) and forward it to your Manager/Supervisor/Team Leader and to your [Senior Managers, Internal Integrity and Security \(IIS\)](#)

DO NOT:

- Say or do anything that could aggravate the situation.



If you know that an individual coming for an appointment is unhappy and may create a disturbance, get help in advance.



Read More: [Occupational Health and Safety \(OHS\)](#)

OFFICE CLOSURE

Office closure is generally a last resort but always a possibility. An improper or disorganized closure can result in confusion, injury and greater property damage. Some facilities require only simple actions such as confirming and obtaining approval from appropriate authority, turning off equipment, locking doors and activating office closure procedures, including communication procedures and posting notice/signage. For specific details on office closure, refer to **your regional procedures**.

Others facilities require complex office closure and shutdown procedures. Work closely with the major tenant and your emergency and evacuation team. The emergency and evacuation plan should include information about when and how to declare an office closure.

The plan should identify:

- The conditions that could necessitate an office closure/shutdown
- Who has the authority to shut down the office
- Who will carry out shut down procedures
- How a partial shutdown would affect other facility operations
- What process will be used to notify clients and visitors
- Where the service should be transferred (e.g. alternate site identified in the Business Continuity Plan).
- The length of time required for office closure/shutdown and resumption.

Closing the Office:

- Assess risk to determine the type of emergency/threat (natural disasters, health and safety of staff, clients and visitors or security such as an irritate client threatening to come to the office with a weapon, or a bomb threat).
- **If imminent threat, CALL 9-1-1.**
- Call your manager/supervisor/team leader/emergency and evacuation team contacts and provide details on situation and reason for office closure.
- Consult with the Building Emergency Evacuation Team, facilities, property management, to determine if an office closure is warranted.
- Provide for the safety of employees, clients and visitors.
- Notify your regional Security Practitioner, Occupational Health and Safety Advisor, and Communications Unit.
- Brief staff as soon as possible on closure.
- If possible and safe to do so, lock doors and do not open until confirmed by building emergency evacuation team or emergency responders.
- Post signage on all doors (see Communications Advisor), if safe to do so.
- Address any questions or concerns.
- Complete a [Security Incident Report Form](#) (ADM 3061) and forward it to your Manager/Supervisor/Team Leader and to your [Senior Managers, Internal Integrity and Security \(IIS\)](#).

Re-opening the office:

- Follow your regional procedures and obtain management approval for re-opening office when confirmed by emergency responders or building emergency evacuation team.

PANIC BUTTONS/PENDANTS

Any employee who is confronted with an aggressive client and who fears for their safety should **press the fixed or portable Panic Buttons (Pendants)**.

Fixed panic buttons are located in strategic locations (e.g. Welcome Zone (WZ)/Welcome Point (WP), self-help zone, citizen service zone, boardrooms). Be familiar with the various locations of the Panic Buttons located in your office.

Portable wireless pendants (panic buttons) are provided to employees who are in contact with the public. **Employees must have them on at all times.**

Your Panic Button/Pendant is connected to:

- **Single or Multiple Visual Alerts**
 - Non-flashing/revolving lights that will automatically alert your manager/supervisor/team leader/emergency and evacuation team contact and/or colleagues located in other operating zones.
- **Audible Alarms**
 - Initiates a local audible alarm (acoustic warning sound) that is responded to internally (to alarm colleagues).
 - Small sites: Rings directly to the Security Monitoring Centre and immediately disperses a call to the local Police/RCMP requesting a non 9-1-1 response (dispatching Police but not the fire department or ambulance). Using the emergency and evacuation team contact list provided by your Manager, the security monitoring centre will reach the first contact number they have been provided.

The panic button may also be connected to the Alarm Monitoring Centre of a private security company. The security company will instantly call the first person on your emergency and evacuation team contact list: manager/supervisor/team Leader/other emergency contact. If the security company does not reach your emergency and evacuation team contact person, they will immediately alert the Police department.

When an employee pushes the panic button, the emergency and evacuation team must put their emergency response procedures into action.

- In small offices, the panic button alarm will directly transmit a signal or an alarm to the monitoring centre that **will immediately follow pre-established procedures and contact the local Police who will intervene as appropriate.**
- In main offices, a number of people must be trained (ideally 5 or 6 people per floor or 100 occupants) for the emergency and evacuation team so that there are always at least two people available on site.