

Emergency protocols

In the case of fire

Leave the area immediately. Pull the fire alarm. Use the stairs. Leave the building and go to the muster point (NE side of the College/University intersection).

In the case of a 911 emergency that is medical or personal safety:

- Call 911 and state the following information:
 - Explain the emergency
 - State your location:
You are at the MaRS West tower, 661 University Avenue (14th floor)
- If possible, call **MaRS Tenant Services (416-673-8200)** and state the following information:
 - Explain the emergency
 - State your exact location
- In cases of medical emergencies: if bystanders are available, have one person stay in the elevator lobby and another meet first responders on the ground floor.

In the case of an EHS incident (e.g., hazardous agent spill or exposure – chemical, biological or radioactive material) that is not a 911 emergency:

During business hours:

- Contact **TBEP Reception (416-528-0729)** or visit office 1416.

Outside of business hours:

- Call **MaRS Tenant Services (416-673-8200)**

Share the following information:

- Explain the incident
- State the location
- Follow the appropriate EHS procedure

In the case of a facility issue that is not a 911 emergency (e.g., flood, odor, etc.):

During business hours:

- Contact **TBEP Reception (416-528-0729)** or visit office 1416.

Outside of business hours:

- Call **MaRS Tenant Services (416-673-8200)**

In the case of requiring an escort after hours:

1. Contact **MaRS West Tower Security (416-673-8201)** and request an escort out of the building after hours.
2. Contact **UofT TravelSafer (416-978-7233)** who will meet you at the Queens Park subway or outside MaRS.

Note: MaRS Tenant Services can also be reached by email at marstenantservices@marsdd.com