

# Exhibitor Safety & Security Tips

The One of a Kind Show is staffed 24-hours a day in the exhibit hall from set-up day through tear-down. In addition to this protection, however, we strongly suggest you take the following precautions:

- During move-in and move-out do not leave your product unattended at any time. After you have finished setting up your booth, secure it and your product before leaving.
- When planning the layout of your booth, consider where your valuables will be placed. Try to plan it so that you do not have your back to your customers.
- Make sure your business insurance is up to date and covers you for the duration of the show, including move-in and move-out. For information about insurance for the show, please visit:  
<https://oneofakindshow.com/ooak-exhibitor-manual/booth-regulations/#exhibitor-insurance>
- Wear your badge at all times including move-in and move-out to help us identify anyone who does not belong in the hall. If you are not wearing your badge during these times you will be asked to leave the show floor.
- Do not leave your keys or valuables (such as purses, cash boxes, credit card slips, or stock) in your vehicle at any time.
- During Show hours, keep personal items like purses and wallets locked up and out of sight from the public. DO NOT leave them behind drapes or underneath tables. This is the first place that is targeted. Ideally, purses, wallets, cashboxes, etc. should be locked in a cabinet.
- Do not leave any cash or credit card slips in your booth when you are not there. Wear a money belt so you will know where your money is at all times. **Make daily bank deposits.** Remember to walk to and from the exhibit hall with someone, especially if carrying large sums of money.
- Get authorization for credit card purchases while the customer is still in your booth. The Show Office will not make overhead announcements for declined credit cards or credit cards left behind in booths.
- Keep fire doors closed at all times. Never prop open a fire door.
- Do not leave your booth unattended. Be sure to be at your booth before show opening, and at show closing (Show hours: weekdays & Saturdays 10-9pm; Sundays 10-6pm) If you need to eat or take a break, ask your neighbour to keep an eye on your booth or arrange to have a booth sitter.
- It takes time for all customers to exit the building; please do not leave if customers are still on the show floor.
- We strongly recommend that you completely close off the front of your booth each night with a cloth, mesh, netting, etc. that will prohibit anyone from entering your booth when you are not there.
- All Exhibition Place, Enercare Centre and Showtech staff have photo identification. Be sure to ask to see it if someone approaches you about checking something in or behind your booth.
- **Report suspicious behaviour to the Show Office (416-263-3202) or One of a Kind Floor Staff immediately! You can also call Exhibition Place security services 24 hour line at 416-263-3333.**
- **If you or someone else has been involved in an incident we should be aware of, please submit a report here**  
<https://ooak.link/incidentreport>
- Upon request, Exhibition Place Security Services will provide a security escort to anyone who does not feel comfortable walking to their mode of transportation. Make arrangements by calling Exhibition Place Security Services at 416-263-3333. Advise the operator of your request for a security escort, provide your name, description and location, and wait at your location for Security Staff to attend. **Please be sure to schedule your security escort early in the day.**

# One Of A Kind Floor Staff stations during regular show hours

## Spring 2022 Staff Uniform



## Important Phone Numbers

### On-site Show Office

Salon 105 East (access from outside Hall A)

**416-263-3202**

### Non-emergency Police assistance

For Police assistance in a non-emergency situation (e.g. reporting thefts, vandalism, fraud) or for other situations where no person or property is in immediate danger.

**416-808-2222**

### Enercare Centre's Building Security

**416-263-3333**

## **First Aid Times:**

Exhibitors requiring first aid can visit the first aid room in A1. Hours of operations are as follows:

Monday, March 28, 2022	1:00pm-10:00pm
Tuesday, March 29, 2022	8:00am-10:00pm
Wednesday, March 30, 2022	7:00am-9:30pm
Thursday, March 31, 2022	8:00am-9:30pm
Friday, April 1, 2022	8:00am-9:30pm
Saturday, April 2, 2022	8:00am-9:30pm
Sunday, April 3, 2022	8:00am-11:00pm

## **What to do in the following situations:**

### **Theft or damage occurred within your booth overnight or outside of Show hours:**

If you discover that product within your booth was stolen or damaged overnight or outside of Show hours, please notify the Show Office or inform the One of a Kind Floor Staff who will be wearing **red shirts** (see image of shirt on previous page). They will send a Show Security guard to your booth to take a detailed incident report for future reference. Depending on the value of the theft or damage you may also want to call the non-emergency Police to file a Police report (non-emergency Police phone number is on previous page). There are security cameras in the exhibit hall, however, only the Police are allowed to access the footage which they can do as part of their investigation if you file a report with them.

### **Theft or damage occurs within your booth (or someone else's) during Show hours:**

If you did NOT witness the theft or damage: follow the instructions listed above.

If you DID witness theft from a booth: **you can either call 911 immediately** (followed by notifying the Show Office team) or immediately notify the Show Office, a One of a Kind Floor Staff or the Show Security directly. Show Security will take a detailed report from you and/or other witnesses including description of the person(s) involved as well as a description and value of the items taken or damaged. Show Security will notify Exhibition Place Security and together they will search for suspect within the building. If found, they can detain the suspect, who you have positively identified, until police arrive. Note, if you aren't able to positively identify the suspect, Show Security will still be able to help search for the suspect and even speak to the suspect, however, they will not be able to detain them.

### **You have found a lost child or a parent informs you of their missing child:**

If you have a child in your booth who has become separated from their parents, take their full name and either call the Show Office (416-263-3202) who will then make an overhead announcement for the parents or notify the One of a Kind Show Floor Staff at one of the locations indicated on the attached floor plan and they will contact Show Office via two-way radio.

If a parent informs you of their missing child, try to take down a description of what the child is wearing, hair & eye colour, height, age and name. Either call Show Office (416-263-3202) or notify the One of a Kind Floor Staff who are trained in how to respond to this type of situation.

### **An exhibitor or show visitor is ill or needs medical treatment:**

There will be a dedicated first aid attendant available at all times during official Show hours in Room A1 (access to this room is from the Galleria outside of Hall B, see enclosed floor plan).

If you encounter a sick or injured person, make them as comfortable as possible without moving him or her. Stay with the person and notify Show Office (416-263-3202) or a One of a Kind Floor Staff who will summon the attendant via two-way radio. After giving the location and details, the first aid attendant and the Show Office will have a plan of action for where the Ambulance will be received, if needed.

### **You have found a wallet/purse in the washroom or a credit card has been left in your booth, etc.:**

If you find a lost object, please bring it to the Customer Service Centre (located in the middle of Row I) or the Show Office in Salon 105. Please note overhead announcements will **not** be made for lost and found items.

### **You have discovered a fire:**

Leave the fire area and sound building alarm (see attached floor plan for Pull Stations). Notify fire department by calling 911. Use stairs (not elevators) to exit the building. If possible, please close a door behind you to help stop the spread of fire.

### **A building evacuation has been ordered:**

Enercare Centre is equipped with a two (2) stage alarm. During the 1<sup>st</sup> stage of an alarm, exhibitors must stop all sales and listen to the announcements through the public address (P.A.) system. Upon hearing the 2<sup>nd</sup> stage alarm (rapid tone), everyone will be advised via overhead P.A. system to evacuate the building. Proceed to the nearest Show floor exit immediately – do not remain with your product! Note, elevators cannot be used. Exhibitors should assemble with Show Management outside of the Beanfield Centre (corner of Princes' Blvd. and Newfoundland Road) to await further instructions. Once it is deemed safe by fire officials to return to the building the following re-admit order will take place:

Show Security → Show Management & Show Staff → Exhibitors → Visitors