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## **APPENDIX A**

### **REQUIREMENTS FOR SAFETY AND EDM PROTOCOLS**

Promoters and organizers of Electronic Dance Music (EDM), Concerts and Dance Parties must prepare an event specific Emergency Preparedness Plan (EPP). The EPP describes the arrangements and measures that must be taken to safeguard the health, safety, welfare and property of the people affected by the emergency. It sets out the basic mechanisms, organizational structures, responsibilities, and procedures to guide organizers, facility and contracted staff involved in the coordination of these events to respond to emergencies. Emergencies for these types of events are defined as situations abnormally affecting the lives and property associated with the concert event which, by their nature and magnitude, require a controlled and coordinated response by a number of stakeholders, both public and private, under the direction of the Incident Command Team. To assist clients, an Exhibition Place Emergency Preparedness Plan is provided as a guideline to be used in the development of the event specific EPP. The Exhibition Place Requirements for Safety manual is also provided to identify the safety related requirements for Electronic Dance Music (EDM), Concerts and Dance Parties. The event specific EPP, including all related documents such as floor plans, engineered drawings, pyrotechnics, crowd control, rigging plans, etc. will be subject to review and approval by Exhibition Place with the assistance of local Police, Fire and Emergency Medical Services.

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*(Example: Appendix to License Agreement)*

## **Exhibition Place Facility Requirements For Electronic Dance Music (EDM), Concerts and Dance Parties**

*Exhibition Place is pleased to work with promoters and organizers of EDM, Concerts and Dance Parties. In order to create a safe and secure environment for your attendees, we have implemented the following guidelines. Your Sales representative will be happy to answer any questions you may have.*

1. The (Facility Name) is the designated location for EDM, Concerts and Dance Parties.
  - a) The Better Living Centre is a self-contained facility, with access to parking and public transit. The main floor area is approximately 200,000 square feet, and maximum capacity is 9,356 persons, based on approved floor plans by the Fire Marshall. Access to the space commences at (Date/Time).
  - b) Hall A and Heritage Court of the Direct Energy Centre can be sectioned off from the overall facility with access to outdoor parking and public transit. The main floor area of both halls combined is approximately 162,000 square feet, and maximum capacity is 5,750 persons, based on approved floor plans by the Fire Marshall. Access to the space commences at (Date/Time).
2. The rental amount for the main floor is \$\$\$ + HST. Services and labour for the installation of sound, lighting and rentals are extra. To be eligible for the \$\$\$ + HST rate, the event must be over by (Time) and equipment etc. must be moved out by (Date/Time). A credit application must be completed.
3. Turnstiles or tally counters are required at entry doors for admittance and exiting. The Event Organizer will monitor the numbers to ensure maximum approved building occupancy is not exceeded. This will be audited by the Exhibition Place event coordinator. Total occupancy must also include all non-patrons involved with the execution of the event. Ticket manifest and onsite numbers must be revealed upon request.
4. Security: One bonded and provincially licensed security guard for every entrance location (secure the site) and one for every 100 patrons.\*  
\* Toronto Police Service report will also include appropriate ratio of security guards to patrons.
5. The number of paid duty police will vary depending on the event and expected attendance. Police will be assigned to the interior space. Mounted police may be required to control line-ups to event. The police and the facility will determine number of paid duty officers, and all fees for paid duty police will be invoiced and collected by Exhibition Place, ten days prior to the event.

## Exhibition Place Protocols for EDM

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6. Ambulance: Toronto EMS Service protocol as determined concurrent with the Toronto Police Service protocol on paid duty officers. The number of Toronto EMS staff on site will be based on consultation with facility and Toronto EMS.
7. Fire: Toronto Fire Service pay duty staff may be required depending on the requested smoke detectors /devises to be isolated during event Exhibition Place to determine this requirement
8. Ovations is the exclusive Food & Beverage Supplier to the facility, and as such controls and sells product for all concessions, alcohol, soft drinks, and bottled water for all EDM, dance parties, concerts and special events. All Licensed areas must have paid duty police assigned plus security guards throughout the event.
9. Water: Organizers will make arrangements so that patrons will have unrestricted access to a supply of running water, at no charge. Organizers are required to promote the availability of fresh drinking water to patrons and indicate clearly where the water stations are. Furthermore Organizers should promote messages such as the importance of staying hydrated, and that free water is available to help with that.
10. Toilets/Portolets: Organizers agree to provide toilets as per existing legislation.
11. Triage Centre/ Quiet room: Organizers will make arrangements for an area off the main floor to act as a triage area for medical assistance. Additionally a quiet room needs to be provided to attendees where attendees can go if they need a quiet space if they are feeling unwell or need a break from the music. It is important that this be promoted to patrons with clear instructions as to where the space it if they need it.
12. Community Based Substance Abuse Prevention: It is recommended that Organizers allow community-based organizations to provide substance use prevention and harm reduction information and/or outreach support at EDM, dance parties, concerts and special events. Toronto Public Health can provide contact info for organizations that provide this type of service in the EDM community.

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**FLOOR PLANS**

Approved floor plans must begin using a basic Exhibition Place CAD, PDF or comparable format plan that shows all Exhibition Place infrastructures complete with legend. Floor plans should indicate the name, date and temporary placement of stages, structures, displays, décor, drapery, concert equipment and/or show any intended alterations to the shape and/or appearance of the contracted space from its original building plan for the purpose of the event.

Floor plans must also illustrate the manner in which "ticket holders" will be organized in advance for the admittance into the concert area including security check points. Should the manner in which ticket holders enter the facility be impeded by temporary equipment assembled for the purpose of crowd control (barricades), a secondary and/or additional floor plans must show staggered removal of temporary crowd control equipment based on EDM occupancy inside concert facility.

Included in the Emergency Preparedness Plan should be a chart as outlined in the example below:

DATE	TIME	% OF PATRONS INSIDE FACILITY	% OF CROWD CONTROL FENCE IN PLACE	% OF CROWD CONTROL FENCE TO BE REMOVED
01-Jan-14	6:00 PM	40%	100%	0%
01-Jan-14	7:00 PM	50%	80%	20%
01-Jan-14	8:00 PM	60%	60%	40%
01-Jan-14	9:00 PM	70%	40%	60%
01-Jan-14	10:00 PM	80%	20%	80%
01-Jan-14	10:00 PM	90%	0%	100%

**Additions to floor plan must include:**

- Additional Washrooms (if required)
- Executive Trailers (if required indoors)

**These additions are not required for the Floor Plan approval process, but are strongly recommended:**

- Command Centre (EMS & Paid Duty)
- Stationary Contracted Security Personnel's (Entrances, Exits, Washrooms, Stage, VIP Area, etc.)
- Taxi Stand / TTC / GO Station
- Triage Centre
- Quiet Room
- Water Stations

**Plans (Miscellaneous)**

- **Engineered Drawings:** A type of technical drawing used to fully and clearly define requirements for engineered items.
- **Pyrotechnics:** Materials capable of undergoing self-contained and self-sustained exothermic chemical reactions for the production of heat, light, gas smoke and/or sound.

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- **Crowd Control:** The controlling of a crowd, to prevent the outbreak of disorder and prevention of possible riot.
- **Rigging Plan:** Plans which show structural rigging load of services for concerts, shows and special events.

### **EMERGENCY PREPAREDNESS PLAN (EPP)**

An Emergency Preparedness Plan is the creation of a real document outlining an organizational reaction to a crisis. It describes the arrangements and measures that may be taken to safeguard the health, safety, welfare and property of the people affected by the emergency.

EPP should include:

- **Approved floor plan(s)**
- **Evacuation plan(s)**
- **Exiting & Re-entry plan(s)**

### **INTRODUCTION**

**Purpose:** The purpose of this EPP is to describe a coordinated response to a major emergency or disaster, so as to ensure the preservation of life and the protection of property. The overall objectives of the plan are to assist victims, minimize property damage, provide accurate information to the public, and return the facility to a state of normalcy as soon as possible. This plan meets the spirit and intent of the standards surrounding emergency preparedness as outlined by [Toronto's Emergency Plan](#).

**Intent of EPP:** The plan is intended to provide:

- a) The earliest possible response to an emergency with services required, and the establishment of overall control of emergency operations.
- b) To maintain order at the site so emergency operations are not impeded and casualties are avoided.
- c) Immediate action to defuse sources of potential danger in the area of the incident.
- d) Prompt evacuation of any facility considered being in a hazardous situation.
- e) Controlled evacuation and identifying individuals in need of medical attention.
- f) Total or partial evacuation of the area.
- g) Immediate attention of persons affected by the incident and the protection of staff and other contracted people attending the event.

**GLOSSERY of Terms & Abbreviations:** List all terms and abbreviations used for clarification.

E.g. EPP – Emergency Preparedness Plan

### **IMPLEMENTATION**

**Emergency Declaration:** A decision made by the Incident Command Team (ICT) to increase the magnitude of the crisis to include police, fire, and emergency medical service.

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**Criteria for declaring an emergency are:**

- Is this situation under control?
- Is it likely to be under control soon?
- Does the ICT and concert facility have adequate resources to deal with the situation?

**Incident Management System (IMS):** The Incident Management System is a scalable response system designed to provide appropriate response to all types of incidents ensuring efficient use of resources, effective communications and minimizing loss.

**Incident Command Team (ICT)** which include:

- Facility Coordinator
- Head of Contracted Security
- Senior Facility Security Official
- Toronto Fire Department - Captain
- Toronto Police Service - Supervisor
- Toronto EMS – Onsite Responder
- Senior Contract Paramedic

**Incident Command Post (ICP):** The Incident Command Post is the space designated within the facility for coordinating a response to a major emergency or disaster. In an emergency, the Incident Command Post is staffed by members of the ICT as well as volunteers. It supports all response activities in the facility and provides overall direction to the responders. Specifically, it centralizes information about the emergency; co-ordinates emergency response and communicates with EMS officials as well as the property officials.

The Incident Command Post should be equipped with the following equipment:

1. Computer or portable device with internet connection
2. Emergency contact information for all emergency agencies
3. Contact Information for members of the ICT.
4. Emergency contact information for employees, contractors, consultants, vendors, volunteers and suppliers. This information should include, as applicable: home telephone numbers, cellular number, after-hours contact numbers, mail and email addresses.
5. Emergency Information Log
6. Flashlights and other emergency lighting
7. Copies of all Emergency Plans
8. Communications equipment such as telephones/cellphones, radios, walkie-talkies
9. Floor plan of the event, a map of the site and a map of the City. (Paper and electronic formats recommended)
10. Chain of Command/Organizational charts
11. First Aid kit
12. Cable television (recommended)

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**Alert Status Determination:** A meeting is held to determine if the EPP should be put into action and which department will assume the lead role (fire, police, medical). Assigned levels can help determine actions required.

- Level 1 – Minor Incident
- Level 2 – Moderate Incident
- Level 3 – Major Incident
- Level 4 – Area Wide Emergency

**Incident Command System (ICS):** The Incident Command Team should use the universally accepted Incident Command System (ICS) management structure and system for conducting any emergency operations. This system is applicable at the facility site for any small-scale operational incidents as well as for any major crisis situation. A good ICS provides the flexibility needed to rapidly activate and establishes an organizational format around the functions that need to be performed.

At its simplest level, the Incident Command Team will always ask the following questions in each crisis situation:

- What do we want to do?
- Who is responsible for doing it?
- How do we communicate with each other?
- What is the procedure if someone is injured?

## RISK ANALYSIS

**Risk Analysis Definition:** Risk Analysis is the assessment of potential risk to the personnel and property associated with the event, which they may suffer in an emergency situation in any given area close to the facility.

**Technique of Assessment:** Many variables are considered during the risk assessment process.

- Potential consequences
- Probability of a given event
- Level of staff competency
- Geographic location with respect to local hazards
- Possible scenarios

**Reason for Risk Analysis:** The purpose of a risk analysis is to evaluate and take inventory of the actual or perceived threats to the concert facility. This process results in a list of events that an effective security and EPP should address.

**Potential Threats:** The follow occurrences provide a partial but not exhaustive list of typical possible threats to the injury/loss of life and property at the concert facility.

- Criminal activities
- Fire emergencies
- Crowd rush / rioting
- Bomb threat
- Medical emergencies
  - Food-related illnesses
  - First aid/ Trauma
  - Heat/cold exposures
  - Overdoses from illegal substances
  - Mass Casualty

## OPERATIONS & RESPONSIBILTIES

**Emergency Preparedness:** Emergency preparedness is a tool. It permits officials to manage a transition from a state of normal operation to that of an emergency response in a disaster and back to normal again. Proper management of this transition should allow the resolution of emergencies at minimum cost to the municipality, and reduce the time spent dealing with the event.

**Assessment:** If the site, size, seriousness, real or potential hazard of the emergency or disaster is, or may become, beyond the capability or responsibility of the agency first called to the scene, the Incident Command Team may decide if the magnitude of the emergency requires implementation of the EPP, fully or partially.

In the event that the entire facility needs to be evacuated, a determination will need to be made by the Incident Command Team and/or Exhibition Place, Toronto Police Services, Toronto Fire Services if the resumption and continuation of concert operations is acceptable. The threshold point will be:

- If the main artist has taken the stage or not.
- If the artist has not taken the stage before the evacuation has taken place.
- If it is safe to do so, the Incident Command Team will have the discretion to allow patrons re-entry into the facility with the provision of an extended curfew time to allow for security re-screening.
- If the artist has taken the stage after an evacuation is ordered, then the Incident Command team will decide to cease operations and promptly end the event.

## THREAT RESPONSE

**Criminal Activities:** In the event that criminal activity is discovered within or close proximity of the facility, the security personnel shall promptly inform their supervisor of the incident, and the supervisor will escalate the matter to the Head of Security and the onsite paid duty Toronto Police Service officers.

**Fire Emergencies:** Exhibition Place facilities employ a two stage alarm system. The first alarm will ring as a pulsating alarm, triggered by a pull station or smoke detector.

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Exhibition Place Security will take lead along with Exhibition Place Building Ops to determine the nature of the fire alarm which can only be turned off at the discretion of the Toronto Fire Department Captain.

If authorization has been provided by Exhibition Place and the Fire Department to take smoke detectors devices off-line, provisions must be made as outline below:

- It is important to note the location of where the smoke detectors have been taken off-line for example due to the pyrotechnic effects used
- Information relating to the pyrotechnic effects to be used is to be contained in Appendix.
- Exhibition Place Security will be conducting a Fire Watch which includes a log sheet.
- At all times during the event there will be one static and dedicated security guard posted by each of the emergency exits who shall be trained on the emergency procedures in the event of a fire or related facility evacuation situation.

The location of the alarm will be indicated on a control panel for the corresponding venue. Exhibition Place Security will investigate cause of alarm. If it is a false alarm, Exhibition Place Security will terminate the alarm. If it is determined to be a real threat or if five (5) minutes elapses without Exhibition Place intervention, the second stage alarm will be initiated. The second stage alarm will be a continuous siren and will identify the need to evacuate.

It is noted that the two stage alarm will automatically escalate into 2nd stage (Evacuation Mode) upon activation of a sprinkler flow, activation of a general alarm switch at any manual station, operation of a general alarm switch at the Fire Alarm Panel or if the five minute timer is allowed to expire before acknowledging the alarm.

The PA system will announce a pre-determined message outlining the situation and the staging points for staff and patrons to go to on the exterior of the facility.

**Fire Drill:** To be conducted prior to the event and needs to include staff and volunteers.

**Medical Emergencies:** Based on capacity and direction from Toronto EMS and Police Services, (TBD #) of professionally trained and licensed medical officers on site including two officers attached to separate security roaming team to ensure maximum coverage and access to the building. In addition, there will be one paid duty Toronto EMS Ambulance on standby to response to any escalated medical emergency situations.

The diligence of the (TBD #) of security searchers upon entrance to the venue will aim to detect and confiscate any illegal substances and devices that can contribute to potential medical emergencies.

There will be multiple mini-hydration filter trailers strategically placed throughout the venue, which will provide patrons access to complimentary cold and clean water for consumption and cooling purposes. This will mitigate any potential for dehydration or heat stroke medical emergencies amongst the patrons and staff.

**Crowd Rush / Rioting:** Based on capacity, stage size and direction from Toronto EMS and Police Services, a (TBD #) of dedicated security guards will be posted in front of the main stage behind

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pit barricades to control the concert patrons from rushing the stage and causing any large scale disturbances to the operations of the performance. The constant patrol of the security roaming team and the presence of Toronto Police Service Officers will further act as a deterrent to the any individuals with plans of creating disturbances.

There will be barricades (TBD Size) placed at the entrance to allow the patrons to enter in an orderly fashion.

A description of the type of temporary equipment (barricades, chutes or fence) to be assembled to file patrons into the venue is required. In addition the process is to be provided by which temporary equipment will be assembled and dismantled for the purpose of entry and exiting of venue in accordance to egress regulations.

**Fire Watches:** Procedures to be following in accordance to Exhibition Place policy. Details will be provided.

**Fire Watch for Offline Smoke Detectors:** Procedures to be following in accordance to Exhibition Place policy. Details will be provided.

**Fire Watch for Trailers:** Procedures to be following in accordance to Exhibition Place policy. . Details will be provided.

**Public Communication:** In the event of an emergency situation, the ICT will issue detailed instructions to the concert patrons and staff as to evacuations procedure/routes and next steps. Private communication resources will exist for the ICT to issue tactical directives to security, medical and other associated contractors working at the venue in order to respond effectively to the situation.

**Primary & Secondary First Aid Stations (Parental Pickup Area):** A primary first aid station will be located inside the venue to treat patrons who require medical attention.

There will be a secondary first aid station located at an exterior location to treat patrons whom are refused entry into the venue for over intoxication. These patrons will be treated on site. This secondary first aid station will also double as a parental pickup area to re-unite concert patrons and their parents/designated drivers during and after the event.

**Smoking Area:** Designated smoking area must be clearly indicated with large signs and must be set-up in accordance with existing city by-laws. Event will also be monitored for illegal smoking inside facility.

**Emergency Termination:** Can officially be terminated by Incident Command Team with the assistance and approval of facility management and emergency services.

## OPERATIONAL SECURITY PLAN

### Commencement of Event – Event Access Plan

- Schedule of Toronto Police Services to be provided including quantity of deployment staff (Staff Sergeants, Sergeants and Constables).
- Details of temporary equipment assembled for controlled access.
- Number of guards required for security searches (male/female ratio).

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- Details of rejection plan for any person seeking admittance that is deemed intoxicated, under the influence of drugs or poses a threat to the general public.

**Event Operations – Event Management Plan**

- List number of roaming teams that will patrol the venue providing both observational values to the security plan as well as act as a visual deterrent to potential criminal elements.
- Type of barricades that will be set-up in front of the stage, number of guards to provide crowd control and ensure there is no access to the stage by patrons.
- (if necessary) The number of searchers from the entrance will be repositioned inside the venue once the majority of the crowd has entered.
- Event security will assist the licensed alcohol provider to monitor the consumption of alcohol by visually observing wrist band wearing patrons. Any minor deemed to be consuming alcohol or any adult observed giving alcohol to a minor will be ejected from the venue by security.
- Number of bars serving alcohol within the venue. If patrons are of all ages, the bar will have process to contain and prevent patrons from passing alcohol to minors in the common areas of the venue floor. No alcohol will be permitted beyond the barriers of the bar locations.
- Additional floor plan illustrating “Exiting Plan for Initial Opening to TBA% Occupancy”
- Description to include the number of temporary equipment required to be assembled, complete with dimensions of each piece of equipment. Details of who will set-up and dismantle temporary equipment throughout the night.
- Description of where and how many ticket scanners will be posted at entrances.
- (if necessary) Availability of exterior washrooms to assist with wait times for entrance into venue. Male/Female Guard to be posted for roaming and washroom checks.
- Along with location of coat check, the procedure for handling large crowds in the start and end of the night. Plan must also include procedure for returning coats in the event of an evacuation.
- “Exiting Plan for Full Occupancy” for the conclusion of the event.
- Wrist band policy and procedure. Sample wristbands to be provided to Exhibition Place.
- The capacity of the event will be managed by the ticket scanners operating at the front door along with security personnel positioned at the front door main entrance. Both access and exit tally counters will be used to make the subtraction of both totals the real time occupancy count within the venue. Every hour the manual clicker counters will be compared against the total electronic ticket scanners to ensure a reliable and accurate count of total patrons within the venue. Should the electronic ticket scanners fail to operate due to technical issues the manual clickers will act as a backup system and thus be the official accounting total for fire and safety purposes.
- During concert event it is often common for patrons to be ejected by security from both the main entrance and side exits for security reasons. All ejections will be communicated via radio and these numbers will be added to the egress counter.

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- If a substantial line up of patrons have formed before the doors are scheduled to open, a meeting between the promoter, security, and facility management will take place and a joint decision will be made with regards to opening doors. Internal procedures and staff must be in place to permit an earlier-than-announced door opening, to reduce tensions within the large crowd, as well as permitting a slower and hence better controlled ingress in the time prior to the performance. An earlier-than-announced/anticipated opening also reduces patron fears that those towards the rear of the line may not gain entry in time to see the commencement of the event. This may help to mitigate potential problems.

**Conclusion of Event - Dispersal Plan**

- Event organizers shall contact the TTC and taxi companies to assist with the safe transportation and efficient crowd dispersal of patrons post event.
- Dispersal plan involves turning on the house lights, making public announcements and having security direct people towards the appropriate exits of the facility.
- Information over the PA system will include egress procedures and TTC/public transit information. Additional megaphones should be available to security and reps as a backup to the PA system to announce evacuation procedures.
- Coat Check: Based on the volume at the conclusion of the event there will be additional guards and stanchions to facilitate the smooth retrieval of coats and instructions to patrons on how to exit, location taxi, public transit and passenger pick-up. (NOTE: Signage will be posted at coat check to notify public that coat check will be closed in the event of an emergency.)
- There will be one static guard at all exit doors, escalators and stairs (where necessary) to prevent unauthorized access to restricted areas.
- Security guards outside with megaphone to offer direction. Nearby roads might be congested or closed.
- In the event of an evacuation the organizers along with Exhibition Place staff, Security and Toronto Police Services will meet at the ICP headquarters to assess the situation.

**Site Evacuation – Mass Evacuation Plan**

- In the event that an emergency evacuation is decided by the Incident Command structure, the procedure will be to announce over the PA system for all persons in the venue to egress via the nearest emergency exit and the congregate in the closest parking lot to that exit.
- The following will be implemented:
  - Stage performance will halt and full house lighting will be turned on.
  - All security resources will be marshaled to oversee the orderly and safe evacuation of individuals outside the venue. (All security personal will be mandated to carry personal flashlights which will be inspected before commencement of the event. Flashlights by security will aid in the event of any power outages and the safe evacuation of patrons.)

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- The Coat Check will have signage to notify the public that coat check will be closed in the event of an emergency.
- TBA security staff shall direct patrons to the nearest exit that is not congested.
- Patrons to be direct to the Area of Refuge that is closest to the exit utilized, as shown in floor plan examples.
- Due to the possibility of inclement weather and cold temperatures, if patrons have been in an outdoor area of refuge for more than 10 minutes, they shall be relocated to a TBA facility, as many attendees will not have their coats.
- The exits and their capacities are to be provided in a table based on safety specifications for total capacity
- Security is to report any congestion at exits to base and the head of security, so that the flow of patrons may be directed to the closest exit that is not congested.
- Security supervisors will ensure all washrooms, spaces and general access areas are vacated and empty.
- All building occupants are to exit the facility to the surrounding parking lots.
- Volunteers to aid Security/staff in moving people as far away from exits as possible while keeping roadways clear of both people and personal vehicles. While patrons may choose to sit in their car, they should be discouraged from leaving their parking spot in order to maintain clear roadways.
- EMS/First Aid should be evacuated to an external Triage location. For persons that are not mobile, the on-site EMS ambulance should be contacted to assist injured parties with evacuation.

#### **Emergency Assembly Areas and Defusing Strategies**

- To ensure compliance and effective communication, once the patrons have been safely evacuated, further instructions regarding re-entry or event termination will be communicated via megaphones that will be in the possession of the promoter. Upon completion of the evacuation of the facility, there will be a brief security meeting comprised of all promoter, security supervisors and facility management at a predetermined location. Any security concerns and new information will be discussed at this time and communicated to the Incident Command Team to aid in their decision making process.
- While the Incident Command Team is assembling to ascertain the cause of the evacuation and making a decision to terminate/continue the event.

#### **Potential Re-Entry Post Evacuation**

The re-entry policy post evacuation will be based on the showcase of the main concert

Headline performer:

- a) If the headline act has commenced performance before an evacuation is ordered then it will be decided to terminate the concert and all relevant stakeholders will be notified.

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Security will coordinate to allow patrons to re-enter the venue through designated entrance once cleared in order to obtain articles left in coat check.

b) If the headline act has not commenced performance before an evacuation is ordered then the Incident Command Team will make a consensus decision as to whether it is safe to proceed with continuing the concert. In the event of a fire related evacuation the Toronto Fire Services will assume total command of the venue and make a determination as to whether the concert will proceed or terminate. In the event that a decision is made to continue the concert all security resources will assist in the access control of patrons back into the building from the emergency evacuation staging areas.

**FIRE SAFETY PLAN – In the event of a fire alarm, the involvement of Exhibition Place Security and Building Operations staff will have precedent over**

- Exhibition Place's approved Fire Safety Plan will be implemented on activation of the Fire Alarm.
- All event/organizer's staff shall be familiar with applicable portions of Exhibitions Place's approved FSP

**Activation of a Fire Alarm (1<sup>st</sup> Stage)**

On activation of a fire alarm, 1st stage alarm would sound. Exhibition Place Security would be notified of location:

- a) If event is held in the Direct Energy Centre, the fire panel is located in the Security Office at the East entrance to the DEC.
- b) If event is held in the Better Living Centre, the fire panel is located inside the east section of the north center vestibule.

Communication will be in accordance with the protocol. Exhibition Place Security would proceed to identify cause of alarm. Exhibition Place Security would notify Exhibition Place Event Coordinator. The Emergency event representative or his designate, would also report to the fire panel.

- The Emergency event representative or designate will report to the fire panel location to meet with the Exhibition Place Event Coordinator, Building Operator (Maintenance member of Fire Safety Team), Security Services and Emergency Services.
- The event emergency designate will report to the Emergency Management Office information as it becomes available.
- The senior ranking Toronto Police Service Supervisor is to be notified of any concerns that pertain to public safety, including criminal acts associated to the alarm.

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- All sales must stop in preparation for evacuation.
- All entry to exhibit floor will be halted.
- Head of event Security or Security Supervisor to provide direction to Security staff.
- Event security Staff at the main entrance must begin to remove the temporary barricades so that evacuation can proceed.
- Designated security staff shall be dispatched to the emergency exits to ensure that exits are accessible. Any noted problems are to be radioed to base. Base will notify the Head of Security.

**Fire Panel Location for the dual stage alarm is located at the Emergency Panel at the Security Office at the:**

**c) East entrance to the DEC.**

**d) East section of the Better Living Centre vestibule**

- The location of the alarm will be determined from the fire panel, investigated by Exhibition Place Security Services and Toronto Fire Services (once on site). Information will be provided to others attending the fire panel as soon as it is available to be released.
- Exhibition Place Security will make announcements through the fire communication system to update the public as to the status of the alarm.
- The all clear will be determined by Toronto Fire Services in conjunction with Exhibition Place Security Services upon conclusion of the investigation.
- Should a real fire exist and the fire panel goes into evacuation mode (2nd Stage), all occupants of the building must leave. All other decisions to evacuate the building will be made by Emergency Services in conjunction with those attending the fire panel.

#### **Fire Alarm 2nd Stage - Evacuation**

- Upon activation of the fire alarm (2nd Stage), evacuation is necessary. It will be coordinated by the Emergency Management Team in conjunction with Toronto Fire Services, Exhibition Place Security, Event/Show Contracted Security and the Exhibition Place Event Coordinator.
- Stage performance will halt and full house lighting will be turned on.
- All security resources will be marshaled to oversee the orderly and safe evacuation of individuals outside the venue. (All security personal will be mandated to carry personal flashlights which will be inspected before commencement of the event. Flashlights by security will aid in the event of any power outages and the safe evacuation of patrons.)
- Event security staff shall direct patrons to the nearest exit that is not congested.
- The exits and their capacities are provided in Table 1. (Table to be provided)
- Security is to report any congestion at exits to base and the Head of Security, so that the flow of patrons may be directed to the closest exit that is not congested.
- Security supervisors will ensure all washrooms, spaces and general access areas are vacated and empty.
- All building occupants are to exit the facility to the surrounding parking lots.
- Volunteers to aid Security/staff in moving people as far away from exits as possible while keeping roadways clear of both people and personal vehicles. While patrons may choose to sit

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in their car, they should be discouraged from leaving their parking spot in order to maintain clear roadways.

- EMS/First Aid should be evacuated to the exterior Triage trailer. For persons that are not mobile, the on-site EMS ambulance should be contacted to assist injured parties with evacuation.

**No one is permitted to re-enter the building without permission from Toronto Fire Services.**

- Ticket holders to the event will be identified by stamps on wrist for re-entry.
- Exhibition Staff, Contracted Staff will be identified by specific event designated wrist bands and for some staff, Exhibition Place photo badge.
- Staff, Entertainment, Contracted Staff and Tech Crew will be identified by TBA.

#### **Re-entry Following Evacuation**

- The “all clear” will be determined by Toronto Fire Services in conjunction with Exhibition Place Security upon conclusion of the investigation.
- Upon receiving instructions to re-enter the facility, the following recovery procedure will occur:
- Event/Show Contract Security will return to their posts
- Event/Show Staff and Exhibition Place staff will return to their duties
- Exhibitors will return to their booths
- Public will be permitted to re-enter the facility

A decision will need to be made as to how long the doors to the Event/Show will remain open to allow those evacuated from the building re-entry.

#### **Security Contact Information**

The name of the contracted security company onsite will be TBA.

<b>Title</b>	<b>Name</b>	<b>Company</b>	<b>Phone Number</b>
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#### **Security Organization**

- In total there will be over TBA dedicated security personnel within the organizational structure for the event, not including the Exhibition Place’s own in-house security assets.
- Security will be onsite the day from \_\_\_\_\_ to \_\_\_\_\_.
- Security personnel at the main entrance will carefully screen all patrons seeking admission into the venue and will refuse access to those deemed intoxicated, unruly or otherwise undesirable to the good order and safety of the venue. Any refused patrons who are intoxicated or needing medical attention will be promptly escorted to the Triage Trailer located in front of the main entrance for health treatment. Any patrons refused entry for undesired behavior will be promptly escalated to Toronto Police officers for escort off the premises.
- Before the commencement of the event there will be a primary security meeting between security supervisors and all relevant stakeholders. This meeting will review any last minute changes to the event and a reminder to all security protocols and the location of all security/safety assets.

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- A secondary security meeting will take place between security supervisors and all the general security staff and searches. At this meeting all related security protocols and communication procedures will be reviewed including the inspection of flashlights and security licenses. Security personnel will be briefed on all common security scenarios (i.e. patron ejection protocols, building evacuation process) as well as the chain of command and reporting relationships.
- The following constitute the general roles and responsibilities of the different security personnel:

**Security Supervisors:**

- Mobile, roaming first respond security personnel within the venue
- Assist onsite paramedic personnel with health related issues
- Record security incidents for follow up and legal purposes
- Escalate complex and serious security/H&S issues to Promoters
- Provide relief breaks amongst static security personnel

**Security Personnel:**

- Provide searching of patrons entering venue (females only checked by females)
- Maintain perimeter integrity of venue by securing all points of entry/exit
- Escalate security/H&S issues to supervisors and paramedic personnel
- Monitor and record any significant security/H&S situations
- Provide general perimeter access control from set up to tear down of venue

**Toronto Police Service Officers:**

- Preserve general peace and good order of the event
- Conduct mobile patrol of the premises and provide assistance to patrons
- Upon request, assist security in complex matters
- Provide decision making assistance in the event of an emergency
- TBA police officers will be stationed (list all areas)

**Paramedic and EMS Personnel:**

- Provide onsite first aid treatment to patrons
- Analyze health emergencies and make medical recommendations
- Arrange and provide the transportation of patrons to health care facilities
- Toronto EMS ambulance will be parked TBA in ready state to transport individuals to medical facilities

**Venue Site Map (attached) & Asset Locations (Attach copies)**

Security & Safety Assets: (Provide List)

**Contacts:**

- Toronto Police Services
- Toronto Fire Services
- Toronto EMS
- Contracted Paramedics
- Contract Security