

January 13, 2010

<b>FOR INFORMATION ONLY</b>
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To: The Board of Governors of Exhibition Place

From: Dianne Young  
Chief Executive Officer

Subject: **Revised Exhibition Place Security Policy**

Summary:

This report responds to a directive from City Council dated May 5 2009 to provide a Security Framework to the Board of Exhibition Place based on the City's Security Framework. This document sets out, in Policy format, the operational guidelines of Exhibition Place's Security Services Area. The Policy includes: description of service; roles and responsibilities; procedures directly and indirectly involving security services; applicable legislation and a complaint process.

Financial Implications:

There are no negative financial implications to this report.

Decision History:

At its meeting of April 29 and 30 2009, City Council considered a "City-wide Security Plan" and as part of the recommendations approving this Framework, Council directed that all Toronto Agencies, Boards and Commissions that have a dedicated Security Team, review, amend and create their own Security Policy based on the City's Security Framework.

Issue Background:

Exhibition Place has a dedicated Security Team managed by Exhibition Place staff and in keeping with the City Council direction have reviewed the City's Security Framework and as a result of this review amended the existing Exhibition Place Security Policy.

Comments:

Attached as Appendix "A" to this report is the Exhibition Place Security Policy. In response to City Council's request, an Exhibition Place Security Policy was created in keeping with the City's Corporate Security Plan with the objective of improving and enhancing the Board's security services. The Exhibition Place Security Policy addresses a number of security standards, guidelines, and best practices that affect numerous areas of operating and capital security, including but not limited to, staffing, procedures, policies and threat assessments, as well as, system design, procurement,

installation, integration, interoperability, programming, and maintenance. It must be recognized that external standards, guidelines, and best practices are constantly evolving as they relate to all aspects of security. Exhibition Place, with its various types of infrastructure, facilities, and operations, must maintain its awareness and adherence to these standards but also review on a constant basis to address changes to the existing infrastructure.

An important consideration for the Exhibition Place Security Policy is the various uses across the grounds with its public uses and private tenants. While the 'private' venues at Exhibition Place (Liberty Grand, Medieval Times, Muzik, Gossip Restaurant, TPS Sub-Station, EMS Station and Animal Services) are responsible for their own security systems including access control, Exhibition Security staff will do "door rattles" on most of these buildings. However, if something is found amiss, other than an emergency such as fire, the contact person identified by the tenant is called. This concept is the standard set out in all contracts with tenants.

Finally, Exhibition Place Security Area has initiated and is in the process of reviewing its operations in line with the review completed by the City as set out below:

- Documenting the current security features in place for each facility;
- Completing a threat assessment by analyzing statistics, reports and operating risks;
- Determining the security features required to address the risks highlighted in the Threat Assessment, with consideration given to industry standards and benchmarks;
- Highlighting the gap between the current security features and the recommended security features;
- Developing a multi-year operating and capital plan to achieve the recommended security features in a suggested priority sequence; and
- Providing a multi-year operating and capital plan to maintain the recommended security features.

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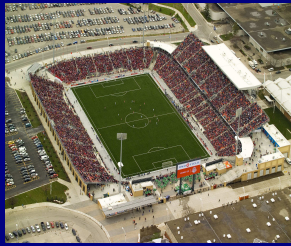
Submitted by:

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Chief Executive Officer



# Exhibition Place Security Policy



2009

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## **1.0 INTRODUCTION**

### **1.1 Policy Statement**

The Board of Governors of Exhibition Place depends on its personnel and assets to deliver its vital services to the public and clients and has an obligation to protect its employees and the visiting public, preserve the availability of assets and assure the continued delivery of services in an effective, safe and sustainable manner.

As employees of The Board, it is a shared responsibility to provide and maintain a safe and healthy work environment. Proper security is much more than protecting physical property, rather its greatest importance is in protecting the health and safety of employees, clients and the public who utilize Exhibition Place. A safe property also encourages public usage and civic engagement.

Organizational reputation, the uninterrupted reliability of the technical infrastructure and normal business processes, the protection of physical and financial assets, the safety of employees and customers, the attendance at events, and the preservation of public confidence all rely in some measure upon the effectiveness of the security program.

The protective role of Security constitutes a service to Board clients, tenants and The Board itself. The value of such service is better measured by what incidents do not happen than by what does. As a service, Security shall be designed to work with and enhance operations where possible. On The Board's property, it is imperative that Security be appropriately balanced with accessibility, that the implementation of security counter-measures be based on risk, and that the consideration and implementation of physical security measures be coordinated with an examination of all causes.

The Board's Security Policy prescribes the application of proactive and reactive safeguards measures, clear policies and procedures, stakeholder involvement, policy enforcement, the confidential nature of private security concerns or observations, and clear communication of Security's expectations in order to met the above stated objectives.

### **1.2 Application**

The Exhibition Place Security Policy applies to all Board staff and certain sections of this Policy also apply to contractors, service providers, tenants and clients where referenced.

### **1.3 Objectives**

The purpose of the Exhibition Place Security Policy is to:

- provide and highlight the Exhibition Place Security Services' framework;
- outline the roles and responsibilities of Board employees in keeping Board assets secure;
- emphasize security policies and the responsibilities of various staff; and,
- highlight relevant legislation and its effect on Security at Exhibition Place.

This policy does not provide complete, detailed Exhibition Place Security and/or Security Industry standards and guidelines as they relate to security facility classifications, equipment specifications standards, installation standards, testing standards, monitoring standards, etc.

#### **1.4 Scope**

An integral part of security is the application of integrated protection afforded by the systematic identification and mitigation of risk. Through managerial, physical and operational practices, Exhibition Place Security is able to deter, detect, and minimize risk to the safety of employees, clients, and the visiting public, as well as, the security of assets and information.

Security activities include, but are not limited to:

- identification of assets and critical infrastructure;
- threat, risk, and vulnerability identification and analysis;
- reporting, investigating, and recording of incidents;
- the creation of security plans, policies, and procedures;
- personnel and physical Security;
- protection of sensitive information and systems; and,
- liaison with intelligence and law enforcement agencies.

#### **1.5 Definitions**

##### Assets:

Employees, visitors, customers, facilities, structures, lands, Board owned property, devices, etc. Assets can be tangible and intangible.

##### Security Services:

Exhibition Place Security Services is a service area within the Human Resources Division.

##### The Board:

Is The Board of Governors of Exhibition Place.

## **2.0 BACKGROUND**

### **2.1 Council Directive**

City Council issued a directive for The Board to develop a Security Policy for Exhibition Place.

### **2.2 Legislative Reasons for Security**

Employees, customers, and the public expect organizations to identify and anticipate areas of risk and set in place a cohesive strategy across all functional lines to mitigate or reduce those risks.

Exhibition Place has a responsibility to provide and maintain safe and healthy working conditions by complying with all applicable policies, Acts, and Codes and that this compliance is documented and monitored to ensure applicable measures and actions are taken. Exhibition Place also has a duty to protect Board employees and members of the public from foreseeable dangers. Knowing the current and foreseeable threats may provide Exhibition Place with a duty to act and implement applicable counter-measures.

Some of the Acts/Codes where this duty is obvious, and can carry severe penalties when breached, include the:

- a) Occupational Health & Safety Act
- b) Criminal Code of Canada
- c) Toronto Municipal Code

Exhibition Place also has specific policies outlining these duties, including the:

- a) Exhibition Place Occupational Health & Safety Policy
- b) Workplace Violence Policy

### Litigation

Aside from the aforementioned Acts, Codes, or Policies, Exhibition Place needs to be concerned with litigation. The Board is expected to maintain a safe environment for employees and public and civil action could result in the event of the Board's failure to maintain a safe workplace.

## **2.3 Security in Plans and Mission Statements**

### **2.3.1 Council's Strategic Plan**

The actions of City Council are guided by a number of principles. Two of these principles, Community Participation and Effectiveness, are impacted to some degree by security measures. In order to have active community involvement in civic life (Community Participation), individuals must feel safe attending City facilities, meetings, events, public forums, etc. As a part of the principle of Effectiveness, "...Council will safeguard public assets". Proper security is an important measure in helping to safeguard public assets.

Council's Strategic Plan also contains Goals for the community. One of these goals where the notion of security as an obvious contributor in Safe City where it details that: "Toronto must be a place where individuals and communities feel safe and secure". The City can lead by example in ensuring safe and secure City facilities.

### **2.3.2 Exhibition Place: Mission and Values**

Our Vision is to foster Exhibition Place as an inclusive and accessible parkland and business destination for entertainment, recreation and sporting events, and public celebrations and, in doing this, operate as a self-sustaining and environmentally-responsible entity.

As a local board of the City of Toronto, the Mission of Exhibition Place is to:



- Foster and promote business stimulation, locally, nationally and internationally to generate positive economic impacts and benefits
- Support local, national and international public celebrations
- Invest in, demonstrate and promote innovation in environmental sustainability
- Protect, revitalize and enhance our historical significant public assets and our parkland
- Maintain long-term operational financial stability

### **3.0 EXHIBITION PLACE SECURITY SERVICES**

#### **3.1 Security Services**

Exhibition Place Security Services, under the Human Resources Division, is the corporate body responsible for setting security standards and partnering with The Board departments and divisions for the protection of Board employees and assets. This is completed utilizing a mix of proactive and reactive security measures (services). The sharing of resources, knowledge, and expertise allows for security to be provided in a standardized and cost-effective manner.

Exhibition Place Security Services maintains a Security Control Centre that can be contacted 24 hours per day for the safety of staff and the protection of assets. The Security Services phone number is 416-263-3333, and the Security Control Centre e-mail is “security@explace.on.ca”

#### **3.2 Mission Statement**

Exhibition Place Security Services is committed to providing high-level proactive and reactive security services to Exhibition Place for the overall safety and security of the grounds, facilities, events, employees and the visiting public.

This mandate is to be achieved with qualified security professionals, external services, and cost-effective security equipment based on sound security management, planning, benchmarking and best practices.

#### **3.3 Services**

The majority of services provided by Security Services fall into six major categories:

##### **3.3.1 Audits and Assessments**

- Provide detailed security risk assessments and building security condition assessments.
- Complete Crime Prevention Through Environmental Design (CPTED) assessments.
- Develop physical protection system capital plans, system design, implementation, and training following physical security standards.
- Provide guidance, assistance and direction to employees and sub contractors on facility construction and renovation projects.

##### **3.3.2 Security Systems**

- Specify physical security measures according to standards, guidelines, and best practices.
- Implement physical security measures (locks, keys, barriers, alarm systems, access control systems, video surveillance, communication, lamination, lighting, etc.).
- Maintain and program Exhibition Place access cards and card readers.
- Oversee security device preventative maintenance and repair.

### 3.3.3 Staffing

Security Services provides a wide range of security staffing options through in-house services for Board owned and tenanted properties. These options include:

- Security Mobile Alarm Response.
- Security Mobile Patrol.
- Security Officers
- Control Room Officers.
- Security program supervision.

### 3.3.4 Security Control Centre Operations

The Security Services Control Centre is the hub of all Security operations for Exhibition Place. Staffed 24 hours a day, seven days a week, the Security Control Center provides a wide range of services, including:

- Monitoring access to Board properties through various security systems and measures.
- Responding to and investigating alarms or abnormal usage.
- Monitoring video surveillance systems.
- Dispatching appropriate staff and mobile responses to emergencies and contacting the applicable emergency service.

### 3.3.5 Incident Response

To ensure security incidents are appropriately documented, investigated, tracked, and closed, Security Services completes:

- Incident reporting / recording.
- Investigations of security incidents or breaches.
- Recommendation and implementation of security measures.
- Follow-up and closure of incidents.

### 3.3.6 Other

Other services provided by Security Services include:

- Security Event Planning.
- Event Security.
- Preparedness Planning.
- Municipal By-Law Enforcement.

### **3.4 Board of Governors Security Framework**

This framework involves mandating that Security Services, under the Human Resources Division, is the corporate body responsible for setting security standards and protecting the Board's assets across its 192 acres.

Under this framework, the centralization of the security function allows existing and future security resources to be properly coordinated, shared and responsive towards those areas in demonstrated need according to threats, thus augmenting the overall level of security.

Security Services will partner with other Board divisions to provide and enhance the safety and security of all employees, clients and assets. Security Plans are continually referenced and updated to guide specific security needs.

This framework serves as the basis for the Board's Security Policy as it relates to:

- the requirement for security plans;
- the methodology for the development of security plans;
- the requirements for specific security policies; and,
- the requirement for specific statements on independent complaints process.

## **4.0 ROLES AND RESPONSIBILITIES**

### **4.1 Chief Executive Officer**

The senior staff member responsible for The Board Security Policy is the Chief Executive Officer. The Chief Executive Officer is responsible for:

- on-going review and administrative updates of the Board Security Policy and security direction for divisions;
- ensuring compliance of this policy;
- allocating sufficient staff and other resources to appropriately secure Board assets; and authorizing Security Services to move to an elevated Security level as required.

### **4.2 Exhibition Place Management Staff**

Management staff of Board Departments and Divisions shall:

- understand and uphold the principles of this Policy;
- ensure that all staff are familiar with their roles and responsibilities in the event of a security incident;
- ensure all employees are aware of how and when to contact Security Services;
- ensure all employees are aware of site security measures and their applicable usage;
- ensure all security related incidents are reported promptly to Security Services;
- ensure all potential threats to employee safety and security are reported promptly to Security Services;
- identify critical assets and threats within their divisions; with the assistance of Security Services, take all reasonable and practical measures to protect assets;
- identify and communicate security training needs to Security Services.

- provide for or release staff to take appropriate security-related training for the threats and risks encountered or likely to be encountered during their work activities; and,
- ensure Board issued access cards, radio equipment and/or keys are taken from employees upon termination, leave or retirement;

#### **4.3 Exhibition Place Security Services**

Security Services shall provide a governance role to ensure adherence and compliance with the Board of Governors Security Policy, security regulations and applicable policies and procedures;

- manage the Board Security Program and act as a corporate focal point for all program security requirements;
- ensure the Board Security Program is continually updated to maintain relevance and currency;
- provide security to Board owned properties through various security systems, and a diverse contingent of in-house Security Officers;
- support divisions in the furtherance of divisional goals by providing required security support to programs and projects;
- maintain an ongoing awareness of security standards, best practices, legislative and regulatory requirements, and developments in the security industry and update Board standards accordingly;
- develop, and enhance Board, departmental, divisional, and program specific standards, requirements, protocols, policies, and procedures to properly provide and enhance security for assets, employees and property;
- conduct security audits and assessments reviewing divisional, facility, or process security measures through assigned specialized personnel;
- manage capital security projects through assigned, specialized personnel and contractors;
- identify, test and implement tools, programs, and technologies to provide cost-effective solutions in order to meet identified critical and long term security needs;
- manage and coordinate security services to visiting dignitaries and special events;
- conduct and manage applicable security investigations and act as a liaison with law enforcement personnel;
- collect and maintain records of losses, threats and security breaches and investigate and report on these as required; and,
- provide recommendations to the Chief Executive Officer for update of the Board Security Policy.

#### **4.4 Contractors and Service Providers**

Contractors and Service Providers working on Board properties shall:

- comply with applicable Board policies which reference obligations of contractors (e.g. the Board's Security Video Surveillance Policy "A breach of this policy by service providers (contractors) to the Board may result in termination of their contract"); and,

- comply with site specific security policies and procedures, including, but not limited to, access procedures, wearing issued identification, not taking facility keys or cards off the site, etc.

#### **4.5 All Employees**

All Board employees are responsible for following The Board Security Policy and other security policies and procedures in the execution of their duties. All Board staff shall:

- adhere to The Board Security Policy;
- maintain a safe work environment and work safely with consideration to security;
- remaining aware of their role as a safety and security partner by ensuring all potential threats to employee safety and security are reported promptly to Security Services;
- ensure all security related incidents are reported promptly to Security Services; and,
- not tamper with or bypass any security measure.

### **5.0 SECURITY POLICIES & PROCEDURES**

#### **5.1 Application**

Exhibition Place Security Services shall be the primary contact and administrator of the policies and procedures contained in this section. These policies and procedures may be frequently updated based on operational need, new standards, or changes in City/Board policy.

#### **5.2 Security Threat & Risk Assessments**

A wide array of issues should be analyzed before security measures are implemented, ensuring an appropriate distribution of resources, while not creating new exposures in the process. Through the Threat & Risk Assessment process, a range of threats, risks, and vulnerabilities are identified and categorized on the basis of criticality. These are organized so that Security measures are applied in a complementary and supportive manner to improve security based on risk priority.

##### Threat and Risk Assessment:

Each Threat and Risk Assessment should follow a standard Threat and Risk Assessment template and procedure that encompasses at least the following four phases: asset definition; threat assessment; vulnerabilities analysis; and, selection of security measures. The overall objective is to define security requirements and to organize those requirements in a prioritized ranking.

##### Recommendations:

Recommendations for security measures shall be provided after an applicable threat and risk assessment. These security measures will vary depending on the building type, acceptable levels of risk, threat assessment results, cost-effectiveness, and standards.

##### Facility Design and/or Construction:

Security must be fully integrated early in the process of planning, selecting, designing and modifying facilities. It is important to ensure that security is thoroughly addressed as part of an ongoing process for existing facilities, on any occasion where there is a change

proposed to an existing facility's design and in all phases of an applicable construction or modification project. A Security Threat and Risk Assessment shall be conducted in the design phase for new facilities, as part of an ongoing process for existing facilities, and on any occasion where there is a change proposed to an existing facility's design or use.

#### Review of Assessments:

Security Threat and Risk Assessments should be undertaken whenever a change is made to the design or structure of a facility, the use of the facility changes, the perceived threat level changes, or ideally at least once every 5 years.

### **5.3 Physical Security Design**

The level of physical and operational security shall be established on a case by case basis based on a number of factors such as the results of a threat assessment, internal security best practices, external standards and benchmarking, Board policy, stakeholder input, and cost-effectiveness. Physical security design is an important measure that must be considered prior to, and in concert with, all facility upgrades, new projects and renovations.

#### Root Causes

Examination should be completed into what possible root causes exist for current threats and security breaches. Consideration needs to be given to both internal and external threat factors and changes that have an overall effect on site security. Areas that should be examined include neighborhood facility changes, staff or resource reduction, changes to site operating hours, etc.

#### Impact on the Neighborhood

Once a range of security measures is proposed, consideration needs to be given to their possible effect on site security and the neighborhood. There are security measures that can either have positive or negative effects based on their design, type, and placement such as surveillance cameras, fencing, planters, barriers, parking control, window protection, procedures, and staffing. The ultimate goal of planned security measures is to increase overall site security while receiving staff and public buy-in, acceptance, and usage.

#### Address the Key Problem

Once a security measure is proposed, a review should be completed to ensure that the measure proposed will properly address the threat. This not only impacts the type of security measure but also the placement. This review must take into account privacy, accessibility, initial cost, required maintenance, longevity, aesthetics, interoperability, and integration.

#### Early Detection

An important principle of detection, delay and response, is to detect an intruder as early as possible, delay the intruder as long as possible through physical measures, and respond as quickly as possible. The ultimate goal should be to elongate the time between

detection and the intruder reaching the asset so responders (Security, Police, etc) can intervene and apprehend.

#### Integration

Security measures shall be integrated where possible to enhance deterrence, detection, delay, and response.

#### Layered Protection

Consideration must be given to layering security measures to act as a back-up to, or a complement to, existing equipment in order to enhance deterrence, detection, delay, and response.

#### Emerging Technology

A key consideration for security measures is ensuring the measure chosen is current and can be easily upgraded. It is important when choosing security technology that the company manufacturing the product be committed to the on-going and future support and development of the technology. As new technology is constantly emerging it is important that this technology is tested and evaluated in real operating conditions at a Board property before a commitment is made to wide usage.

#### Sustainability

It is imperative that prior to implementing security measures consideration be given to the sustainability of those measures. It must be recognized that some security measures have additional life cycle costs such as repair, maintenance, preventative maintenance, and replacement and the impact of these costs must be planned.

#### Crime Prevention Through Environmental Design (CPTED)

CPTED is defined as the proper design, effective use and maintenance of the built environment that can lead to a reduction in the incidence and fear of crime and an improvement in the quality of life and sustainability of land use. CPTED's goal is to solve crime-related problems before they exist, by planning & designing the physical environment to eliminate or reduce opportunities for crime. How the physical environment is planned and designed will have a strong influence in creating a safer place where people will involve themselves, participate in & take ownership of. CPTED is an important measure that should be considered prior to, and in concert with, other security upgrades.

#### Standards, Guidelines, Best Practices, and Benchmarking

There are a number of legislative, regulatory, and industry security standards, guidelines, and best practices affecting various area of security. These standards, guidelines, and best practices shall be considered during all phases of security including design, procurement, implementation, installation, programming, testing, and maintenance.

#### Other Considerations

Upon the design of a system there are a number of smaller, yet important considerations that shall be taken into account. Consideration shall be given to:

- ensuring the measure proposed will be vandalism and damage resistant;
- the need for instructional signs, symbols, and language;
- lighting to ensure the measure will function appropriately in day and night conditions;
- device colour, as individuals may attribute certain colours to certain items (e.g. persons will be more hesitant to push a red exit button than a green one);
- the probability of a number of false or mischief alarms; and
- applicable usage (Will the security measures be appropriately used, tested, etc?)

#### 5.3.1 Security Levels and Access Zones

Facility security should be designed in order to move between at least two levels of security, normal and elevated. Normal levels are moved to elevated levels by the securing of key areas, staffing, and procedures where the overall threat risk level for the facility is raised based on threat information, unexpected exposures, or actual incidents.

#### 5.3.2 Access Control Zones

Facility security should be designed to encompass at least three access control zones to limit access to critical areas. These zones are completed through access control, barriers, and/or signage.

Public Zone	Free access to the general public.
Restricted Zone	Limited to employees and authorized persons.
Security Zone	Limited to specified employees or persons who have a need for access.

The mechanisms and procedures for restricting access to the various zones shall be commensurate with the level of risk associated for each zone.

#### 5.3.3 Common Design Measures

##### Exterior and Interior Signs

Facilities shall display signs that give clear delineation between public and employee only space in order to effectively enforce Acts or Codes (such as the Trespass to Property Act).

##### Stairwells and Elevators

Stairwells and elevators should not provide direct, unrestricted access to restricted zones or Security zones. Where possible, passenger and freight elevators (including those from parking and loading dock areas) should open into a public zone.

Where applicable, access to work spaces from elevator lobbies shall be controlled in respect of employees, contractors, visitors and service personnel. Safeguards vary, depending on the nature of program, assets, the size of the work space, and the number of people requiring access to a floor. Additional security measures may include a physical barrier (such as a wall), an arrangement using personnel, or a reception function.



#### Pedestrian Entrances and Entrance Lobbies

Public entrances to facilities should be reduced as much as possible in order to channel traffic through a selected entry and exit point in order to effectively screen visitors and provide better service.

#### Service and Utility Entry and Exit Points

Service and utility entrance and exit points (such as air intakes, mechanical ducts, roof hatches and water supplies) should be safeguarded to ensure that the facility's critical assets and life safety measures are not compromised by unauthorized or uncontrolled access.

#### Shipping and Receiving Areas, Loading Docks and Mail Rooms

Where possible, shipping and receiving areas, loading docks and mail rooms should not be directly linked or adjacent to restricted-access areas or critical facility infrastructure.

### **5.4 Security Building Condition Assessments (Security BCA's)**

Since typical Building Condition Assessments only review the status of existing systems and not the need for new security components where none existed previously, a different assessment methodology is required for security. Security Building Condition Assessments (Security BCA's). Security BCA's begin with a Security Threat Assessment of the facility following a recognized documented risk assessment methodology.

Security Building Condition Assessments shall be completed by specialized Security Services staff as part of the Board's scheduled Building Condition Assessments.

### **5.5 Security System Procurement and Replacement**

Where divisions recommend or require that a security or alarm system for a facility or area be procured, installed, moved, altered or replaced, Security Services shall be the primary contact. Before any system is designed or procured, a Threat Assessment should be completed to ensure the appropriate security counter-measure is in fact being recommended. Security Services will also ensure that applicable security standards, guidelines, and best practices are followed in regards to the threat assessment and system specification, design, integration, installation, and programming.

Where access control or alarm systems are required, the Security Services standard system will be used across all divisions and facilities, and employees will have one card for access to Board facilities based on delegated authorities residing in each division's business units.

### **5.6 Security Staffing**

Security staffing requirements vary based on activity and location. In addition to base security staffing for Exhibition Place grounds and facilities, staffing is placed based on the events/shows taking place on the grounds. The determination of such is to be based upon factors such as the result of a security assessment, common past practice; history of risk exposure, and unforeseen emergent events (e.g. elevated level of security).

Security Services has prepared Standing Post Orders that fully describe the duties and reporting requirements for each security staffing position allocation.

### **5.7 Alarm Monitoring**

This Security Control Centre shall be responsible for monitoring The Board facilities' security/fire alarm systems, card access systems, and security video surveillance systems. All security alarm systems at Board facilities with the capability to be monitored from the Security Control Centre shall be monitored by Security Services.

New installations of security systems shall follow Corporate Security standards for assessment, design specification, installation, integration, monitoring, and maintenance.

### **5.8 Access Cards and Identification**

Where access cards and/or identification cards are required, the Security Services standard shall be utilized.

There are two types of Exhibition Place photo identification: 1) Access cards and 2) ID-Only cards. Access cards are used by staff that are authorized to have access at locations that are secured by access card readers, while ID-ONLY cards are used by staff that do not have to enter these locations but still require Exhibition Place identification. The major rules and regulations for both cards are the same and can be found on the reverse side of the card.

Each employee is responsible for their issued access card including appropriate use, maintenance, storage, and possession. Employees shall use their own access card each time they are entering a secure area. Employees shall not enter behind another employee or allow other persons to enter behind them (piggybacking). Since access levels can change frequently, an individual who may have had previous access to a floor or area may no longer have access.

#### **5.8.1 Reporting a Lost or Stolen ID Card**

It is imperative that an employee immediately report to Security Services (416-263-3333) as soon as they realize their ID card is misplaced, lost or stolen. Once notified, Security Services will remotely disable the card, help the employee obtain a temporary replacement card, and request a new card be issued.

If an employee finds their previously misplaced card they should not attempt to use this card as it will be disabled and will cause a security alarm. The employee should instead notify Security Services so the card can be properly reactivated.

#### **5.8.2 Reporting a Defective ID Card**

If an access card becomes damaged or stops working, the employee shall e-mail "Senior Security" (seniorsecurity@explace.on.ca) to report the defective card and make arrangements for a replacement.

### 5.8.3 Requesting Initial/Additional Access

The level of access must be commensurate with job responsibilities and frequency of required access with the general principle being that only the minimum access on cards is provided for the employee to properly carry out their normal duties.

Employee cards are programmed to provide access to an area required for their job duties through authorization from their area's General Manager/Director/Manager. Whereas additional access is required for work purposes, the employee shall make this request through that area's General Manager/Director/Manager who will send an e-mail to "Senior Security" ([seniorsecurity@explace.on.ca](mailto:seniorsecurity@explace.on.ca)) listing:

- the name of the person requiring the access;
- exactly what access is needed;
- the hours access is to be granted; and,
- why the access is required.

### 5.8.4 Maintaining the Currency of the Card and Database

An access card will grant or deny access based on the information immediately obtained from the access card system database, thus making the currency of the database of utmost importance. It is important to note that just because an individual has an access card or ID-Only card in their possession does not mean that the individual is still actively employed by the Board.

Each employee is responsible to ensure their information on the access card and the information provided to Security Services upon card enrollment is kept up to date. An employee shall notify "Senior Security" ([seniorsecurity@explace.on.ca](mailto:seniorsecurity@explace.on.ca)) to report changes to name, division, unit, work location, phone number, license plate number, and emergency contact information.

Each division is responsible for authorizing access, notifying Security Services of access additions or deletions, and notifying Security Services when an employee has changed sections, divisions, or is no longer employed by the Board.

Each management employee is responsible to immediately notify Security Services when an access card is to be temporarily suspended or terminated. Management staff shall obtain an employee's access card, keys, and any other Board owned equipment from an individual leaving the employ of The Board. Divisional management staff shall immediately notify Security Services of the possession of the access card and keys and return these to Security Services. Divisional management staff shall immediately notify Security Services when an individual leaves the employment of The Board and has not returned their issues access card, keys, or other applicable equipment.

### 5.8.5 Rules and Regulations

All employees shall adhere to the rules and regulations of access and ID card use that are printed on the back of access cards and ID-Only cards. These rules and regulations read:

1. This ID is the property of The Board of Governors of Exhibition Place and must be visibly worn while on Exhibition Place property.
2. It must be presented upon request of Security or Management personnel.
3. If this ID is lost, stolen or damaged, notify Security Services immediately at 416-263-3333 (24hrs.)
4. This ID is for your personal use only, and is NOT TO BE LOANED TO ANYONE, NOT TO FAMILY, FRIENDS OR COWORKERS.
5. This ID must be returned to Security Services upon termination, leave or retirement.

Access and ID Cards must be worn with the front (photo) side of the card facing out. Cards are to be worn with the lanyards provided by Security Services or other lanyards with easy break-away features.

Employees are not authorized to loan out their cards or use cards of other employees. Each employee is directly responsible for their card at all times. Cards found in the possession of anyone other than the direct owner of the card will be confiscated by Security Services. Once the card is confiscated it will be investigated to determine if the card was lent or stolen. If the card was lent, Security Services will notify Human Resources.

It is imperative that employee access and ID cards be returned upon termination, leave or retirement. Not only is this a matter of assisting with integrity of the card database but also cards can be recycled by being deleted and used again.

## **5.9 Alarm Response**

Mobile security patrols and alarm response must only be completed by Security Services. For legislative and health and safety reasons, non-Security employees shall never attend a site to respond to a security alarm. A Security Officer is required to respond to alarms and all response shall be dispatched through the Security Control Room.

## **5.10 Incident Reporting**

Security Services maintains an internal incident reporting system where all security incidents are to be reported. These occurrences reports are to be created for any security incident involving employees, visitors, tenants, or contractors while on Exhibition Place property or in the conduct of Board work duties. These reports prove critical in documenting, investigating, and forecasting occurrences in order to assist The Board in defending liability and displaying due diligence.

The collection and organization of information gathered from security incident reports is fundamental in determining where additional security resources are required in order to respond to applicable threats or actions. Sample incidents that are generated include, but are not limited to, crimes against people (public and employees), crimes against property; workplace violence, suspicious activity, medical emergencies, security policy breaches, and access control occurrences.

### Reporting Mechanism

All security incidents shall be reported to Security Services in order to be documented and/or appropriately investigated. Incidents can be reported to on-site Security, to the Security Control Centre by phone (416-263-3333) or e-mail [security@explace.on.ca](mailto:security@explace.on.ca) or through the Exhibition Place Intranet TIPS page of the Security Services section.

### Providing Reports

Some types of incident reports are provided to the Toronto Police Service or other law enforcement based on the need to report criminal activity.

Some incident reports, or the analysis of incident reports, may be shared with other Board divisions or units based on operational need or in compliance with City/Board policy.

No security incident report shall be released outside of the Security Services area without the authorization of the Manager, Security Services.

## **5.11 Investigation and Reporting of Incidents and Threats**

Security Services is responsible to investigate reported security incidents involving employees, visitors, tenants, or contractors while on Board property or in the conduct of Board work duties. Exhibition Place staff shall comply with the all aspects of the investigation.

It is imperative that employees report situations that that believe may lead to future security incidents or an unsafe workplace. Highly confidential situations can be directly reported to the Manager, Security Services, who can be reached through the Security Control Centre at 416-263-3333.

## **5.12 Key Control**

It is imperative that appropriate door locks and keys systems be used at Board facilities and that appropriate key control and key management policies be implemented. Whenever key control is lost for a lock, door, area, or facility, that lock or group of locks must be re-keyed. Examples of lost key control include: someone leaving the Board and not returning their key, a lost key, unauthorized duplicates of a key made, or having keys that were unaccounted for.

When a building or lockset is required to be re-keyed, a high security lockset and key way is required. High security locksets are normally highly resistant to break-in, lock bypass, and lock picking. High security keys are normally highly controlled making them hard to duplicate.

### Key Duplication

Keys need to be appropriately stamped and tagged. All keys shall be coined or stamped with "Do Not Duplicate". No person issued a Board key shall attempt to duplicate the key by any means.

### Employee Key Issuance

Whenever a key is issued to an employee for long-term use a Key Issuance Form must be utilized in order to keep track of issued keys. This form contains conditions which the key holder must agree to. In order to obtain a key Board staff must submit an e-mail request to the Manager, Security Services requesting the key and the reason for the request. Security Services will investigate the need for the key and what access that key should provide. Only the Manager, Security Services and the Director, Human Resources, Security Services and Occupational Health and Safety have the signing authority to generate new keys.

### Key Storage and Temporary Issuance

All keys, key blanks, key codes and keying charts not in immediate use must be securely stored.

Whenever a key is issued temporarily (less than 24 hours) that key shall be appropriately signed for and logged in an applicable Key Log. The number of keys on the ring needs to be counted before issuance and re-counted when returned to ensure all keys are present. Persons being issued keys (employees, contractors, etc) must acknowledge that they will not take any keys off the key ring, will not use the keys to enter any area that are not authorized to enter, and will not take the keys off the site.

As in the case for access levels on access cards, only the lowest possible level of key access should be issued. This means that following the site keying hierarchy, if access is only required to a certain area or door, only a key for that area or door should be issued instead of issuing a sub-master or master key.

## **5.13 Parking Enforcement**

All Security Officers are licensed as Municipal Law Enforcement Officers eligible to issue parking infraction notices on the Exhibition Place Grounds. All licensed Officers will follow the guidelines as set out by the Toronto Police Service Parking Enforcement Division.

All licensed Officers shall take a pro-active approach to parking control, directing vehicles to the appropriate parking area. Officers are to issue parking infraction notices on a complaint basis and to improve the vehicle traffic flow and safety.

All Board staff shall display their issued parking pass predominantly in the windshield of their vehicle while parked on Board property. All Board staff shall park personal and fleet vehicles in designated parking areas and stalls.

Board staff shall not authorize anyone to park illegally on Board property. Board staff shall not revoke an issued parking infraction notice from anyone under the pretence that the parking infraction notice will be revoked by Security Services.

Security Services has an approved process for review of issued parking infraction notices to which the vehicle owner/driver must provide the appropriate evidence to prove the parking infraction notice was issued in error.

#### **5.14 By-Law Enforcement**

All Security Officers are designated as Provincial Offences Officers pursuant to subsection 1 (2) of the Provincial Offences Act, R.S.O. 1980, c.400. All Board Staff are to actively enforce all municipal by-laws as it relates to the Exhibition Place Grounds, specifically, the City of Toronto by-law No. 25-85 respecting the management of Exhibition Place. All Board Staff are to take a pro-active approach to educating visitors of the by-law and the enforcement of.

### **6.0 POLICIES INVOLVING SECURITY SERVICES**

Listed below are policies that have security considerations, where Security Services is an active participant.

#### **6.1 Security Video Surveillance Policy**

The Board recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of Board employees, clients, visitors and property. While video surveillance cameras are installed for safety and security reasons, the Board's video surveillance systems must also be designed to minimize privacy intrusion. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep Board facilities and properties operating in a safe, secure, and privacy protective manner.

The Security Video Surveillance Policy applies to all types of camera surveillance systems, surveillance monitors and camera recording devices at Board owned properties that are used for security purposes.

All Board Staff must adhere to the video surveillance policy and must not access or use information contained in the video surveillance system, its components, files, or database for personal reasons, nor dispose, destroy, erase or alter any record without proper authorization and without following the regulations contained in the Security Video Surveillance Policy.

No security video surveillance camera or system may be procured, installed, moved, altered, replaced, or erected without the approval of Security Services and only after following the procedures outlined in the Security Video Surveillance Policy.

As detailed in the Security Video Surveillance Policy a breach of this policy by an employee may result in discipline up to and including dismissal.

#### **6.2 Bomb Threat & Suspicious Package Response Policy**

This document provides general training on bomb threats, including information on searches, evacuations, and detailed procedures to be followed when an employee receives a bomb threat. Since there is a greater chance of an explosive or other device being

placed without some type of warning, this document also provides general training on suspicious packages and detailed procedures on what to do when an individual encounters a suspicious package.

### **6.3 Workplace Violence Policy**

The Board is committed to working with its employees to provide a safe work environment. The Board will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence and protect employees from acts of violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

For the purpose of the “Workplace Violence Policy”, violence includes but is not limited to:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault).
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling, swearing).

## **7.0 APPLICABLE LEGISLATION AFFECTING SECURITY SERVICES**

### **7.1 Provincial Offences Act**

On August 15<sup>th</sup>, 1985 Solicitor General Ken Keyes designated, “all employees of The Board of Governors of Exhibition Place whose duties include the enforcement of municipal by-laws on Exhibition Place grounds, as Provincial Offences Officers for the purposes of all offences under municipal by-laws applicable to Exhibition Place.”

#### Provincial Offences Act

##### Definitions Section 1

"provincial offences officer" means a police officer or a person designated under subsection (3); ("agent des infractions provinciales")

##### Designation of provincial offences officers

(3) A minister of the Crown may designate in writing any person or class of persons as a provincial offences officer for the purposes of all or any class of offences. R.S.O. 1990, c. P.33, s. 1 (3).

### **7.2 Criminal Code of Canada**

There are a number of sections of the “Criminal Code of Canada” that effect Security personnel. Listed below are some relevant sections regarding the authority to arrest persons in certain circumstances, as well as, the authority to remove a trespasser.

#### Section 494 (1) Arrest Without Warrant By Any Person

“Any one may arrest without warrant



- (a) a person whom he finds committing an indictable offence; or
- (b) person who, on reasonable grounds, he believes
  - (i) has committed a criminal offence, and
  - (ii) is escaping from and freshly pursued by persons who have lawful authority to arrest that person.”

This means that a Security Officer may arrest someone who they witness commit an offence described as an indictable offence or as one punishable by indictment (generally the more serious of offences and as such carry greater penalties).

This also means that a Security Officer may arrest someone who they believe has committed a criminal offence (an offence against the Criminal Code of Canada) and is escaping from and being freshly pursued by a Law Enforcement Officer.

#### Section 494(2) Arrest By Owner

“Any one who is

- (a) the owner or a person in lawful possession of property, or
- (b) a person authorized by the owner or by a person in lawful possession of property, may arrest without warrant a person whom he finds committing a criminal offence on or in relation to that property.”

This means that a Security Officer may arrest someone who they find committing a criminal offence on or in relation to the Board property they are protecting. This section of the Criminal Code of Canada provides more authority to the Security Officer as the Security Officer can arrest for any criminal offence and does not have to distinguish whether the offence is classified as indictable, summary conviction, or dual procedure offence.

In all cases, arrested person must be forthwith delivered to a peace officer (Delivery to A Peace Officer -sec. 494(3)).

#### Section 41 (1) Defence of house or real property

“Every one who is in peaceable possession of a dwelling-house or real property, and every one lawfully assisting him or acting under his authority, is justified in using force to prevent any person from trespassing on the dwelling-house or real property, or to remove a trespasser there from, if he uses no more force than is necessary.”

This means that a Security Officer may use force to prevent a person from trespassing or to remove a trespasser from Board property.

#### Section 41 (2) Assault by trespasser

“A trespasser who resists an attempt by a person who is in peaceable possession of a dwelling-house or real property, or a person lawfully assisting him or acting under his

authority to prevent his entry or to remove him, shall be deemed to commit an assault without justification or provocation.”

This means that any person who resists the attempt of a Security Officer from preventing a person from trespassing or to removing a trespasser from Board property can be arrested for assault.

### **7.3 Trespass to Property Act**

A key purpose of this Act (Revised Statutes Of Ontario, 1990, Chapter T.21) is to allow an occupier (owner) or a person authorized by the occupier of property (Security Officer) to control who has access to their property and what behaviour or activities are allowed.

In this Act:

"Occupier" includes,

- (a) a person who is in physical possession of premises, or
- (b) a person who has responsibility for and control over the condition of premises or the activities there carried on, or control over persons allowed to enter the premises.

"Premises" means lands and structures, or either of them, and includes,

- (a) water,
- (b) ships and vessels,
- (c) trailers and portable structures designed or used for residence, business or shelter,
- (d) trains, railway cars, vehicles and aircraft, except while in operation.

#### **Trespass An Offence -Sec. 2(1)**

“Every person who is not acting under a right or authority conferred by law and who,

- (a) without the express permission of the occupier, the proof of which rests on the defendant,
  - (i) enters on premises when entry is prohibited under this Act, or
  - (ii) engages in an activity on premises when the activity is prohibited under this Act;

or

- (b) does not leave the premises immediately after he or she is directed to do so by the occupier of the premises or a person authorized by the occupier, is guilty of an offence and on conviction is liable to a fine.”

#### **Arrest Without Warrant On Premises -Sec. 9(1)**

“A police officer, or the occupier of premises, or a person authorized by the occupier may arrest without warrant any person he or she believes on reasonable and probable grounds to be on the premises in contravention of section 2.”

#### **Delivery To Police Officer -Sec. 9(2)**

“Where the person who makes an arrest under subsection (1) is not a police officer, he or she shall promptly call for the assistance of a police officer and give the person arrested into the custody of the police officer.”

The Trespass to Property Act is an important act for Security personnel as it allows for persons to be directed to leave the property, to be arrested for failing to leave the property, and to ban individuals from entering the property in the future.

## **8.0 POLICIES WITH SECURITY CONSIDERATIONS**

Listed below are policies that have security considerations, but contain parts that are, or are completely, out of scope for Security Services. These are policies that each employee should review and ensure they are compliant with when performing applicable work.

These policies do not include Provincial Codes which also have sections that address security such as the Ontario Building Code and the Ontario Fire Code.

### **8.1 Fleet Safety Policy**

Sections of the City of Toronto’s “Fleet Safety Policy” address theft of fleet vehicles, equipment, parts, or accessories. The “Fleet Safety Policy” can be found on the City’s Intranet in the Fleet Services’ division site:

[http://insideto.toronto.ca/fleet/pdf/fleet\\_safety\\_policy.pdf](http://insideto.toronto.ca/fleet/pdf/fleet_safety_policy.pdf)

Link to policy on public web site: Fleet Safety

### **8.2 Fraud Prevention Policy**

Areas covered under the “Fraud Prevention Policy” are under the purview of the Auditor General and not Security Services.

Any employee who has knowledge of an occurrence of irregular conduct, or has reason to suspect that a fraud has occurred, shall immediately notify his/her supervisor. If the employee has reason to believe that the employee’s supervisor may be involved, the employee shall immediately notify the Auditor General.

The “Fraud Prevention Policy” can be found on the City’s Intranet in the Auditor General’s site:

[http://www.toronto.ca/audit/fraud\\_policy\\_page.htm](http://www.toronto.ca/audit/fraud_policy_page.htm)

### **8.3 Graffiti By-Law**

Graffiti poses a number of problems including:

- posing a risk to the health, safety and welfare of a community;
- promoting a perception in the community that laws protecting public and private property can be disregarded with impunity;
- fostering a sense of disrespect for private property that may result in increasing crime, community degradation and urban blight; and,
- creating a nuisance that can adversely affect property values, business opportunities and the enjoyment of community life.

The City of Toronto has introduced a “Graffiti Bylaw” (Municipal Code, Chapter 485) to guide City staff in preventing and enforcing the removal of graffiti effectively and immediately. Graffiti is defined in the “Graffiti Bylaw” as: "One or more letters, symbols, figures, etching, scratches, inscriptions, stains, or other markings that disfigure or deface a structure or thing, howsoever made or otherwise affixed on the structure or thing, but, for greater certainty, does not include an art mural".

City staff must remove graffiti on City-owned buildings, overpasses, bridges, and public parks. Staff will try to quickly remove any hate or gang-related graffiti within a 24-hour period and all other graffiti within a 72-hour period to prevent further proliferation.

#### Security Services Involvement

Security Services should be notified of graffiti on Board buildings to ensure the graffiti is appropriately documented and the Police are notified. Security Services can be contacted through the Security Control Centre at 416-263-3333.

## **9.0 STAKEHOLDERS / PARTNERS**

All Board Divisions, Sections, and Units shall promote security by sharing applicable information with Security Services such as threats, incidents, or other activity in order to help the Board maintain a safe and secure workplace.

### **9.1 Access and Privacy**

Security Services will ensure that its’ staff adhere to all relevant policies and procedures provided by the Corporate Access and Privacy (CAP) Office in the Records and Archives area. Security Services will involve the Board Representative in those aspects of the Security Video Surveillance Policy that relate to the Board's privacy obligations under the Municipal Freedom of Information and Protection of Privacy Act and as prescribed by the relevant sections of the Security Video Surveillance Policy.

### **9.2 Human Resources Division**

Human Resources staff must ensure they are aware of the requirement to immediately notify Security Services when an individual has left the employment of the Board to ensure:

- the individual’s access card is immediately deactivated;
- the return of radio communication device,
- the return of access cards; and
- the return of keys.

### **9.3 Information & Technology**

The Information & Technology department of Exhibition Place is responsible for all information security. Security Services will liaise with IT with regards to the technical aspects of the Security Services systems (e.g. upgrades, network requirements).

#### **9.4 Insurance and Risk Management**

Security Services will work with the Board's Insurance designate to reduce certain losses through the sharing of information. This partnership involves ensuring all losses of Board assets are, reported to the Insurance, are investigated by Security Services and a Security Incident Report is created. This partnership also involves on-going sharing of information to identify and analyze reported incidents, to determine applicable measures to reduce future loss, and to forecast risk areas where losses can be reduced.

#### **9.5 Purchasing, Materials Management**

Purchasing and Materials Management shall ensure applicable Security policies are adhered to by:

- only processing security hardware requests approved by Security Services;

#### **9.6 Event Services**

Event Services shall ensure all event/show clients submit the required Event Emergency Preparedness Plan and Event Security Plan prior to the event taking place and that this information is forwarded to Security Services. Event Services shall ensure any Incident Reports generated during the event/show by the event/show staff are copied to Security Services for review and investigation.

#### **9.7 Law Enforcement Agencies**

It is recognized by Security Services that law enforcement agencies, including the Toronto Police Service, are important allies in protecting the Board's assets. Security Services draws on the information, advice, and expertise of these law enforcement agencies.

Security Services will act as a liaison with law enforcement, including the Toronto Police Service, to further the security needs of the Board's assets. This liaison includes the sharing of applicable information, providing applicable incident reports related to criminal activity, and participating in crime prevention initiatives.

### **10.0 COMPLAINTS**

#### **10.1 Complaints about a Security Officer**

All formal complaints about any Security Officer shall be directed the Manager, Security Services.

Any member of the public or Board employee can file a written complaint with the Manager, Security Services which will be promptly and properly investigated.

Manager, Security Services  
Exhibition Place  
General Services Building  
2 Manitoba Drive  
Toronto, ON  
M6K 3C3

All complaints filed must be in writing, signed by the complainant and filed within 90 days of the incident/occurrence. The Manager, Security Services is responsible for investigating all complaints that have merit and are made in good faith.

### **10.2 Complaints about a Security Policy or Procedure**

Internal or external complaints made about any security issue in general should be addressed to:

Manager, Security Services  
Exhibition Place  
General Services Building  
2 Manitoba Drive  
Toronto, ON  
M6K 3C3