



## SECURITY

### HEALTH AND SAFETY

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As required by the City of Toronto and provincial regulations, employers and workers are required to comply with fire, health and safety regulations. The following section outlines specific health and safety requirements for Air Canada Centre.

### EVACUATION PROCEDURES

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Air Canada Centre has established evacuation procedures for emergency situations. All Air Canada Centre staff are trained to deal with such situations. In the event of an evacuation, we request full participation and assistance to ensure the safety of everyone.

### FIRE DEPARTMENT REGULATIONS

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In the event of an evacuation, we request full participation and assistance to ensure the safety of everyone. Instructions will be broadcast over Air Canada Centre's sound system; please remain calm at all times and await instructions before exiting. Display of any potentially combustible materials will require fire department approval.

### HOSPITAL EMERGENCY CARE

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Air Canada Centre is located minutes away from several major downtown healthcare facilities with 24-hour emergency care:

#### **St. Michael's Hospital**

24-Hour Emergency & Regional Trauma Centre  
30 Bond Street  
(416) 864-5094

#### **Toronto General Hospital**

24-Hour Emergency Care  
200 Elizabeth Street  
(416) 340-3946

#### **The Hospital for Sick Children**

24-Hour Emergency Care  
555 University Avenue  
(416) 813-5807

All first aid staff, equipment and supplies are provided by Air Canada Centre. The cost of staffing is included in your House Expense Package. Your Event Coordinator will review your first aid staffing needs with you.

Please report all accidents immediately to first aid or Air Canada Centre staff to ensure proper action is taken and accurate records are kept.

### FIRST AID

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First aid can be reached by dialing extension 5911 from any house phone, or by dialing (416) 815-5911 at any of the public payphones within Air Canada Centre, free of charge.

### HAZARDOUS MATERIALS

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Management reserves the right to restrict the use of certain chemicals and gases. The provisions of the Workplace Hazardous Materials Information System (WHMIS) Regulations shall be complied with.

Appropriate information and material shall be provided to the Event Coordinator prior to the event.





## PYROTECHNICS AND SPECIAL EFFECTS

Air Canada Centre requires advance notification of all pyrotechnics and special effects one (1) month prior to your event. Approvals and permits must be forwarded to your Event Manager or Event Coordinator. This is in accordance with the by-laws and regulations of the City of Toronto Fire Marshall's office and the Province of Ontario. Please contact your Event Coordinator for specific information.

## CONFETTI

The use of confetti is not permitted without prior written approval from Air Canada Centre. A cleaning fee of \$4,000 will be applied if approval for use is granted.

## SMOKING POLICY

Air Canada Centre is a smoke-free building, including all restaurant areas, suites and lounges. Designated smoking areas are located outside of Gate 4 (east), Gate 5 and Gate 6 (west). Suiteholders are encouraged to use Gate 2.

"Pass-out" is a re-entry system that allows fans to exit to smoke and be permitted to re-enter. To access the pass-out, fans must provide a valid event ticket prior to exiting, and must present the same ticket for scanning upon re-entry.

## WORKING RULES

Loading bays, entrances and back-of-house service areas are considered hazardous work zones. Extra precautions and awareness must be adopted when working in or around these areas.

Throughout Air Canada Centre the following guidelines will be enforced for everyone's safety:

- Consumption or being under the influence of any alcoholic beverage is prohibited.
- Smoking is prohibited.
- Possession or use of any illegal drugs or any drug which affects work performance is forbidden.
- Equipment and vehicles will be operated in a safe manner.
- No gasoline, kerosene, diesel fuel or other flammable liquids shall be stored, permanently or temporarily, in any work area. Alternate storage facilities should be discussed with your Event Coordinator.
- No refueling activity of any kind is permitted. Refueling must take place a minimum of 50' beyond the exterior of the building.
- Keep trash, debris, water and breakage or spills off the floor.
- Everyone shall be advised of the procedure for summoning first aid. (\*See First Aid section)

## SECURITY AND CROWD MANAGEMENT

Air Canada Centre maintains its own 24-hour security force responsible for base building security and the safeguarding of Air Canada Centre property. Special security services may be arranged with your Event Coordinator. Air Canada Centre will determine the levels of security staffing required at your event, with all costs of event-related and crowd management security being the responsibility of the client.

Security headquarters are located in the Building Control Centre (BCC) on the Event Level, southwest corner, and can always be accessed by radio on Channel 1. Security can also be reached on any house phone by dialing 5672 or 5911 for emergencies.



### PROMOTER CONTACT: SAFETY AND SECURITY TIPS

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Please assign one (1) person to be the liaison for your event and provide this person's phone number to Air Canada Centre staff. During the run of the event we may need to contact this person for emergency purposes. As with any event attracting a large number of people, certain precautions taken in advance of the event can reduce or eliminate unnecessary problems.

We recommend the following:

- Security be advised of any valuables which may be considered "high-risk." Security can be arranged in advance.
- Security be aware of any problems you have experienced in the past with your event which may be prevented with advance planning.
- A visible pass system should be used for entry into various areas of your event.
- A comprehensive list of staff, crew, volunteers and exhibitors should be provided to your Event Coordinator.

### ALCOHOL MANAGEMENT

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Air Canada Centre's Alcohol Management Policy has been designed to:

- Ensure our guests have a safe and enjoyable experience;
- Encourage guests who consume alcohol to do so in moderation and to not drink and drive;
- Ensure our staff is trained to serve alcohol responsibly and deal with guests in an appropriate manner.

In keeping with local liquor licensing regulations, the consumption of alcoholic beverages must be strictly confined to designated areas. The sale of alcohol for any event is at the discretion of Air Canada Centre. These regulations apply to move-in, event and move-out times.

\* Anyone found abusing the above policies may be removed from the building upon discretion of event security.

### KEYS

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All required Air Canada Centre keys are available through your Event Coordinator. Keys must be returned at the conclusion of your event. Un-returned keys will result in a replacement, re-keying and distribution charge. Check with your Event Coordinator for further details.

### EVENT PASSES

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Pass systems are the responsibility of the client. Air Canada Centre works with the promoter's pass system. If the event does not have an existing pass system, your Event Coordinator can be contacted to discuss the best possible pass system for your event. The event promoter is required to provide identification passes for all event personnel requiring access to Air Canada Centre. The appropriate number of passes should be made available to Air Canada Centre staff working the event. Your Event Coordinator requires a sample copy of this pass prior to event load-in.

### POLICE SERVICE

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Air Canada Centre may require the services of the Toronto Police Department for certain events. The number of police required for events will be determined jointly by Air Canada Centre security and event staff. All costs associated with police services are the responsibility of the client.

## PROHIBITED ITEMS

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For safety reasons, fans are refused entry if they are found to be in possession of any of the following prohibited items:

- Bottles, cans, coolers, sticks or aerosol cans
- Weapons (i.e. knives, firearms) or fireworks
- Skateboards, rollerblades, or roller-skates
- Illegal drugs or noxious substances
- Cameras, sound and/or video recording devices as per event restrictions (always check event details)
- Helium balloons (these float to the ceiling and are difficult to remove and can cause problems with air handling equipment)
- Outside food or beverages, including alcoholic beverages not sold by Air Canada Centre
- Stolen tickets

For the fan's interest, please be aware that a full list of prohibited items can be found posted outside of each entrance at Air Canada Centre.

**Note:** Fans with food allergies or medical conditions requiring specific types of food or beverage will be permitted to bring their own items of food or beverage into the facility.

## SEARCH PROCEDURES

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Well-established search procedures are a crucial part of maintaining security at Air Canada Centre. The type of event will determine the level of search required. Some events may require a more common visual search while others may require a voluntary physical search.

**Visual Search:** When it is anticipated that certain items might be brought into an event, and the volatility of the crowd is low, a visual search will be done at each entrance in the following manner:

- A visual scan of each guest as they enter the facility.
- The guest is asked to open his/her coat, purse or backpack, to display the contents to security. The guest is asked to remove his/her hat. The security officer will not touch the belongings of the guest.
- If a suspicious or inappropriate item is spotted, the guest will be asked to remove it.
- The guest will be given the option to dispose of any inappropriate items (\*see Prohibited Items) that are found before entry. Items may be disposed of in a waste container, or taken back to the owner's vehicle. If the item is of an illegal nature, a Toronto Police officer will be notified for investigation.

This type of search is designed to be performed as quickly and efficiently as possible so as not to slow down the entrance of the crowd.

**Other Searches:** It will be determined on a show-to-show basis which level of search is required. Should a physical pat down be required, female security officers must be posted at each gate to deal with female guests. Under no circumstances should a male security officer pat down a female guest. Physical searches must be voluntary, and the security officer must ask permission of the guest to perform the search. If the guest refuses, Air Canada Centre has the right to refuse entry and the guest may go to the Ticket Office for a ticket refund.

## SECURITY ACCESS SYSTEM

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Air Canada Centre utilizes an Access Control System controlling all elevators and various doors within the facility. Access cards can be provided on an event basis with specialized programming as required or necessary for your event. Check with your Event Coordinator for further details.