

SECURITY

HEALTH AND SAFETY

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 the specific health and safety requirements for Ricoh Coliseum.

EVACUATION PROCEDURES

Ricoh Coliseum has established evacuation procedures for emergency situations. All Ricoh Coliseum 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

Aisles, exits, ramp access or egress (as per approved floor plans) must stay clean and free of obstructions. Display of any potentially combustible materials will require Fire Department approval.

HOSPITAL EMERGENCY CARE

Ricoh Coliseum is located minutes away from several major downtown facilities with 24-hour emergency care:

ST. JOESPH'S HEALTH CENTRE

Emergency: (416) 530-6003
30 The Queensway
Toronto, Ontario
M6R 1B5

TORONTO WESTERN HOSPITAL

Information: (416) 603-2581
Western Division
399 Bathurst Street
Toronto, Ontario
M5T 2S8

All First Aid staff, equipment and supplies are provided by Ricoh Coliseum. 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 Ricoh Coliseum staff to ensure proper action is taken and accurate records are kept.

FIRST AID

First Aid can be reached on radio (Ricoh #1) or by contacting your Event Coordinator at (416) 710-3972. As an alternative, you may call Explace Security directly at (416) 263-3333.

HAZARDOUS MATERIALS

Management reserves the right to restrict the use of certain chemicals and gases. The provisions of the Workplace Hazardous Materials Information System (WHIMIS) Regulations shall be complied with. Appropriate information and material shall be provided to the Event Coordinator prior to the event.

PYROTECHNICS AND SPECIAL EFFECTS

Ricoh Coliseum 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 in Ricoh Coliseum is not permitted without prior written approval of facility management. Approval will be subject to additional cleaning costs.



SMOKING POLICY

Ricoh Coliseum is a smoke-free building, including all restaurant areas, suites, and lounges. Smoking is prohibited inside the venue.

Ricoh Coliseum uses a “pass-out” re-entry system that allows fans to exit the building 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 Ricoh Coliseum, the following guidelines will be enforced for everyone’s safety:

- Consumption or being under the influence of any alcoholic beverage is prohibited.
- Hard hats and other safety equipment are required for all workers.
- 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

Ricoh Coliseum maintains its own 24-hour security force responsible for base building security and the safeguarding of Ricoh Coliseum property. Special security services may be arranged with your Event Coordinator. Ricoh Coliseum 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.

Main security control is located at General Services at the Princess Gates. They can be reached by calling (416) 263-3333.

PROMOTER CONTACT: SAFETY AND SECURITY TIPS

Please assign one (1) person to be the liaison for your event and provide this person’s phone number to Ricoh Coliseum 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 be advised 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

Ricoh Coliseum’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 Ricoh Coliseum. These regulations apply to move-in, event and move-out times.

**Please note that anyone found abusing the above policy may be removed from the building.

KEYS

All required Ricoh Coliseum keys are available through your Event Coordinator. Keys must be returned at the conclusion of your event. Keys not returned will result in a replacement, re-keying and distribution charge. Check with your Event Coordinator for details.

EVENT PASSES

Pass systems are the responsibility of the client. Ricoh Coliseum works with the promoter’s pass system. If the event does not have an existing pass system, your Event Coordinator can be contracted 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 Ricoh Coliseum. The appropriate number of passes should be made available to Ricoh Coliseum staff working the event. Your Event Coordinator requires a sample copy of this pass prior to event load-in.

POLICE SERVICE

Ricoh Coliseum may require the services of the Toronto Police Services for certain events. The number of police required for events will be determined jointly by Ricoh Coliseum security and the Toronto Police Services. All costs associated with police services are the responsibility of the client.



PROHIBITED ITEMS

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 the 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 Ricoh Coliseum
- Stolen tickets

SEARCH PROCEDURES

Well-established search procedures are a crucial part of maintaining security at Ricoh Coliseum. 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 opportunity 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 flow of the crowd.

Other Searches: It will be determined on a show-by-show basis which level of search is required. Should a physical pat down be required, female security officers must be posted at each gate for 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, Ricoh Coliseum has the right to refuse entry and the guest may go to the Ticket Office for a ticket refund.

If an appropriate item is found, the same procedures apply as noted for visual searches.

SECURITY ACCESS SYSTEM

Ricoh Coliseum utilizes an Access Control System, controlling all elevators and various doors within the building.

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.